STANISLAUS COUNTY BEHAVORIAL HEALTH & RECOVERY SERVICES: QUALITY SERVICES

QS INFORMATION NOTICE

August 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 Leadership Announcement: Assistant Directors of Clinical Operations

On behalf of the Behavioral Health Director, Ruben Imperial, the Executive Office is pleased to announce the appointment of Chandra Campbell, LMFT and Brittney Dobson-Ellis (Kirkland), MA, AMFT as Assistant Directors of Clinical Operations for Stanislaus County BHRS effective July 28th, 2025. For full details, please refer to the email from Cynthia Bocage sent on 7/25/2025.

BHRS Leadership Announcement: NEW Funding Development Manager

The Fiscal Office, on behalf of Behavioral Health Chief Fiscal Officer Sam Groves, is pleased to announce the appointment of Karen Servas as the new Funding Development Manager for BHRS. For full details, please see the email from Sara Jacobo sent on 7/03/2025.

New Behavioral Health Plan (BHP) Administrators Support Email

A new email, BHPlanAdministrators@stanbhrs.org has been established for the Behavioral Health Plan Administrators, which includes Mental Health Plan and Drug Medi-Cal Organized Delivery System, to provide additional support to staff and programs with BHP services related questions when clarification is still needed after consulting policy, regulations, and program leadership. The BH Plan Administrators are responsible for ensuring overall compliance with BHRS' Medi-Cal contract with California Department of Health Care Services (DHCS) for the provision of Specialty Mental Health Services and Substance Use Disorder Treatment services and administer the BH Plan delivery systems. For full details, please refer to the email from the BH Plan Administrators email sent on 7/09/2025.

MEDICAL RECORDS (MR) UPDATES

Medical Records Practice Guideline Updates:

To ensure the privacy and security of member information and compliance with relevant policies, Medical Records has updated practice guidelines related to scanning procedures, Authorization to Release of Information Request Guidelines, SmartCare Error Information, Filing Requests, Routing and Requesting Charts, and Using the Medical Records Drop File. All updated practice guidelines have been uploaded to the intranet/extranet. For more details, please refer to the email sent by Medical Records on 7/2/2025.

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) 558-432

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UTILIZATION MANAGEMENT (UM) UPDATES

Ensure "Behavioral Health" Option is Selected When Calling MCPs

When contacting Managed Care Plans (MCPs) for Non-Specialty Mental Health related matters (i.e. following up on referrals for Transition of Care, Enhanced Care Management, Community Supports, etc.), staff must ensure they select the **Behavioral Health** option in the phone system. If that is not selected, the call will default to the general Customer Service representative, which primarily handles physical health inquiries and may not be able to assist. This issue has been primarily reported with HealthNet, but it is applicable to all MCPs. For full details, please refer to email sent by BHRS UM on 7/14/2025.

Updated Enhanced Care Management (ECM) & Community Supports Services Process

The ECM & Community Supports forms and process has been updated on the BHRS Intranet and Extranet under the UM tab. For full details, please refer to the email sent by BHRS UM on 7/23/2025.

BHRS WORKFORCE DEVELOPMENT & TRAINING UPDATES

Updated Training: Integrating SUD with Mental Health Insight

BHRS Training is pleased to announce that an updated training, **Integrating SUD with Mental Health Insight** (formerly titled *"SUD 101"*) is now available on Relias for all BHRS full-time staff. This training will be made available to contactor program staff and part-time staff on Moodle as well. Additional details will be shared as they become available.

Process for MSW Interns Remaining After Practicum (BHRS Staff Only)

To ensure proper system access and compliance when MSW Interns/Mental Health Clinical Trainees continue with your program after their practicum ends, several updates must be made in SmartCare EHR to reflect their new status. Please follow the following steps:
1. **Notify BHRS Human Resources** that the MSW intern/MH Clinical Trainee will remain with your program until their next practicum begins and coordinate to onboard as a staff member.
2. **Verify NPPES:** Ensure staff member's primary taxonomy is updated to Adult Companion (372600000X) in the NPPES system.
3. **Submit a Jira Ticket to request an access update**: Include the start date as the day after their practicum ends (aligned with the Adult Companion taxonomy start date) and upload a copy of the updated NPPES profile reflecting the taxonomy change to the Jira Ticket.
4. **Update Signing Suffix in SmartCare:** The Signing Suffix must be changed from *Clinical Trainee in Practicum* to *Clinical Trainee – No Practicum*.

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COMPLIANCE, PRIVACY, AND ETHICS UPDATES

New Online Reporting Option for Compliance Concerns

The Compliance, Privacy, and Ethics Division is excited to announce the launch of a new online option for Compliance reporting! This online reporting form is another avenue for reporting compliance-related concerns. Staff still have the option to report via phone calls, emails, the hotline, or in person. This new reporting form can be completed anonymously, if preferred, and allows for tracking the status of the report. Reporting parties do not require an account or a password to submit a report. To learn more about how to submit reports or review the guideline, video training, and PDF slide deck, they are all posted to the Compliance page. For Full details, please refer to the email sent by BHRS Compliance on 7/10/2025.

To access the new online form, scan the following QR code:

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

DMC-ODS & Substance Use Block Grant (SUBG) Provider Monitoring: FY 2024-2025

During the first quarter of Fiscal Year 2025-2026, BHRS completed annual monitoring of all Contractor providers within the DMC-ODS network for FY 2024-2025. In August, Quality Services will complete the submission of the monitoring tools to DHCS. Monitored programs received Corrective Action Plans (CAPs) based on findings and will now be addressing the CAPs and submitting evidence of resolution. The Compliance Division will review submitted documentation and continue to monitor the completion of all CAPs to ensure compliance. Thank you to all the Contract Monitoring Teams and Contractor Programs for their continued collaboration, responsiveness, and dedication throughout the process. Your partnership is essential in ensuring the quality and integrity of our network.

New Alcohol & Other Drugs (AOD) Administrator Support Email

A new email, AODAdministrator@stanbhrs.org has been established for the AOD Administrator to provide additional support to programs and staff that have questions regarding Substance Use Disorder (SUD) related services when policy, regulations, and program leadership have been consulted, and specific clarification is needed. SUD related programs can include Prevention, DMC-ODS treatment services, non-DMC SUD services, Driving Under the Influence (DUI) treatment programs, diversion programs, and other services. For full details, please refer to the email from the AOD Administrator email sent on 7/7/2025.