



SOLANO COUNTY QUALITY ASSURANCE

QA INFORMATION NOTICE 23-11

NOVEMBER 1, 2023

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.

QA Information Notices (INs) are sent out monthly and posted on our [website](#).

GENERAL UPDATES

23-11 (A) CalAIM – CALIFORNIA ADVANCING & INNOVATING MEDI-CAL (COUNTY & CONTRACTOR)

Four months into the CalAIM Payment Reform initiative, we want to recognize that there have been challenges in communication, accurate information, electronic health record compatibility, claiming, etc. and we appreciate our County and Contractor program and staff collaboration as we walk thru this valley of change together.

Solano is working with its internal partners and our consulting agency, Open Minds, to build reporting and analyze fiscal data from the first quarter of Payment Reform so that assessments can be made around the fiscal status of the Health Plan, comparisons with previous years, redeterminations of contractor rates, productivity guidance, etc. Solano will provide information as more solid data analysis has occurred.

23-11 (A.1) Updated Codes for Contracts (Contractor Only): After holding multiple meetings with our Solano County Fiscal and IT teams, Solano QA was able to develop a Supplemental Exhibit B-1 for an upcoming contract amendment. This document will be routed to our contract programs through Solano's electronic contract amendment process for your review and signature. This document should provide clarity around initial areas of Payment Reform/claiming confusion such as Group rates, Student Trainees, CPT/HCPCS codes not included in the original contract, minimum time increments, Add-on codes, etc. Things will continue to evolve, and we appreciate everyone's patience in this regard.

23-11 (B) UPDATES TO BENEFICIARY HANDBOOK (COUNTY & CONTRACTOR)

Effective January 1, 2024, BHPs shall implement the beneficiary handbook policies established in [BHIN 23-048](#), ensure compliance with this updated policy, and provide updated handbooks to beneficiaries. Solano BHP is required to distribute this Beneficiary Handbook, which must meet certain format and content requirements, to each beneficiary at the time the beneficiary first accessed services. It could be provided through a printed copy, mail, via email once consent for email is obtained, through providing the link to the [Access to Service page on SolanoCounty.com](#), or by any other method that can reasonably be expected to result in the beneficiary receiving the information.

DHCS also requires that any time there are significant updates to the Beneficiary Handbook, all beneficiaries must be notified in writing. As required by DHCS, Solano County will mail letters to all currently active beneficiaries stating that the new Beneficiary Handbook will be available January 1, 2024.

The Beneficiary Handbook must be available at all program lobbies where clients can access it. If a client requests a copy, programs must print out and provide the most recent version. The Language Taglines and Nondiscrimination Notice are included within the Beneficiary Handbook.

These updated forms will be posted on the [SolanoCounty.com Access to Services](#) page for both County and Contractor staff.

AVATAR UPDATES

23-11 (C) REPORT 171A AUTHORIZATION LISTING (COUNTY AND CONTRACTOR)

Staff are familiar with *Report 171 Authorization Listing* when looking to see what services and dates programs were “authorized” for per client. The definition of services that need authorization has shifted over time. This report has been updated to now reflect ONLY services that actually require authorization (i.e. Day Rehabilitation, Day Treatment Intensive, IHBS, TBS, and TFC). Please note – the report number has changed to **171A**, so please add this new report to any customized lists in Avatar.

23-11 (D) REPORT 352 DOCUMENTS IN DRAFT BY STAFF (COUNTY AND CONTRACTORS USING AVATAR AS THEIR EHR):

Report 352 Documents in Draft by Staff has been updated to reflect updated CalAIM documents. The PSC-35 category does not currently pull information – the PSC-35 form is currently being updated in Avatar and data will eventually display on *Report 352* once complete.

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.

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