

JUNE 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

Interim Guidance on Responding to Behavioral Health Crises

The department is providing interim guidance to clarify staff expectations and procedures due to recent changes in law enforcement's role in responding to behavioral health crises. This guidance specifically covers situations where law enforcement is not available to assist with physical transport, due to changes in local law enforcement policies. Please refer to the email sent by Ruben Imperial, Stanislaus County Behavioral Health Director, on May 7, 2025, for full details.

Guidance and Data Collection Procedures: Unenforceable Holds

Updated guidance is now available outlining revised procedures for collecting data on unenforceable 5150 hold events, including retrospective logging dating back to September 1, 2024.

This update is part of an ongoing effort to support consistent data collection across the county. The information collected will help identify trends and contribute to a broader understanding of how to support both staff and members more effectively.

BHRS leadership is collaborating with Emergency Services and law enforcement partners to monitor the implementation of this guidance. The data will inform future discussions and help guide improvements system wide. For more details, refer to the email sent by Cynthia Boscage, Executive Assistant, on May 20, 2025.

Taxonomy Updates

The Taxonomy Code document has been updated and is now available on the intranet. The updated document includes changes to the Other Qualified Provider and Mental Health Rehabilitation Specialist discipline as designated by the Department of Healthcare Services. Please refer to the Human Resources tab and select the NPI/Taxonomy section to access the document.

JUNE 2025

DHCS AUDIT/REVIEW UPDATES

External Quality Review (EQR)

Stanislaus County Behavioral Health and Recovery Services (BHRS) participated in a virtual External Quality Review (EQR) conducted by the Health Services Advisory Group (HSAG) on May 2, 2025. All requested follow-up items were submitted to HSAG by Friday, May 16, 2025. A final plan-specific audit report is expected from HSAG by September 2025.

QUALITY SERVICES (QS) UPDATES

Grievance & Appeal Materials Reminder

Please ensure that grievance and appeal procedures are clearly posted at all provider locations. All required forms, alternate formats (e.g., large print or translated materials), and self-addressed envelopes must be available to members without needing to request them. This effort supports access, transparency, and compliance with state-mandated requirements and federal regulations, as outlined in Behavioral Health Information Notice (BHIN) 25-014.

Quality Improvement Activities Claiming Instructions

Please be advised that the Quality Improvement (QI) Activities Claiming Instructions have been updated. All BHRS staff involved in QI activities should review the revised instructions to ensure compliance with current claiming guidelines for all QI activities. Access the updated instructions on the intranet on the Quality Services Tab under Quality Services Resources.

DRUG MEDI-CAL ORGANIZED DELIVERY SYSTEM (DMC-ODS) UPDATES

Timeliness Forms

Please be advised that the following two new timeliness forms have been added to SmartCare:

- DMC State Narcotic Treatment Program Timeliness Records (Client)
- DMC State Outpatient Timeliness Records (Client)

Currently, the following forms are not approved for use. Please refrain from using them until further notice. Official guidance will be issued soon.

In the interim, continue to utilize the following approved forms:

- DMC-ODS Outpatient Timeliness Records (Client)
- DMC-ODS Opioid Timeliness Record (Client) *(for use by NTP providers only)*

JUNE 2025

MEDICAL RECORDS (MR) UPDATES

Scanning Practice Guideline

All scanning must be processed through Medical Records. Programs should not scan any forms directly into SmartCare. Please take a moment to carefully review the scanning guidelines, available on the intranet/extranet under the Medical Records tab, located within the Forms section. Refer to email sent on April 18, 2025, for full details.

Duplicate Client Entries

If you identify a potential duplicate client entry, please notify the Medical Records department as soon as possible. Please be advised that their team may contact you for additional information to support their review. For comprehensive guidance on the reporting process, refer to the email distributed by BHRS Medical Records on May 8, 2025.

BHRS IT UPDATES

Member Educational Resources for Utilizing Third-Party Applications

Stanislaus County BHRS has published updated Member Educational Resources to help individuals better understand how to protect their health information online, particularly when using third-party apps. The materials cover essential topics including:

- Best practices for protecting the privacy and security of your health information
- Differences between HIPAA-covered and non-HIPAA-covered apps
- Special protections for Substance Use Disorder (SUD) information under 42 CFR Part 2
- How and where to file a complaint if privacy concerns arise

REMINDER: These resources are publicly available on the Stanislaus County BHRS website under Quick Links and should be shared with members as appropriate. Access the full document here:



English



Spanish

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