



<b>Health Care Agency Mental Health and Recovery Services Policies and Procedures</b>	Section Name:	Quality Improvement
	Sub-section Name:	Access
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	SIGNATURE	DATE APPROVED
Director of Operations Mental Health and Recovery Services	<u>Signature on File</u>	<u>2/14/2023</u>

**SUBJECT:** Test Call Procedure for Monitoring Administrative Service Organization (ASO) Access Quality and Compliance

**PURPOSE:**

To establish a Policy and Procedure for monitoring the Administrative Service Organization (ASO)'s compliance to County of Orange Mental Health Plan (MHP) (hereby referred to as Orange MHP) Access Line requirements.

**POLICY:**

The Orange MHP will monitor the ASO in order to assure that the ASO is complying with the MHP's Access Line regulations.

**SCOPE:**

The procedure is applicable to the ASO.

**REFERENCES:**

California Code of Regulations, Title 9, Chapter 11, Section 1810.405(d)

California Code of Regulations, Title 9, Chapter 11, Section 1810.405(f)

**DEFINITIONS:**

Test calls to the MHP's ASO are made in order to test the Orange MHP's Access Line in the following areas:

- Responsiveness of the Access Line 24-hours a day, seven days a week;
- Access to afterhours care;
- Knowledge and helpfulness of the access line staff; and

- Recording of the call on the Telephone Access Log. Calls made in threshold languages are to test response capability to non-English languages.

**PROCEDURE:**

- I. Once per quarter the Adult and Older Adult (AOA) ASO contract monitor will arrange, with the assistance of Authority and Quality Improvement Services (AQIS), to make a minimum of four test calls.
- II. AOA will maintain a desk procedure for test calls to the ASO and provide a worksheet and call scenarios for test callers to utilize in order to monitor the ASO's Access Line for access, quality, and compliance. AQIS will collaborate with AOA to modify procedures per State requirements and as needed.
- III. Worksheets will be compiled and the results in the form of a Test Call Summary will be shared at the Quality Improvement ASO quarterly management meetings with a request for ASO follow-up and correction.