

- MEMORANDUM -

DATE: November 17, 2022

TO: Alameda County Behavioral Health (ACBH) Substance Use Treatment Providers

FROM: Torfeh Rejali, Quality Assurance Administrator *Torfeh Rejali*

SUBJECT: **New/Updated Clinician's Gateway (CG) Templates for Required Timely Access Data Collection**

This memorandum announces State-expanded substance use disorder (SUD) timely access data reporting requirements and new/updated Clinician's Gateway (CG) templates that will collect all required timely access data.

Effective **December 5, 2022** all SUD providers are to complete these CG templates. This implementation date allows ACBH to be in compliance with the Department of Health Care Services (DHCS) reporting parameters.

Background

On an annual basis, DHCS issues new requirements and guidance related to Network Certification, inclusive of timely access data. [BHIN 22-033](#) indicates the expanded timely access data reporting requirements for Drug Medi-Cal-Organized Delivery System (DMC-ODS) Plans. Please note, these requirements are in-line with those of the Mental Health Plan (MHP) for Specialty Mental Health Services (SMHS).

Timely access data collection applies to initial requests for SUD services across the continuum of care. The purpose is to determine if the DMC-ODS provides timely appointment offers and ultimately timely access to assessment and treatment services.

The following are the required timely access data elements:

- Date of First Contact to Request Services
- Assessment Appointment First Offer Date
- Assessment Appointment Second Offer Date
- Assessment Appointment Third Offer Date
- Assessment Appointment Accepted Date
- Assessment Start Date
- Assessment End Date
- Treatment Appointment First Offer Date
- Treatment Appointment Second Offer Date
- Treatment Appointment Third Offer Date
- Treatment Appointment Accepted Date
- Treatment Start Date

Please note: "Assessment" refers to the initial screening appointment and not the completed ASAM assessment.





New and Updated CG Templates to Collect Required Timely Access Data

- Portal Screener Template:
 - This is an existing template that is used by the Portal providers only.
 - The template was updated to capture required timely access data elements.
- Portal Screener Follow-up Template:
 - This is a new template that was created for use by SUD providers to track the required timely access data elements for clients who are referred to their program through the Portal.
 - The initial referral information is imported into the template from the Portal Screener template.
 - The template can be completed by non-licensed staff as it does not include any clinical content.
- Portal Screener Walk-Ins/Calls Template:
 - This is a new template that was created for use by SUD providers to track the required timely access data elements for walk-ins (clients not referred by the Portal).
 - The template must be completed by clinical staff as it includes some clinical content.

Instructions for Accessing the CG Notes while in Development

While these templates are being finalized, they can be accessed in CG with “TESTING” in their names. Providers are invited to review these templates using the instructions below.

To access the Portal Screener template, the **Type of Service** needs to be set to “**Individual**”. The template will be near the bottom of the list.

The screenshot shows the 'Enter New Service' interface. At the top, there are fields for 'Type of Service' (set to 'Individual'), 'Primary Clinician' (MADRID MATT), and 'Client' (Enter Client Name or ID or leave blank). Below these is a 'Note Template' dropdown menu. A list of 'Pending Services' is shown with columns for Svc #, Gsr #, Client #, Client Name, Provider, and Date. The 'Note Template' list includes various options, with 'Screening ALOC (Portals) TESTING' highlighted. A '44 Results' indicator is visible on the right side of the interface.

To access the Portal Screener Follow-up and the Walk-Ins/Calls templates, the **Type of Service** needs to be set to “**Document**”. The templates will be at the bottom of the list.





Training and Support

To support providers with these changes, Information Services and Quality Assurance teams will be offering two training sessions at the times below. Both training sessions cover the same content.

SUD Timely Access Data Collection- Session 1

November 29, 2022

10:00-11:00 A.M.

This training will be recorded and made available on the ACBH Provider Website.

SUD Timely Access Data Collection- Session 2

December 2, 2022

10:00-11:00 A.M.

Links to both training sessions are posted on the [Provider Website](#)

Additionally, the first 30 minutes of the **Monthly SUD Provider Meeting on December 1st from 9:30-10:00** will include an overview of the new CG templates. Link to meeting: <https://global.gotomeeting.com/join/819574197>

Next Steps

Please implement these changes at your agency by **December 5, 2022**.

In addition to the training options noted above, **SUD Brown Bag** meetings are a good venue for asking questions and reviewing new changes to processes. These meetings occur every third Thursday of the month from 12:00-1:00 PM. If you do not have the meeting already on your calendar, below is the link:

Link: <https://global.gotomeeting.com/join/486928181>

If you have any questions and/or comments, please contact QATA@acgov.org.



Alameda County Behavioral Health Care Services

A Department of Alameda County
Health Care Service Agency