

**- MEMORANDUM -**

DATE: March 27, 2023  
TO: ACBH Contracted Specialty Mental Health Service (SMHS) providers  
FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*  
SUBJECT: **2021 System of Care Audit of ACBH Contracted SMHS Providers**

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This memorandum announces the publication and release of the [2021 System of Care audit](#) of ACBH contracted SMHS providers.

**Background:** The ACBH Quality Assurance (QA) team completed an audit of the SMHS System of Care for the period January 1, 2021- March 31, 2021. The System of Care audit report is an aggregate analysis of the findings and compliance rates with Medi-Cal claiming requirements and ACBH SMHS Documentation Standards.

**Overview of General Findings:** A total of two hundred and forty-seven (247) claims were reviewed by QA clinical staff for ten (10) unique charts.

Overall, of the two hundred and forty-seven (247) total claims reviewed, one hundred and eighty-five (185) claims, or 75%, met the documentation standards and sixty-two (62) claims, or 25%, were disallowed and deemed non-compliant.

With the roll out of the CalAIM Documentation Reform in 2022, the documentation requirements and reasons for recoupment were drastically changed. Those changes were not in effect at the time of this audit.

**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](#).

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

For questions, please contact [QATA@acgov.org](mailto:QATA@acgov.org).

