STANISLAUS COUNTY BEHAVORIAL HEALTH & RECOVERY SERVICES: QUALITY SERVICES

QS INFORMATION NOTICE

JULY 2025

PURPOSE: To inform our Stanislaus County staff, contractors, and general community of changes in programs, policies, or procedures at the local, State and Federal levels. QS Information Notices will be sent out monthly and posted on the Stanislaus County website.

GENERAL INFORMATION

BHRS All Staff Meeting

The executive office on behalf of the Behavioral Health Director, Ruben Imperial invites all staff to participate in an all staff meeting at Harvest Hall on July 9, 2025. There will be a morning session from 8:30am – 10:00 AM; and an afternoon session from 1:30pm – 3:00 PM. Refer to outlook invite sent by Ruben Imperial on June 24, 2025 for full details.

PERFORMANCE IMPROVEMENT PROJECT (PIP) COMMITTEE UPDATES

PIP Topic Selection and EQR Submission

Under federal Medicaid regulations (42 CFR § 438.330) and California Department of Health Care Services (DHCS) mandate, counties must implement at least two PIPs – one clinical and one non-clinical – to improve the quality, access, or outcomes of services provided to members. These PIPs are reviewed ongoingly as part of the External Quality Review (EQR) by Health Services Advisory Group (HSAG). As of January 2025, Stanislaus County BHRS has selected the following PIP topics for the PIP period 2025-2027 and will submit its PIP baseline documentation to HSAG on July 14th, 2025, for the first EQR submission:

- Clinical PIP: Improve the rate for the measure, Pharmacotherapy for Opioid Use Disorder (POD)
- Non-Clinical PIP: Increase the percentage of members who receive at least one Peer Support Service

For any questions regarding PIPs, please reach out to the Quality Services Manager at QSEmail@stanbhrs.org.

BHRS COMPLIANCE, PRIVACY, & ETHICS UPDATES

New symplr Form for Privacy & Information Security Related Incidents

Please be advised that there is a new symplr form that must be used to report privacy and information security related incidents. The form is designed to ensure consistent recordkeeping and to streamline the response and investigation process. Refer to the email sent by Compliance, Privacy, & Ethics Division on May 28, 2025, for full details.

JULY 2025

MEDICAL RECORDS (MR) UPDATES

Reproductive Health Member Designation in EHR

Staff are advised to review new guidance on properly categorizing members with reproductive health information in SmartCare. Many members currently fall under general data sharing settings, which do not provide adequate privacy protections for this sensitive information. A special population classification must be added in the EHR for affected members. This update is essential for ensuring the privacy and security of member information and compliance with relevant policies and regulations. Refer to the email sent by Medical Records on May 21, 2025, for full details. Be sure to carefully review the updated process outlined in the attachment to ensure you are following the appropriate procedures.

UTILIZATION MANAGEMENT (UM) UPDATES

Effective Immediately: Updated Email for Health Net Screening and Transition Tool Submissions

Please be advised that Health Net has updated its contact email address for submitting Screening and Transition of Care Tools, effective immediately. The updated process is available for review on the intra/extranet. Please refer to the email sent by UM on May 23, 2025, for full details. Be sure to carefully review the updated process outlined in the attachment to ensure you are using the most current information.

ECM and Community Supports Services Process

The most up to date process and forms have been sent to all BHRS staff and should be utilized immediately. Kaiser ECM and Community Supports Services has been added to the process as well as the referral forms. There is also now a resource for Community Supports for HealthNet members. Program coordinators and managers, please ensure to highlight these changes with your staff. Please refer to the email sent by UM on June 25, 2025, for full details.

BHRS IT UPDATES

Jira Ticket Needed

If a staff member is no longer part of your program or with your department/agency, please submit a Jira ticket to IT requesting that their SmartCare access be promptly revoked.

If you have any questions related to QS Information Notices, contact Quality Services by:
Email: QSEmail@stanbhrs.org, PHONE: (209) 525-6043, or FAX: (209) 558-4324