



QR Tips

AQIS AOABH Support Team

11/1/2018

[Edition 1, Volume 17]

Health Care Agency, Behavioral Health Services, AQIS AOABH Support

Getting to Know Your NOABDs Termination

The Termination NOABD is issued once the client is already in treatment or receiving services, and we make a decision to end treatment, but the client does not agree with the decision. Here are two scenarios and their timelines for the Termination NOABD:

You are terminating a client after you begin providing treatment due to the client not meeting medical necessity, but the client does not agree with the decision. You must mail or hand deliver the notice to the client at least ten calendar days before the date of termination.

You cannot get a hold of a client because the client drops out of treatment, is missing, is admitted to an institution where he or she is ineligible for further services (such as incarceration or long term hospitalization), or is deceased. In these cases, you may close

the file on the same date of issuing the Termination NOABD. You may also close the file on the same date if the client's address is determined unknown based on returned mail with no forwarding address.

Here are some important reminders based on what we have received thus far:

- Be sure to use the NOABD template for the Mental Health Plan, NOT for DMC-ODS.
- Do not fax or email to AQIS the 3 attachments, ONLY the NOABD.
- Do initial by each of the 3 attachments on the second page of the NOABD. This confirms that the 3 attachments were also sent with the NOABD.
- Fax coversheet/email should contain the clinician's name and phone number, program/clinic, and supervisor's name.

AQIS AOABH Support Team



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Reminders

*Service Chiefs and Supervisors, the Provider Directory excel spreadsheets are due on the 3rd Monday of each month. Please be sure to respond to the most recent request sent via email by Amanda Hamm.

*Service Chiefs and Supervisors, please document the review of QRTips in staff meetings. Thank you!

Announcements

*Please note that an MD signature must be obtained on

Care Plans with CMAP (Certified Medicare Advantage Plan) health plans, just as the ones with Medicare do. When someone has Medicare but is part of a certified managed care plan such as OneCare, this is deemed a CMAP health plan. Please refer to the article posted by the IRIS Liaison Team for more details.

*The 2018 EQRO sessions will take place from 11/6/18 to 11/8/18. The review will be carried out by Behavioral Health Concepts, Inc. (BHC), the External Quality Review Organization for Specialty Mental Health Services for California

(CalEQRO). It will emphasize the MHP's systems, procedures, activities, and data that are designed to improve access, timeliness, quality, and outcomes of services.

Some of the sessions include "Quality Management, Timeliness & System-wide Outcomes," "Cultural Competence and Disparities," "Performance Improvement Project," as well as various focus groups with consumer family members, clinical staff, etc. The review will be facilitated by AQIS; however, it will be an opportunity for AOABH programs to highlight their success over the last year.

Upcoming Trainings & Meetings

New Provider Training (Documentation & Care Plan Trainings)

Wednesday November 21st 8:30am – 4pm

Wednesday November 28th 8:30am – 4pm

*Please call 714.834.5601 to sign up

Core Trainers Meetings

County Core Trainers Meeting

Thursday November 1st 10am – 11:30am Room 433

Contractor Core Trainers Meeting

Canceled due to the 2018 EQRO sessions

HELPFUL LINKS

AQIS WEBSITE

[ORANGE COUNTY, CALIFORNIA - AUTHORITY & QUALITY IMPROVEMENT SERVICES](#)

AQIS DOWNLOADS

[ORANGE COUNTY, CALIFORNIA - DOWNLOADS](#)

2018 CODING MANUAL & CLINICIAN HANDBOOK

[BHS RESOURCE CENTER MENU](#)

BHS ELECTRONIC HEALTH RECORD

[BHS ELECTRONIC HEALTH RECORD INFORMATION](#)

MEDI-CAL CERTIFICATION/RECERTIFICATION

[ORANGE COUNTY, CALIFORNIA - MEDI-CAL CERTIFICATION](#)

Please contact AQIS AOABH Support with any questions or comments. We look forward to helping you. Thank you!
