



STANISLAUS COUNTY BEHAVIORAL HEALTH & RECOVERY SERVICES: QUALITY SERVICES

QS INFORMATION NOTICE

December 2025

PURPOSE: To inform 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 UPDATES

New Accounting Manager II

Ms. Shelby Guthmiller has been appointed to the position of Accounting Manager II effective November 3, 2025. Ms. Guthmiller has extensive experience in accounting with BHRS and other Stanislaus County Departments. For further information please see email from Sara Jacobo dated 11/4/2025.

New Substance Use Disorder (SUD) System of Care Manager III

Mr. Michael Miller is welcomed as the new Manager III in the Substance Use Disorder System of Care, effective Monday, November 17, 2025. Mr. Miller brings experience in public service, supporting individuals experiencing homelessness, substance use disorders, mental health challenges, and involvement in the justice system. For more information, please see email from Cynthia Bocage sent on 11/19/2025.

QUALITY SERVICES (QS) UPDATES

Mental Health Plan & Drug Medi-Cal Organized Delivery System Annual External Quality Review

Stanislaus County BHRS received notification from Health Services Advisory Group (HSAG) on 11/10/2025 to initiate the 2026 EQRO Activities for Performance Measure Validation (PMV) & Network Adequacy Validation (NAV) for Measurement Year 2025. HSAG will be conducting a Technical Assistance Webinar on 12/15/2025 for counties to provide an overview of the 2026 PMV and NAV activities, outlining key deadlines, including a review of the Document Request Packet. The 2026 Document Request Packet (DRP) for the upcoming audit, including documentation counties will need to submit will be due to HSAG by 01/05/2026. In addition, to prepare for the upcoming virtual review, HSAG Auditors will be scheduling a kick-off call with Stanislaus County on 12/17/2025.

Department of Health Care Services (DHCS) Mental Health Block Grant (MHBG) Review

Stanislaus County BHRS received notification on 10/25/25 from Department of Health Care Services (DHCS) to confirm April 21 – 23, 2026 as the review date for Stanislaus MHBG programs and services for FY 2024-2025. The review will consist of a desk review and on-site program review and will occur at the same time as the Mental Health Services Act (MHSA) on-site program review. The on-site review may include discussions with county staff/leadership, service providers, and program visits for programs identified in the FY 2024-2025 Approved MHBG Program Narrative. Stanislaus County has submitted the required preliminary MHBG Program Survey to DHCS to meet the 11/7/2025 deadline.



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Updated Integrated Member Handbooks Notification Letter

The Department of Health Care Services (DHCS) has informed counties that the new Integrated Member Handbooks for Specialty Mental Health Services (SMHS) and the Drug Medi-Cal Organized Delivery System (DMC-ODS) will now take effect on February 1st, 2026. In preparation, the member letters as well as the required attachments, the Non-Discrimination Notice and the Notice of Availability of Language Assistance Services and Auxiliary Aids and Services have been updated. Please replace any previously posted versions with the updated documents. For further information please refer to the email sent by Quality Services on 11/17/2025.

Mass Communication Protocol: BHRS Provider Network and Head of Service/Program Director Roles and Responsibilities

In efforts to streamline communication and to ensure the Behavioral Health Plan (BHP) information is being disseminated to all staff, Stanislaus County BHRS has implemented changes to how information will be communicated. Effective November 1, 2025, all mass communications from BHRS will be directed to each organization's listed Head of Service and/or Program Director through an established distribution list. This information may include updates about the Electronic Health Record (EHR), Utilization Management, Quality Services, Medical Records, Compliance and Privacy, Contracts, Accounting, and other Behavioral Health Plan requirements.

Heads of Service and Program Directors are responsible for reviewing BHRS communication and for further disseminating them within their teams. To ensure Stanislaus County BHRS has the correct and updated Head of Service and/or Program Director on file, please email Quality Services Medi-Cal Certification Team at BHRSMedi-CalCerts@stanbhrs.org if any change occurs.

Further information can be located in the Mass Communication Protocol Memo and Head of Service / Program Director Roles and Responsibilities posted under the Quality Services Tab on the Intranet & Extranet.

UTILIZATION MANAGEMENT (UM) UPDATES

Reminder: Interoffice Mail to UM and MR

Please ensure that all interoffice mail is sent separately to the appropriate department. Different departments have their own processes for receiving and logging paperwork. Please send NOABDs to UM through fax or interoffice mail. Documentation for scanning or filing into the medical record should be directed to Medical Records. For further information please refer to the email sent by UM on 11/19/2025.



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COMPLIANCE, PRIVACY, & ETHICS UPDATES

Compliance, Privacy, and Ethics Week

Compliance, Privacy, and Ethics week was Monday, November 3, 2025, through Friday, November 7, 2025. Throughout the week, the Compliance, Privacy, and Ethics division engaged staff from the entire network through a variety of activities.

Activities included spirit week, daily email blasts, and site visits.

- Spirit week was a fun way for staff to get involved and increase awareness of compliance-related topics. Each day featured a unique theme. Staff were encouraged to dress accordingly and submit photos to the Compliance team.
 - Over 60 photo submissions were received – Nice job staff!
- Each day, staff received an email featuring a trivia question, an important fact, and a reminder for the upcoming spirit week activity.
 - Over 100 email responses were received – thank you for your enthusiasm!
- Throughout the week, Compliance visited six BHRS locations to play trivia and engage with staff in person. A special teams meeting was also held for ACSL, CERT, and CCMU.
 - Thanks for having us BHRS staff!

Please see email from BHRS Compliance on 11/20/2025 for the recap PowerPoint. Additional information about Compliance week is available in the email from Ruben Imperial, Behavioral Health Director, sent 11/17/2025.

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) 558-4324