



SOLANO COUNTY QUALITY ASSURANCE

QA INFORMATION NOTICE 24-12

DECEMBER 1, 2024

PURPOSE: To inform our Solano County staff, contractors and general community of changes in programs, policies, or procedures at the local, State and Federal levels.

QA Information Notices (INs) are sent out monthly and posted on our [website](#).

GENERAL UPDATES

24-12 (A) CalAIM – CALIFORNIA ADVANCING & INNOVATING MEDI-CAL (COUNTY & CONTRACTOR)

24-12 (A.1) QA Office Hours: QA Office Hours in December will be Wednesday, December 11, from 9:00-9:30 AM. Please join us and submit questions ahead of time using this [Survey Monkey link](#) that is also in the Outlook invitation or bring your questions to the meeting.

24-12 (B) UPDATES TO BEHAVIORAL HEALTH MEMBER HANDBOOK (COUNTY & CONTRACTOR)

[BHIN 24-034](#) outlines updates to the *Behavioral Health Member Handbook* that is to be available to all BHP members. The updated version integrates information for Specialty Mental Health Services and Substance Use and will be effective and available to staff and members January 1, 2025. It will be posted on the [Solano County website Behavioral Health homepage](#) in English, Spanish, and Tagalog. All programs should have a copy of each language printed for member review and should provide a copy to members at program sites if requested.

When significant changes are made to the handbook, the County is required to alert all members of these changes and that a new version of the handbook is available. Solano County has started to mail letters to members to alert them of the changes. This letter indicates to members that this information does **not** impact their coverage or services. If your programs receive any questions about these letters, please reach out to QA if needed and/or you can provide QA's contact information of (707) 784-8323. Members are also able to request a paper version of the handbook to be mailed to them. Please provide QA with the request and member information if this request is received as QA will manage mailing the copy.

24-12 (C) NEW AUTHORITY FOR RELEASE OF RECORDS AND CONSENT FOR TREATMENT FOR MEMBERS POLICY RESOURCES & FORMS (COUNTY & CONTRACTOR)

In November the full implementation of this policy and associated documents was officially started. The email sent on 11-8-24 from QualityAssurance@SolanoCounty.com provided full details. The documents including parent letters, client letters, and guidance resources are available on SharePoint for County staff. **New versions of the letters have been posted on [the Forms page](#) that are fillable for client and provider specific information.**

For our Contractor programs, you are welcome to use the resources as well as the forms provided in the email from QualityAssurance@SolanoCounty.com as templates for your own program, but the forms must be adapted to reflect your specific program. Everything will also need to be reviewed and approved by your program's leadership and legal counsel prior to use.

The policies are posted on [SharePoint Policies and Procedures](#) page for County staff and on the [Network of Care](#) of Contractor staff.

Quality Assurance is continuing to work with Solano County Counsel to update the policy and guidance regarding the more complicated cases. If you have any cases that you are concerned about, that seem more complicated, or that you have specific questions about, please reach out to your supervisor/manager and QA for consult.

24-12 (D) DHCS BEHAVIORAL HEALTH PLAN (BHP) AUDIT (COUNTY & CONTRACTOR)

DHCS will be conducting their audit of Solano County BHP during the dates of December 16 to December 27, 2024. The audit will include a review of Specialty Mental Health Services (SMHS) and the annual audit of the Substance Use Prevention, Treatment, and Recovery Services Block Grant (SUBG). The purpose of the audit is to evaluate the BHP's program and operations and verify that medically necessary services are provided to Medi-Cal beneficiaries, both in compliance with State and Federal laws and regulations and/or the terms of the contract between DHCS and the BHP.

The QA team continue to submit data as requested by the State. Please respond timely if you receive a request for information from QA in the next weeks for additional information. We appreciate everyone's collaboration with this process.

24-12 (E) NEW BBS REQUIREMENT FOR LICENSING POSTING AND DISCLOSURE (COUNTY & CONTRACTOR)

A new law, [SB 1024](#), sponsored by the Board of Behavioral Sciences (BBS), becomes effective on January 1, 2025. This new law clarifies two key points pertaining to supervision, and updates requirements regarding the display of license requirement to account for telehealth. FAQs regarding these new laws are available on the home page of the [BBS Website](#).

The law goes into effect January 1, 2025, but providers have until July 1, 2025, to implement the new requirements for display of license. Programs and staff should review this update and are able to implement prior to July 1 if you choose. Otherwise, QA will provide updated information about Solano County implementation of the new requirements in the coming months.

24-12 (F) SCBH ANNUAL WORKFORCE EQUITY SURVEY (COUNTY & CONTRACTOR)

Solano County Diversity and Equity is requesting staff to complete the annual [Workforce Equity Survey](#), and would like your valuable input. This survey is essential for assessing the demographics of our workforce and our capacity to meet the cultural and linguistic needs of those we serve. Your feedback will:

- Help us identify areas for improvement and shape future equity efforts.
- Provide recommendations for cultural humility training and workforce recruitment/retention strategies.
- Ensure we align with the National CLAS Standards and meet state-mandated requirements.

This survey is completely confidential and anonymous and takes just 10-15 minutes to complete. [Click here to access the survey](#). Please submit your responses by Friday, December 13, 2024.

AVATAR UPDATES – NO AVATAR UPDATES

We look forward to continuing to partner on implementing this and future state and federally mandated initiatives that help to inform and protect the rights of those we serve.

Approved by Rob George, LCSW
MH Services Manager, Sr., Quality Assurance, Access/Managed Care, Avatar Planning

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