



ALCOHOL, DRUG & MENTAL HEALTH SERVICES
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Memorandum

To: All providers of Medi-Cal Funded Mental Health and Substance Use Services

From: Donna Fone, MFT, LPCC, Interim Quality Assurance Administrator

Date: September 18, 2015

RE: New System Wide Audits of Medi-Cal Funded Services

Effective immediately, the ACBHCS Quality Assurance Office will begin conducting random system-wide audits of its mental health and substance use service providers. The intention is to perform these random system-wide audits on a quarterly basis so as to give a general picture of the state of ACBHCS's Medi-Cal funded mental health and substance use systems in regards to meeting regulatory requirements to claim for Medi-Cal funding and the quality of chart documentation.

We will randomly choose client charts to audit as follows:

- Medi-Cal or Medi-Medi client services
- A minimum of 10 adult mental health cases, 18 yrs and above
- A minimum of 10 child mental health cases, 17 yrs and below
- A minimum of 10 SUD client cases, all ages

We will look at all claims for services for each client for a 3-month period. Most likely, this will include multiple providers and programs for each client selected.

The general results of each systems audit will be posted for public viewing. In addition, targeted feedback will be given to each audited program in order to make quality improvements and improve claims allowances. Claims reviews may result in disallowance and recoupment. The information gleaned from each systems audit will be used to inform ACBHCS as to what is needed for training and technical assistance of its providers.

In addition to the random system-wide audits, the ACBHCS Quality Assurance Office will continue to do targeted program audits. You can expect the first system-wide audit to be performed immediately and you will receive notification if any client charts need to be submitted.

We appreciate the quality services that you are providing to consumers and we thank you in advance for working with us to make improvements in our system. You may contact the [ACBHCS Quality Assurance Office](mailto:QualityAssurance@acbhcs.org),t (510) 567-8105, if you have any questions.

