

- MEMORANDUM -

DATE: October 17, 2023
TO: ACBH Drug Medi-Cal Delivery System (DMC-ODS) Outpatient and Residential Providers
FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*
SUBJECT: **New CQRT Checklist and Procedures for DMC-ODS Providers**

This memorandum announces the roll out of a new Clinical Quality Review Team (CQRT) Checklist, simplified CQRT process, and a combined SMHS/DMC-ODS CQRT Procedures document.

Background

The contract between Alameda County Behavioral Health (ACBH) and the Department of Health Care Services (DHCS) requires ACBH to certify that claims made to Medi-Cal meet Federal and State requirements for medical necessity and documentation. The CQRT process was created to perform this required function and involves provider review of their agency's clinical documentation on a monthly basis to certify that they meet Medi-Cal requirements.

New DMC-ODS CQRT Checklist

With CalAIM Documentation Redesign, some of the required documentation elements were eliminated. As a result, ACBH Quality Assurance (QA) has created one CQRT Checklist to be used for all reviews, instead of the previously available Brief and Full checklists. The new CQRT Checklist includes two tabs, one for outpatient providers with 31 questions, and the other for residential providers, with 37 questions.

The checklist is in Excel format but can be changed to a different format or built into the provider's Electronic Health Record system, if preferred. Providers may choose to add additional questions to the checklist but existing items should not be altered or removed without prior authorization from ACBH QA.

DMC-ODS Chart Eligibility Criteria

Charts are eligible for review during the CQRT process based on the following criteria:

- As soon as the initial assessment process is completed and treatment services have started, or within 60 days from episode opening date
- Annually during the month following the episode opening date

If the assessment process is not completed at 60 days, the chart should still be reviewed and reason for lack of an assessment evaluated.

For annual reviews, previously reviewed elements do not require re-review. Annual reviews may focus on documentation that is required to be updated annually.

CQRT Frequency and Number of Reviews

Eligible charts should be reviewed monthly using the following minimum requirements:





- For each outpatient program (DMC-Certified site location), 20% of eligible charts or a minimum of 4 charts, whichever is greater.
- For programs requiring ACBH authorization (e.g. residential 3.1, 3.3, 3.5), a minimum of 2 eligible charts per program.

Example: One program has 30 cases due for review, the other has 40 cases due for review, for a total of 70 eligible charts. Under this model, 20% of 70 charts or a minimum of 14 charts (at least 4 per program) must be reviewed. Agencies should use appropriate chart selection options to ensure that all programs and levels of care are represented.

CQRT Procedures

The combined SMHS/DMC-ODS CQRT Procedures document contains more details about the protocols. Providers are expected to review the document closely to ensure that the CQRT process is being followed as it is designed.

New Required CQRT Tracking Tool

Given that providers review a percentage of eligible charts, QA has designed a CQRT Tracking Tool to be completed by providers to keep track of the number of eligible and reviewed charts and their disposition each month. This is a required tool and should be maintained and shared with ACBH QA as evidence of completing the CQRT process, when requested.

Action Required

Please share this important information with your teams and begin using the new process. All CQRT documents are posted in Section 8 of the [QA Manual](#) on the ACBH provider website.

Support

We invite you to join us for monthly Brown Bags Series for Substance Use Disorder Providers meetings to ask for clarification of this or other subjects. Please check the [QA Training](#) page for more information and meeting link. The next meeting is on October 19, 2023 from 12:00-1:00.

Additionally, SUD Brown Bag Meeting Notes are transcribed and posted in the same section of the QA Training page.

For questions, please contact QATA@acgov.org.

