

- MEMORANDUM -

DATE: October 28, 2022
TO: **ACBH Specialty Mental Health Services (SMHS) Outpatient Providers**
FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*
SUBJECT: **Post Cal-AIM Updates to the CQRT Process and Checklist for SMHS Outpatient Programs**

This memorandum announces changes to the Clinical Quality Review Team (CQRT) process and checklist to align with new CalAIM requirements. These changes were made in partnership with the members of the Behavioral Health Collaborative and are effective immediately.

Background

The contract between Alameda County Behavioral Health (ACBH) and the Department of Health Care Services requires ACBH to certify that claims made to Medi-Cal meet Federal and State requirements for medical necessity and documentation. The Clinical Quality Review Team (CQRT) process was created to perform this required function and involves provider review of their agency's clinical documentation during specific review cycles to certify that they meets Medi-Cal requirements.

CQRT Documents

The following documents have been posted in Section 8 of the [QA Manual](#) on the Provider Website:

- CQRT Procedures (updated)
- CQRT Checklist (updated)
- CQRT Comments Sheet (new)
- CQRT Checklist Glossary (new)
- CQRT Electronic Health Record Attestation Form (new)
- CQRT Tracking Tool (new)

Overview of Changes

Below is an overview of some of the changes that have been made to the CQRT process and documents.

CQRT Procedures

With CalAIM, the time requirements for completion of assessments have become more flexible. Assessments are now expected to be initially completed and updated within a reasonable amount of time based on clinical discretion and in accordance with generally accepted standards of practice.

Although the CQRT Review Cycles of sixty (60) days from the Episode Opening Date (EOD) and annually, no longer align to expected timeframes for completion and revision of assessments, these Review Cycles should continue to be used to determine which charts are eligible for CQRT review. In most cases, a chart will have a completed assessment within 30-60 days of the EDO and is revised at least annually based on clinical need. When using these timeframes to review a chart, the expectation is not to look for an assessment that is completed by a particular date, rather to evaluate whether the assessment was completed in a timely way based on the clinical picture and includes the required domains.





CQRT Checklist and Comments

The CQRT Checklist was updated, removing old requirements and adding new ones to be consistent with the CalAIM changes. Given that the reasons for claims disallowances were significantly reduced, the checklist was expanded to also include important clinical quality items.

The “Chart Status” options were expanded to include a new category called “Approved with Coaching”. This category allows reviewers to use their clinical discretion for cases that require light coaching but do not need to be brought back to CQRT the following month.

The CQRT Comments Sheet is made available as an optional tool, in case additional space is needed to document pertinent comments related to a case.

CQRT Glossary

A CQRT Glossary was created to clarify what should be reviewed for each item and to provide reviewers with links to helpful resources.

CQRT Electronic Health Record Attestation Form

The CQRT Checklist includes items that may not need to be reviewed if a provider’s agency is using an Electronic Health Record that automatically checks for and prevents certain types of errors related to scope of license. If opting not to review these CQRT items, providers need to complete the Attestation Form and submit to ACBH for approval prior to crossing the item off the CQRT Checklist. The Form and Glossary provide more information regarding this option.

CQRT Tracking Tool

Since a minimum of 5% of the total number of new and annual charts combined are reviewed each month, a CQRT Tracking Tool was designed to allow providers to document the number of charts reviewed each month and the overall findings. The use of this tool is required, as it provides evidence of compliance with the CQRT requirements. Please complete the tool and make it available to ACBH when requested.

Action Required

Specialty Mental Health Service providers who have been conducting internal CQRTs for their outpatient programs should review and implement the changes to the CQRT process discussed in this memo.

Support

We invite you to join us for Brown Bags every other Friday from 12pm-1pm and welcome your questions and opportunities for clarification of this and other changes and processes. **The next Brown Bag meeting is scheduled for Friday 11/4 from 12:00-1:00.** If you do not have the meeting on your calendar, see below:

Link to Brown Bag: <https://global.gotomeeting.com/join/173324541>

For questions, please contact QATA@acgov.org.

