

**- MEMORANDUM -**

DATE: December 17, 2021  
TO: Alameda County Behavioral Health Care Services (ACBH) Staff and Providers  
FROM: Torfeh Rejali, LMFT, Quality Assurance (QA) Administrator *Torfeh Rejali*  
SUBJECT: **Update - ACBH/Behavioral Health Collaborative Quality Assurance Workgroup**

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Since November 2020, the Alameda County QA team has met regularly with our Behavioral Health Collaborative provider partners to review the County's documentation requirements in order to identify ways to streamline and simplify them to reduce provider administrative burden. Specifically, two workgroups have met to revise Clinical Documentation and Clinical Quality Review Team (CQRT) requirements for both Specialty Mental Health Services (SMHS) and Substance Use Disorder (SUD) treatment services. The workgroup foci has initially been on SMHS, with the goal of shifting to a more tailored focus on SUD treatment services, effective January 2022. Below is a general update on the SMHS progress these workgroups have made this year:

**Clinical Quality Review Team (CQRT) Workgroup**

The CQRT workgroup is co-facilitated by Torfeh Rejali, ACBH QA Administrator, and Anne Job, LCSW, Continuous Quality Improvement Manager, East Bay Agency for Children. To date, the team has accomplished the following:

- Agreement and alignment that the CQRT goal is to certify that each program's clinical charts meet Medi-Cal requirements (i.e. medical necessity, documentation requirements).
- Review and modification of CQRT requirements, which includes the number of charts reviewed each month and sampling methodology.
- Simplification of the CQRT checklist to include primarily chart review items that result in disallowances and recoupment.
- Upcoming issuance of finalized CQRT checklist, CQRT Memorandum and Procedure document, which will provide information and guidance on the new CQRT requirements and process.

**Clinical Documentation Workgroup**

The Clinical Documentation Workgroup is co-facilitated by Torfeh Rejali and Sherita Nelson, LMFT, QI Compliance Manager at Asian Health Services. To date, the team has accomplished the following:

- ACBH QA team created three Documentation Reference Guides/Templates (i.e. Assessment, Care Plan and Progress Notes), that highlight the minimum State requirements for each documentation type.
- Completion of finalized Client Plan template Reference Guide, after side-by-side comparison of State and County documentation requirements.
- The team continues to review and discuss side-by-side comparison of State and County documentation requirements for the Assessment and Progress Note templates.
- Upon completion of side-by-side comparison of State and County documentation requirements for all three Reference Guides/Templates, broad messaging and sharing will occur with the MH Outpatient Community Based Organization (CBO) providers.

**Questions or Assistance:** Contact [QATA@acgov.org](mailto:QATA@acgov.org)

