



# SOLANO COUNTY QUALITY ASSURANCE

## QA INFORMATION NOTICE 25-04

APRIL 1, 2025

**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

#### 25-04 (A) QA OFFICE HOURS (COUNTY & CONTRACTOR)

QA Office Hours in April will be Wednesday, April 9, 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.

#### 25-04 (B) UPDATE TO DOCUMENTATION MANUAL LOCKOUT RESOURCES (COUNTY & CONTRACTOR)

Updates have been made to the following sections of the Documentation Manual and QA billing code resources to include DHCS code changes:

**Lockout Codes Quick Reference Guide:** Many of the codes that were previously locked out (would not claim) when provided on the same day to the same client by the same provider, are no longer locked out. The resource has been updated to reflect these changes. This is posted on [SharePoint](#) for County staff and will be posted on the [Network of Care](#) for Contractor staff.

**Lockout Information section of Documentation Manual:** This section has been updated to include the new information about codes that are or are not locked out when provided on the same day, to the same client, by the same provider. This is posted on [SharePoint](#) for County staff and will be posted on the [Network of Care](#) for Contractor staff.

**Billing Codes By Provider Type:** This Excel spreadsheet includes a worksheet for each provider type and the codes that each provider can bill within their scope of practice. The resource is in revision and an email will be sent to staff to alert when it is ready.

If you have any questions regarding these resources, please contact your program's QA Liaison or [QualityAssurance@solanocounty.gov](mailto:QualityAssurance@solanocounty.gov).

#### 25-03 (C) CONSUMER PERCEPTION SURVEY (COUNTY & CONTRACTOR)

The annual Consumer Perception Survey will be offered May 19th – 23rd to every client who receives an outpatient service from a Solano Behavioral Health Plan program. This State mandated survey allows us to collect data for reporting National Outcome Measures (NOMs). These measures are required by the Substance Abuse and Mental Health Services Administration (SAMHSA). Participation in this annual survey is also a requirement for Community Mental Health Services Block Grant funding.

This year, surveys can be completed on paper or online. Instructions for administering and collecting the survey will be emailed to programs from the Behavioral Health Performance Improvement Team (BHPIT). Please contact BHPIT at [BHPIT@solanocounty.gov](mailto:BHPIT@solanocounty.gov) with any questions or for more information.

#### 25-03 (D) UPDATED STAFF MASTER FORM AND STAFF MASTER BUNDLE (COUNTY & CONTRACTOR)

The Staff Master form and Staff Master Bundle have been updated. The most significant update is the request for information needed for student trainees to bill, including assigned supervisor's information. The updated bundle should no longer have the access issues that the previous version did.

These forms are required for new staff and also periodically depending on the situation (e.g. becoming licensed, license renewal, new taxonomy, name change).

The Bundle includes the following three forms:

- Staff Master Worksheet
- Provider Profile Information Form
- Solano County Disclosure Attestation

The forms will be posted on the [Forms page on SharePoint](#) for County staff and on the [Network of Care](#) for Contractor staff.

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### **25-03 (E) PSYCHOLOGIST MANDATED POSTING (COUNTY & CONTRACTOR)**

Pursuant to section 2936 of the California Business and Professions Code, all Board of Psychology licensees and registrants are required to post a notice in a conspicuous location in their principal psychological business office informing consumers how to contact the board regarding any questions and comments.

All County clinics need to have this posted in their lobbies and any Contractor programs who have a psychologist on staff must have the notice posted in their lobbies. Notices need to be posted in English, Spanish and Tagalog. The notice can be found on the [Board of Psychology](#) website and is available in multiple languages.

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### **25-04 (F) FISCAL YEAR 25/26 CONTRACTS (CONTRACTOR ONLY)**

Solano County HSS Behavioral Health Division is working diligently to collaborate with contracted partners whose contracts will expire on June 30, 2025. Please work with your County Contract Manager re: updating language, rates, etc.

## **AVATAR UPDATES**

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### **25-04 (G) UPDATED AVATAR REPORTS 112PM/C PROGRAM SERVICE SUMMARY AND 101PM/C PROGRAM SERVICE LISTING (CONTRACTOR ONLY)**

An email was sent on March 10, 2025, to Contractor programs regarding the updates to *Report 112PM/C Program Service Summary* and *Report 101PM/C Program Service Listing* in Avatar LIVE.

#### **What was updated?**

- Both reports are the same concept as the previous versions used by Contractors and Contract Managers, but now show the reimbursement rate per the Exhibit B per each Program/RU

#### **What should you look for?**

- Programs should review their summary and service listing report, specifically any services that are not pulling a rate
- These reports will not pull a rate for the following reasons:
  - The service does not meet the duration requirement to be billable (i.e. 90832 for 15 minutes)
  - If the practitioner's category does not have a reimbursement rate per the Exhibit B (i.e. 90832 provided by an MHRS, or a non-CPSS code provided by a CPSS)
    - In this case, program will submit a NOBE to edit the service to the applicable code BEFORE submitting the vendor claim to avoid supplementals having to be done to ensure they are reimbursed for all services
  - If it is a fixed budget contract

#### **Who should use these reports and when?**

- Contract Managers and Contractor programs should both utilize these reports when submitting vendor claims for reimbursement
- Contract Managers are to be responsible for confirming the rates per the Contract Exhibit B and then submitting to Fiscal for reimbursement

For questions, please contact a member of the Solano Fiscal team using contact information on the email dated 3-10-25.

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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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