



# STANISLAUS COUNTY BEHAVIORAL HEALTH & RECOVERY SERVICES: QUALITY SERVICES

## QS INFORMATION NOTICE

March 2026

**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

#### **BHRS IT Coordinator Announcement**

Nichole Schoene has been promoted to IT Coordinator and will continue supporting the EHR Team. For more information, please refer to the email sent by Cynthia Bocage on January 29, 2026.

#### **Employment Supportive Services Program Coordinator Announcement**

Effective February 9, 2026, Steven Leonard has been promoted to the Employment Supportive Services Program Coordinator for the Supportive Services Division (SSD). Mr. Leonard brings valuable experience and leadership to this role. For more information, please refer to the email sent by Sara Jacobo on February 6, 2026.

#### **Cybersecurity Awareness Reminder**

IT Manager, Saksham Rana, has sent a reminder to stay vigilant and continue to follow cybersecurity best practices to protect our system. **If you receive a suspicious email, DO NOT CLICK any links or open any attachments.** Instead, use the Phish Alert button to report it in Outlook. For further details and instructions, please refer to the email sent by Cynthia Bocage on February 10, 2026.

### QUALITY SERVICES (QS) UPDATES

#### **[BHIN 20-071 SMHS Provider Screening and Enrollment Requirements in Medi-Cal:](#)**

Reminder: BHIN 20-071 published December 15, 2020, requires County and Contracted programs to enroll **all licensed providers** in the Provider Application and Validation for Enrollment (PAVE). County and Contracted network programs, please ensure **all appropriate licensed providers** in your programs are enrolled in PAVE.

County Staff: If you need any further assistance with PAVE enrollment process, please refer to BHIN 20-071 and/or contact BHRS Human Resources at [BHR@stanbhrs.org](mailto:BHR@stanbhrs.org).

Contractor Staff: If you need further assistance with PAVE enrollment process, please refer to BHIN 20-071 and/or contact your program supervisor.

#### **Documenting Multiple Same-Day Encounters - Reminder**

For any service provided, you should complete a service note for the service provided in SmartCare. Do not wait until the end of the day to combine the services into one service note for the same service provided to the same member by the same provider throughout the day. SmartCare will combine them for you.

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### **Medi-Cal Informing Materials- 101**

Each month Quality Services will share information about one of the Medi-Cal Informing Materials required by the California Department of Health Care Services (DHCS) to be Medi-Cal compliant. These items are required to be present in any program that provides Specialty Mental Health (SMH) or DMC-ODS Medi-Cal claimable services.

### **Grievance/Appeal/Expedited Appeal Form-**

This form is for members to use if they have a grievance or would like to appeal a decision made around their care. The form comes with instructions and information in different languages available. Attached to the form there should be an envelope with both return and self-addressed labels. Return labels and address labels are available. If you use the labels provided, no postage will be required for the member. It is also a requirement for all members to be provided forms in in regular, large print and digitally, in both English and Spanish.



English Version



Spanish Version

### **New Guides to SmartCare Procedure Service Codes**

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 (DMC-ODS) have been updated. Both are available on the intranet and extranet. For more information, please see email from Quality Services dated February 4, 2026.

### **SMARTCARE UPDATES**

#### **Timely Access (TADT) Documents-Correction**

The TADT documents in SmartCare, updated in January by CalMHSA, has a discrepancy related to the **Follow Up Appointment Timeliness Standard**. For more information, please refer to the email sent by SmartCare sent on January 26, 2026 with instructions for how to ensure compliance.

#### **New Reports in SmartCare**

SmartCare has released three new reports. Client Diagnosis (BHRS 145), Missing Services (BHRS 146), and TADT Service Verification (BHRS148). For more information, please refer to the email sent by SmartCare on February 6 & 24, 2026.



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### UTILIZATION MANAGEMENT (UM) UPDATES

#### Updates to Kaiser ECM and CS Forms

Kaiser has updated their forms for ECM (Enhanced Care Management) and Community Supports. New forms were distributed by UM via email on February 20, 2026. For further information, please refer to the email for more details.

#### NOABD (Notice of Adverse Benefit Determination) Guidance Updated

**NOABD Annual Training 2026:** Effective February 18<sup>th</sup>, 2026, the NOABD Annual Training 2026 (a Core Competency Training) has been released in Relias and Moodle for both BHRS and Contracted Programs. For further information, please refer to the email sent by UM on February 18, 2026.

**NOABD Guidance Updated 2026:** The most up to date NOABD Annual Training Guidance for both Mental Health and DMC-ODS has been released. The guidance now includes information for the DMC-ODS implementation of the NOABD letter for the DMC-ODS System of Care. In addition, there is also a new NOABD Quick Reference Guide available for staff to help with DMC-ODS NOABD. All updated information is available on the UM Tab on the Intranet and Extranet. For further information, please refer to the email sent by UM on February 12, 2026.

#### NOABD Templates Guidance Q&A Session:

**NOABD Errors:** UM has noticed a large amount of NOABD errors particularly utilization of an outdated letter template therefore some components of the letter are not accurate (letterhead, outdated titles of attachments, etc.). Please ensure programs are utilizing the most up to date templates.

**NOABD Q&A:** There will be an upcoming NOABD Q&A Session on March 5<sup>th</sup>, 2026, from 10-11AM. Please note this is not training but time for any staff to get clarification or get their questions answered related to the updated information that UM sent on NOABD's. If you or your staff would like to attend, please send an email with the staff name and their emails to receive the Microsoft Teams invite.

For further information, please refer to the emails sent by UM on February 18, 2026.

### COMPLIANCE, PRIVACY, ETHICS UPDATES

#### Ethics Awareness Month

March is Ethics Awareness Month, a time for all of us to reflect on the values that guide our work and shape our culture. Each week, a key ethical principle will be shared with an activity that encourages awareness, connection, and positive action across our organization. For further information, please refer to the email sent by Compliance on March 3, 2026.

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**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