

- MEMORANDUM -

DATE: February 15, 2022
TO: All ACBH Specialty Mental Health Services Providers
FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*
SUBJECT: **2019 Mental Health System of Care Audit of ACBH Contracted Programs**

This memorandum announces the publication and release of the 2019 Mental Health System of Care audit findings.

Background: The ACBH Quality Assurance (QA) team completed an audit of the Mental Health Adult and Children's System of Care for the audit period October 1, 2018- December 31, 2018. The report is an aggregate analysis of the findings with Specialty Mental Health Services (SMHS) Medi-Cal documentation standards for services claimed to Medi-Cal and includes both disallowance and quality findings. Disallowances were based on the Department of Health Care Services (DHCS) Reasons for Recoupment for FY 2016-2017.

Because the selection of claims for the review employed a random sampling methodology, the results may be generalized to the ACBH Mental Health System of Care and in particular to all ACBH contracted programs.

Overview of General Findings: A total of two-hundred-ninety-two (292) claims were examined by QA clinical staff. Of these, one-hundred-ninety-two (192) claims, or 66%, met the documentation standards and one hundred (100) claims, or 34% were disallowed for not meeting the Medi-Cal standards. The claims compliance of 66% was slightly lower than the compliance rate of 70% for the Q4 2018 SMHS SOC Audit.

Quality compliance ratings ranged from 75-100%, with 75% of the charts that were audited falling in the 85-100% compliance range.

Next Steps: The QA team continues to offer opportunities for quality improvement, including QA Technical Assistance, monthly Brown Bag meetings and training opportunities throughout the year. Providers are encouraged to take advantage of these resources to ensure compliance with Medi-Cal and County quality requirements.

We invite you to visit the ACBH Quality Assurance website for resources and informational memos at [BHCS Providers Website \(acbhcs.org\)](http://BHCS Providers Website (acbhcs.org))

This memo is informational only. There is no action required.

For questions, please contact QATA@acgov.org.

