



SOLANO COUNTY QUALITY IMPROVEMENT

QI INFORMATION NOTICE 22-04

APRIL 1, 2022

PURPOSE: To inform our Solano County staff, contractors and general community of changes in programs, policies, or procedures at the local, State and Federal levels. QI Information Notices (INs) are sent out monthly and posted on our [website](#).

GENERAL UPDATES

22-04(A) CalAIM – CALIFORNIA ADVANCING & INNOVATING MEDI-CAL (COUNTY & CONTRACTOR) STAKEHOLDER MEETINGS & DOCUMENTATION RE-DESIGN

[CalAIM's bold transformation aligns all elements of Medi-Cal](#) into a system that is standardized, simplified, and focused on helping enrollees live healthier lives. In accordance with DHCS requirements for CalAIM, Solano County is looking at certain modifications to 3 required areas and has started to hold monthly steering committee meetings and subcommittees for each of the following:

- Payment Reform
- Data Exchange
- Policy/Documentation Redesign

Solano County Quality Improvement will be reaching out to Solano County Fiscal and DoIT, as well as to county and contracted Providers, Contractors, and Peers to enlist stakeholder involvement in the CalAIM transformation.

22-04(B) BOARD OF BEHAVIORAL SCIENCE UPDATES (COUNTY & CONTRACTOR)

Please review information on [the BBS website to stay up to date on law changes for 2022](#). Please note [changes specific to supervision-related regulations](#), including the new "Supervision Agreement" and "Written Oversight Agreement" to be completed, which apply to NEW supervisory relationships established on or after January 1, 2022.

22-03(C) CONSUMER PERCEPTION SURVEY (COUNTY & CONTRACTOR):

At least once per year, the California Department of Health Care Services (DHCS) asks counties to provide their clients with a satisfaction survey. The results of this survey are then given back to counties to share with their providers. You can review the results of our most recent surveys by visiting our website at <https://www.solanocounty.com/depts/bh/qi/survey>. Please contact the Quality Improvement team with any questions or concerns.

22-04 (D) 274 PROVIDER NETWORK DATA PROCESS & REQUEST (COUNTY & CONTRACTOR):

The Department of Health Care Services (DHCS) is mandated to collect and report on County Mental Health Plan (MHP) provider network data in accordance with MHP contracts and associated Information Notices. DHCS is transitioning to the 274 Health Care Provider Directory standard for the collection and maintenance of managed care provider network data.

This 274 reporting process will occur monthly and will be in addition to the yearly NACT process. Programs will receive information in the coming months regarding the 274 as well as the NACT processes. These collections will request some similar information but are separate and distinct processes. QI will be creating a collection tool for 274 and will provide instructions when it is rolled out.

22-04 (E) SOLANO COUNTY DIVERSITY & EQUITY PLAN-EXECUTIVE SUMMARY (COUNTY & CONTRACTOR):

SCBH continues to strengthen its efforts to develop a culturally and linguistically responsive SOC in support of the behavioral health and recovery needs of our increasingly diverse population. As an executive summary to the plan, please review our new infographic [here](#) and on our D&E [webpage](#) and share with your teams.

22-04 (F) ONBOARDING DOCUMENTATION TRAINING FOR PSYCHIATRIC PROVIDERS (COUNTY):

Quality Improvement has developed a Medi-Cal documentation and Avatar training for psychiatric providers onboarding to County programs. At this time, the County nursing team will continue to train new staff on utilizing Order Consoles for prescribing medication. QI is working with staff involved in the hiring process to be alerted when new psychiatric providers have been hired and QI would then reach out to the program supervisors/managers to schedule the training. If County program supervisors/managers are aware of a new staff coming and have not heard from QI, please reach out to your QI Liaison to ensure trainings are scheduled in a timely manner.

AVATAR UPDATES

22-04(G) NOTICE OF BILLING ERROR (NOBE) FORM UPDATED (COUNTY & CONTRACTOR):

The notice of billing error form (NOBE) has been updated and is intended to be more user friendly. Effective April 1, 2022 programs should use this form for all billing error correction requests, including:

- Service Corrections
- Episode Corrections
- Scanning Corrections
- Merge requests

The new form can be found here:

- For County Staff on [SharePoint MH Forms under "Other Forms"](#)
- ❖ For Contractor Staff on the [Network of Care in the section on "Non-Chart Forms"](#)

We look forward to continuing to partner on implementing this and future State and Federally mandated initiatives that help to inform and protect the rights of those we serve.

Approved by Rob George, LCSW
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