

- MEMORANDUM -

DATE: February 9, 2023
TO: ACBH Specialty Mental Health Service (SMHS) Providers
FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*
SUBJECT: **Mental Health (MH) Brown Bag Process Updates and Launch of Meeting Notes**

Purpose: This memorandum provides information regarding the launch of a new pilot process designed to create more structure for the MH Brown Bag meetings, as well as a new spreadsheet that will capture questions and answers from the Brown Bag meetings for those who are unable to attend.

Background

The ACBH QA team utilizes multiple strategies to support providers with their questions and offer clarification of new and existing requirements. These strategies include the use of a QATA email box where providers can submit their questions in real time, as well as twice monthly Mental Health Brown Bag meetings where providers can ask questions.

Brown Bag Pilot Process

Currently the MH Brown Bag meetings are relatively unstructured, allowing providers to ask questions spontaneously during the meetings. Given the multiple and changing Medi-Cal requirements, effective immediately, the QA team is piloting a new process, with the goal of creating more structure for the meeting and allowing QA staff to be better prepared to answer the questions raised by providers.

The new pilot process invites providers to submit their questions for the Brown Bag meeting at least 2 days prior to the meeting, using a simple [survey questionnaire](#). The questionnaire is posted on the [QA Training page](#) under the Mental Health Brown Bag Series section, and will be emailed to providers as an attachment to the Brown Bag Outlook invitations.

The use of this questionnaire is optional but strongly encouraged, as it will allow for a more fruitful discussion during Brown Bag meetings. Questions submitted through the questionnaire will be prioritized, however, providers will still have the opportunity to ask questions spontaneously during the meeting, as time allows. Note that this process does not replace the QATA email box, QATA@acgov.org, which will continue to be available for ad hoc questions.

Brown Bag Meeting Notes

As providers are not always available to join Brown Bag meetings, QA has been working on developing a process to document and post pertinent discussion topics from these meetings. Earlier this month, QA launched a [Notes](#) spreadsheet to capture questions, answers and relevant topics from Brown Bag Meetings. The spreadsheet currently includes notes from the January 27th Brown Bag meeting and will be





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updated with new questions, answers and discussion topics following each Brown Bag meeting. The spreadsheet can be sorted by topic and/or meeting date for ease of use.

Next Steps

Please begin utilizing the survey questionnaire form to submit your Brown Bag questions in advance of the Brown Bag meetings, whenever possible.

For questions, please contact QATA@acgov.org.

