

- **MEMORANDUM** -

DATE: August 19, 2022
TO: Alameda County Behavioral Health (ACBH) Contracted Specialty Mental Health Services (SMHS) Organizations
FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*
SUBJECT: **2020 System of Care Audit of ACBH Contracted SMHS Programs**

This memorandum announces the publication and release of the 2020 Mental Health System of Care (SOC) audit findings. **This memo is informational only.**

Background: The ACBH Quality Assurance (QA) team completed an audit of the Mental Health Adult and Children's SOC for the audit period October 1, 2019- December 31, 2019. 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 [DHCS Reasons for Recoupment FY 2019-20](#). The report can be accessed on the [ACBH Provider Website](#).

Overview of Claims Review Findings: A total of one hundred and sixty-two (162) claims were reviewed by QA clinical staff for ten (10) unique charts. Overall, of the one hundred and sixty-two (162) total claims, one hundred and nineteen (119) claims, or 73%, met the documentation standards and forty-three (43) claims, or 27%, were disallowed and deemed non-compliant because they did not meet the standards. The claims compliance of 73% was higher than the compliance rate of 66% for the Mental Health SOC audit performed in Q4 2019.

Overview of Quality Review Findings: Nine (9) Quality Review areas, with 125 Quality Review Items (QRIs), were analyzed in this audit. They included: Screening (Mild-Moderate-Severe), Informing Materials, Interim Assessments, Assessments, Client Plans, Special Needs, Medication Log and Consents, Progress Notes, and Chart Maintenance.

Overall, of the 10 charts reviewed, 20% scored in the 95% - 100% compliance range, and 80% scored in the 85% - 94% compliance range. The overall compliance rate for the Quality Review was 91%. The overall quality compliance of 91% was slightly higher than the compliance rate of 87% for the Mental Health SOC audit performed in Q4 2019.

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 \(acbhcs.org\)](#). For questions, please contact QATA@acgov.org.

