

September 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

#### All BHRS Staff Notice

Effective immediately, all BHRS staff are required to use only County-issued systems, laptops, and phones for work purposes. Personal devices (laptops, desktops, tablets, or mobile phones) are **not permitted** for accessing County systems, applications, or data. This includes email, Teams, Outlook, and any other work-related applications. For full details, please refer to the email sent by Cynthia Bocage on 8/27/2025.

#### Medi-Cal Provider Portal Letter from DHCS

It has come to our attention that several programs have received a letter from California Department of Health Care Services (DHCS) mailed to their program's sites. At this time, please inform all program staff ASAP that **NO ACTION** should be taken regarding the instruction in this letter. Do not discard the letter. Instead, please send it to Stanislaus County Behavioral Health and Recovery Services (BHRS) Business Office at [Boffice@stanbhers.org](mailto:Boffice@stanbhers.org) immediately. For full details, please refer to the email sent by Quality Services Manager, Gurmanpreet Kaur on 8/12/2025 to Program Leadership.

#### Jira Changing to ServiceDesk Plus

Starting September 1, the **BHRS Help Desk** will be integrated into **Information Technology Central Help Desk** to provide more consistent and streamlined IT infrastructure support, including a new ticketing system, new Help Desk phone number, and updated ticket submission process. For full details, please refer to the email sent by BHRS Help Desk on 8/13/2025.

#### Grammarly- IT Notification

Effective immediately, staff must stop all use of Grammarly for any County-related tasks, whether accessed through a county email account or a personal email account. This includes drafting, editing, or reviewing any work-related documents, emails, or reports in Grammarly. If you have questions about this directive or need assistance with alternative tools for writing and editing, please contact BHRS IT. For full details, please refer to the email sent by Cynthia Bocage on 8/12/2025.

**September 2025**

**CRISIS, ACCESS, AND MEDICATION SERVICES (CAMS) UPDATES**

**FY 2024-2025 24/7 Access Line Calls**

From July 1<sup>st</sup>, 2024 to June 30<sup>th</sup>, 2025, Stanislaus County BHRS 24/7 Access Line team supported the community by answering a total of 15,670 calls, including 5,406 crisis calls, 6,692 calls for mental health, 3,572 calls for Substance Use Disorder (SUD). We are grateful for the dedication of our Access Line staff for ensuring help is always just one call away.

**COMPLIANCE, PRIVACY, AND ETHICS UPDATES**

**Filing of Complaints with DHCS**

Along with the grievance forms, Members also have the right to report complaints regarding their Substance Use Disorder (SUD) providers directly to DHCS. Please ensure the following posters with instructions on filing a complaint are posted in the lobbies of all SUD programs. For any further questions, please reach out to BHRS Compliance at [bhrscompliance@stanbhirs.org](mailto:bhrscompliance@stanbhirs.org). **To access the poster, please scan the following QR code:**



**QUALITY SERVICES (QS) UPDATES**

**Updated SmartCare Service Codes SMHS and Drug Medi-Cal Organized Delivery System**

The Guide to SmartCare Procedure Service Codes for Specialty Mental Health Services and the Guide to SmartCare Procedure Service Codes for Drug Medi-Cal Organized Delivery System have been updated and posted on the intranet and extranet. For full details, please refer to the email sent by BHRS Quality Services on 8/5/2025.

**Member Informing Materials- Advance Medical Directive Reminders**

As a reminder, and in accordance with Medi-Cal requirements under Title 41 Code of Federal Regulation (CFR) and State law, all adult members (18+) must be provided information regarding their legal right to make decisions about their medical care, including advance directives. This must occur at first contact with the member (typically during the initial assessment) or when the member turns 18 years of age. For full details, please refer to the email sent by BHRS Quality Services on 8/6/2025.

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### BHRS WORKFORCE DEVELOPMENT & TRAINING UPDATES

#### New Trainings Now Available: BHRS 101 & TGI Cultural Competence in MH Treatment

**BHRS 101** is an orientation designed for new hires providing an overview of BHRS's structure, clarifies roles within the organization, introduces key administrative departments and learn how to access tools and resources. **Transgender, Gender-Expansive, Intersex (TGI) Cultural Competence Training** helps builds confidence in communication and rapport, strengthens competence in trauma-informed and culturally responsive care, expands knowledge of structural drivers and evidence-based practices, and increases comfort in working with TGI participants while supporting repair of rapport when needed. For any further questions or to register, please reach out to BHRS Training at [BHRSTraining@stanbhrs.org](mailto:BHRSTraining@stanbhrs.org)

### UTILIZATION MANAGEMENT (UM) UPDATES

#### Updated NOABD Attachments Available

The NOABD Letter attachments have 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 8/13/2025.

#### Updated NOABD Instructions

Utilization Management have identified a few trends with the NOABD'S. Please review the following information with staff and ensure they are being addressed within your NOABD workflow at your program.

1. Please include MR#'s on all NOABD's that are being sent to UM, **not** on the letter sent to the member. The MR# is only for UM tracking and monitoring purposes.
2. All staff must use the new NOABD templates and attachments sent on 7/23/2025.
3. Program name **should NOT** be listed on the outside of the envelope when mailing correspondence to members.

For full details and clarification on NOABD submission to UM, please refer to the email sent by BHRS UM on 8/15/2025.

PLEASE NOTE: This information has been sent to contractors' contacts on file with UM. If there are any staff changes (adding or removing staff contact information) it is the responsibility of the program to inform UM. It is recommended that SOC management reinforce dissemination of this information.

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**Results of the American Society of Addiction Medicine (ASAM) Review for March and June 2025**

BHRS UM reviewed twenty cases across two programs for this ASAM Assessment Audit. Programs audited included Stanislaus Recovery Center (SRC) and Center of Human Services (CHS). Both programs have met the statewide average of congruent placement. These audits represent UM's first foray into program specific ASAM congruency reviews. UM had previously completed a broader high-level audit that determined the average congruency rate across all programs to be 71%. SRC and CHS are both performing above this average. For any further questions, please reach out to BHRS UM at [UM@stanbhrs.org](mailto:UM@stanbhrs.org)

**CHILDREN'S SYSTEM OF CARE (CSOC) UPDATES**

**Children's System of Care (CSOC) On the Move**

The following facilities in Children's System of Care (CSOC) have moved to new locations.

- Children's Mobile Assessment Team  
920 16th Street, Modesto, CA 95354
- Children's Intensive Community Support  
100 Poplar Avenue, Modesto, CA 95354
- Children's Early Intervention  
101 Park Avenue, Modesto, CA 95354
- Children's Medication Clinic  
101 Park Avenue, Modesto, CA 95354

**If you have any questions related to QS Information Notices, contact Quality Services by:**

- Email: [QSEmail@stanbhrs.org](mailto:QSEmail@stanbhrs.org), PHONE: (209) 525-6043, or FAX: (209) 558-4324