

**To:** Mental Health System of Care Providers

**Date:** 1/31/2020

**From:** Heather Parson, LMFT, Interim BHPC - Quality Management

**Re:** NOABD Logs

In an effort to ensure that standards for NOABD requirements are being met, the County of San Diego Quality Management Department is requiring the use of a NOABD Log. Programs should begin using the NOABD Log immediately, with the **first monthly submission to QM being on April 15<sup>th</sup>**. All MHP programs shall have a written policy and procedure addressing the collecting, storing, filing and mailing of NOABDs. Programs should maintain the log and Logbook in a confidential location at the program site for no less than ten (10) years after discharge for adults. For minors, records are to be kept until they have reached the age of 18, plus seven (7) years.

MHP programs shall maintain a monthly NOABD Log on site, which shall include the following elements:

- Date the NOABD was issued;
- Beneficiary CCBH number;
- Mode of NOABD delivery;
- Beneficiary response, requests, provisions for second opinions, initiation of grievance/appeal procedure, and/or request for a State Fair Hearing if known;
- Logbooks need to contain copies of each NOABD and “Your Rights” forms attached;
- Log to reflect “NO NOABD ISSUED” if none are issued within a month;
- Log and Logbook must be available for review at COR or MH QM request.

Monthly logs are to be submitted to QM on a quarterly basis, along with the Medication Monitoring Reports. Dates for submission are as follows:

- Quarter One: October 15<sup>th</sup>
- Quarter Two: January 15<sup>th</sup>
- Quarter Three: April 15<sup>th</sup>
- Quarter Four: July 15<sup>th</sup>

With the NOABD Log being submitted directly to QM, there will no longer be the need for programs to track NOABDs in their Monthly QSR.

Along with this memo, County QM has developed an Excel NOABD Log that programs can use to track monthly NOABDs. The NOABD Log can be accessed on the [Optum website](#). If programs choose to create their own log, it must contain all the same elements listed above. All NOABDs will be stored in the Logbook, therefore not being stored in the beneficiary’s individual chart.

Please direct any questions and/or comments to [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)

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