ACBH QUALITY ASSURANCE (QA) OFFICE PROVIDER RESOURCES

For Technical Assistance Contact:

QATA@ACgov.org

COVID-19 Guidance

- At *Behavioral Health News Flash* web page: http://achcsa.org/behavioral-health/ and *Providers Website What's New* web page: http://www.acbhcs.org/providers/Main/Index.htm

- Includes regularly updated: <u>Clinical Documentation Updates During the COVID Nation-wide Public Emergency</u>.

ACBH Quality Assurance (QA) Website

- At: http://www.acbhcs.org/providers/QA/QA.htm

- Quality Assurance Manual: http://www.acbhcs.org/providers/QA/qa_manual.htm

QA Manual

- Includes:
  - QM and Improvement Program
  - Credentialing & Re-credentialing
  - Provider Problem Resolution
  - Practitioner Profiling
  - Unusual Occurrences & Formalized Case Review
    - Provider Reporting Form: www.acbhcs.org/providers/QA/docs/qa_manual/6-4_DEATH_REPORTING_FORM.pdf

QA Manual continued

- Includes:
  - Clinical Record Documentation Standards
  - QA Review: Audits
  - Utilization Management Program
  - Beneficiary Rights Informing Materials
  - Medi-Cal Site Certification
  - Miscellaneous Policies
  - 24/7 Language Assistance

ACBH QA Website continued

- Audit Notices, Reports and Tools: www.acbhcs.org/providers/QA/audit.htm
    - Includes:
    - Internal Audit Reports
    - External Audits
    - Audit Tools for MH Services
    - Audit Tools for SUD Services

ACBH QA Website continued

- Provider Website / QA / Training Page Announcements

- Link:
http://www.acbhcs.org/providers/QA/Training.htm

Provider Website / QA / Training Page Announcements continued

- Includes:
  - *Provider Trainings* (SUD Providers, MH Master Contract Providers (MCO) & County Clinics, MH Level III Fee-for-Service Providers; Clinical Documentation Training for Clinician's Gateway EHR Users; CQRT for MH Providers (MCO and County Clinics)
  - *ACBH QA Brown Bag Question and Answer for Mental Health Providers* (weekly);

Provider Website / QA / Training Page Announcements continued

- Includes:
  - *ACBH QA Brown Bag Question and Answer for Substance Use Disorder Providers* (weekly);
  - *Training Handouts* for all Trainings including Power Point Presentation, Handouts, Forms, etc.

ACBH Provider Webpage

- Link: http://achcsa.org/behavioral-health/

- Includes:
  - **CANS / ANSA Resources**: http://www.acbhcs.org/providers/CANS/cans.htm

ACBH Provider Webpage continued

- Includes:

  o **Clinical Forms Templates** (Assessments, Client Plans and Progress Note Templates)
    - Adult Services: http://www.acbhcs.org/providers/Forms/Adultform.htm,
    - Child Services: http://www.acbhcs.org/providers/Forms/Childform.htm and
    - Provider Network Fee-for-Service Providers: http://www.acbhcs.org/providers/Forms/ProviderNetwork.htm

ACBH Provider Webpage continued

- Includes:

  o **ACGH Grievance and Appeals Resources:** www.acbhcs.org/providers/QA/NOABD.htm