

A. System of Care (SOC)

County of San Diego Behavioral Health PlanA1
Behavioral Health Plan PrinciplesA1
Harm Reduction..... A2
Behavioral Health Plan Philosophy..... A3
Behavioral Health Plan Program Goal and Objectives.....A4
System Scope of Services and Activities A4
Customer Service..... A5
Medi-Cal Transformation.....A6
Dual Diagnosis Capable ProgramsA7
Co-Occurring Populations.....A7
Trauma Informed FacilitiesA8
Adult/ Older Adult System of Care..... A8
 Adult/ Older Adult Target Population..... A10
 Transitional Age Youth Target Population..... A11
Children, Youth & Families SOC..... A11
 Children, Youth & Families Target Population.....A13
 Family & Youth Partnerships.....A14

B. Providing Specialty Mental Health Services

Adult/ Older Adult Specialty Mental Health Services.....B1
 Case Management and Assertive Community Treatment.....B1
Children and Youth Specialty Mental Health Services..... B11
 Early & Periodic Screening, Diagnosis & Treatment (EPSDT) Brochure.....B13
 Therapeutic Behavioral Services (TBS).....B13
 Program Procedure(s) for Medi-Cal Eligible Children in AAP/KinGAP under SB 785.....B14
 Outpatient Time Based Utilization Management.....B15
 School Interface.....B15
 Day Intensive and Day Rehabilitative Services.....B16
Pathways to Well-Being and Continuum of Care Reform.....B17
 California’s Continuum of Care Reform.....B18
 Serving Youth with an Open Child and Family Well-Being Services Case.....B19
CFT Meetings..... B19
Special Populations Selection.....B20
 ICC & IHBS Services.....B21
Short-Term Residential Therapeutic Programs (STRTPs).....B23
 Family First Prevention and Services Act.....B24
Program Procedure for Medi-Cal Eligible Children in Foster Care under AB1299.....B25
 Therapeutic Foster Care.....B25
Peer Support Services.....B27
Crisis Stabilization Services.....B28
Crisis Residential Services.....B29
Medication Only Services.....B29
Intensive Services.....B32

C. Practice Guidelines

Language Assistance.....C1

Member Deaths.....C2

Admission Policies, Procedures and Protocols.....C2

Continued Care Criteria.....C2

Coordinating & Transitioning Care.....C3

Transition of Care Tool.....C4

Members Who Must Transfer to a New Provider.....C6

Post Discharge Coordination of Care.....C7

Transitional Age Youth (TAY) Transition Process.....C7

Requests for Continuity of Care.....C10

Continuity of Care Requests Processed by ASO.....C11

Timeline Requirements.....C11

Member and Provider Outreach and Education.....C12

Validating Pre-existing Provider Relationships.....C13

Continuity of Care Reporting Requirements.....C13

Requirements Following Completion of Continuity of Care Request.....C13

Repeated Requests for Continuity of Care.....C14

Discharge Criteria.....C15

Provider Termination of Services.....C15

Monitoring Psychotropic Medications.....C16

Informed Consent.....C16

Antipsychotic Medications.....C16

Drug Formulary for HHS Mental Health Services.....C17

Clinical Advisory for Monitoring Antipsychotic Medications.....C18

Naloxone for Risk of Overdose.....C19

Psychotropic Medication in Youth.....C19

Monitoring Controlled Substance Prescriptions.....C20

Telehealth Services.....C20

Videoconferencing Guidelines for Telehealth.....C21

NOABD Log.....C23

Program Advisory Group (PAG).....C24

Missed Appointment and Follow Up Standard.....C24

Utilization Management.....C25

Utilization Review Committee (URC).....C26

Utilization Review for Crisis Residential Programs.....C27

Utilization Review for Outpatient Programs.....C28

Initial Eligibility for Services.....C29

Eligibility for Ongoing County or Contracted Program Outpatient Services.....C29

Integration with Physical Health Care.....C30

Clinical Consultation with Primary Care.....C31

Pharmacy and Lab Services.....C31

Enhanced Care Management (ECM).....C31

Non-Medi-Cal Beneficiaries.....C33

Physical Health Services in a Psychiatric Hospital.....C33

Medical Transportation.....C34

Home Health Care.....C34

D. Compliance and Confidentiality

Reporting Fraud, Waste and/or Abuse.....D1
 False Claims Act.....D1
 Compliance for County and Contracted Programs.....D2
 Compliance Standards.....D3
 Documentation Standards.....D3
 Record Retention.....D4
 County TLS Email Encryption.....D5
 Confidentiality for County and Contracted Programs.....D5
 Notice of Privacy Practices.....D6
 Privacy Incidents.....D6
 Mandated Reporting.....D7
 Uses and Disclosures of Records.....D7
 Member Requests for Records.....D7
 Handling/Transporting Medical Record Documents.....D9

E. Member Rights, Grievance and Appeals

Definitions (Title 42 CFR § 438.400 (b)).....E2
 Authorized Representatives.....E3
 Advocacy Services and Records Requests.....E4
 Providing Member Materials.....E5
 Member Grievance and Appeals Process.....E5
 ASCOMI Form.....E6
 Transgender, Gender Diverse or Intersex Grievances.....E6
 Grievance Resolution.....E6
 Adverse Benefit Determination (ABD).....E7
 Timing of the Notice.....E8
 NOABD Considerations for Minors.....E9
 NOABD Templates.....E9
 Non- Discrimination and Language Assistance Notices.....E11
 Appeal Process.....E12
 Standard Resolution of Appeals.....E12
 Expedited Resolution of Appeals.....E12
 Notice of Appeal Resolution (NAR) Requirements.....E13
 Provider Appeal Process.....E14
 State Fair Hearing (SFH).....E15
 Continuation of Services.....E16
 Member’s Rights.....E17
 Right to Provider Selection.....E17
 Right to a Second Opinion.....E17
 Right to Transfer.....E18
 Right to Language, Visual and Hearing Impairment Assistance.....E18
 Right to a Patient Advocate.....E18
 Right to Access Health Information (45 CFR § 164.524).....E19
 Right to Direct PHI to Another Person.....E20
 Right to Request Materials in Alternative Formats.....E20
 Advance Health Care Directive Information.....E21

Guidance on Service and Support Animals.....E22

F. Accessing Services

Screening for Access to Specialty Mental Health ServicesF2
 Timely Access Data Standards (TADT).....F2
 Urgent Walk-In Clinical Standards– Adult/Older Adult Mental Health Services.....F4
 SMHS Provided During the Assessment Period.....F5
 Medi-Cal Transformation Initiative for Co-Occurring Treatment Disorders.....F6
 Concurrent NSMHS and SMHS.....F8
 Out of Network (OON) Access.....F8
 Procedure for Out-of-Network Service Access.....F9
 Non- Behavioral Health Plan Services: Screening, Referral and Coordination.....F11
 Access Criteria.....F11
 Criteria for Members Twenty- One (21) Years of Age or Older.....F11
 Criteria for Members Under Twenty- One (21) Years of Age.....F12
 Adult and Youth Screening Tools for Medi-Cal Behavioral Health Services.....F14
 Adult Screening Tool.....F15
 Youth Screening Tool.....F16
 Administering the Adult and Youth Screening Tools.....F17
 Following Administration of the Adult and Youth Screening Tools.....F17
 Access and Crisis Line: 1-888-724-7240.....F18
 Provider Interface with the ACL.....F18
 Referrals to the ACL.....F18
 Mobile Crisis Service.....F19
 Psychiatric Emergency Response Team (PERT).....F19
 Mobile Crisis Response Teams (MCRT).....F19
 Assisted Outpatient Treatment- Laura’s Law.....F20
 Accessing Services for Specific Populations.....F22
 Community Assistance Recovery and Empowerment (CARE) Act.....F22
 Secure Facility/ Long-Term Care (SF/LTC) – Adult Mental Health Services.....F24
 BHP and MCP Responsibility to Provide Services for Eating Disorders.....F25
 Mental Health Services for Indian Enrollees.....F26
 Mental Health Services for Parolees.....F26
 Mental Health Services for Veterans.....F27
 Referral Process for Providing Mental Health Services to Veterans.....F28

G. Quality Assurance

Quality Improvement Work Plan (QIWP).....G2
 COSD QA Program Monitoring.....G3
 Program Monitoring.....G3
 Cultural Competence Requirement Monitoring.....G4
 Notification in Writing of Status Changes.....G4
 Quality Review Committee (QRC).....G4
 Program Integrity- Service Verification.....G5
 Program Integrity Process.....G6
 Program Integrity Monitoring.....G7
 Program Reporting of Fraud, Waste and Abuse.....G7

Staff Signature Logs.....G8
 Provider Feedback.....G8
 Monthly and Quarterly Status Reports (QSRs).....G8
 The Medical Record.....G9
 Uniform Medical Record – Forms.....G9
 Record Maintenance.....G9
 Quality Assurance Program Reviews (QAPRs).....G10
 Quality Improvement Plan (QIP).....G11
 Corrective Action Plan (CAN).....G12
 Performance Improvement Projects (PIPs).....G12
 Medication Monitoring.....G13
 Medication Monitoring Reporting.....G14
 Children, Youth & Families SOC: Storage, Assisting w/ Self Administration, & Disposal of Meds.....G15
 Incident Reporting (IRs).....G16
 Incident Report TrainingsG16
 Critical Incidents.....G17
 Critical Incident Reporting.....G18
 Critical Incident Reporting on Weekends and Holidays.....G19
 LPS & IR Reporting.....G20
 Report of Findings (ROF).....G20
 Root Cause Analysis (RCA)G20
 Clinical Case Reviews.....G21
 Non- Critical IncidentsG21
 Non-Critical Incident Reporting.....G22
 Safety and Security Notifications to Appropriate Agencies.....G23
 Children, Youth and Family: Additional Reporting.....G23

H. Cultural Competency

History and Background.....H1
 Community Experience Partnership.....H2
 Current Standards and Requirements.....H2
 Cultural Competence Plan.....H4
 Program Level Requirements.....H5
 Additional Recommended Program Practices.....H7

I. Staff Qualifications & Supervision

Ethical and Legal Standards.....I1
 Discrimination.....I1
 Federal and State Database Checks.....I2
 Documentation of Qualifications & Signature Log.....I3
 License Verifications.....I3
 Certification on Disbarment or Exclusion.....I3
 Clearances for Work with Minors.....I5
 Credentialing Requirements.....I5
 Provider Enrollment via Optum.....I5

Credentialing via Optum.....,16
Re-credentialing via Optum.....18
Delegates and Delegation.....18
Provider Credentials- Definitions.....18
Professional Licensing Waiver Requirements.....114
Staffing Requirements.....115
 Adult & Older Adult Staff Productivity Standard.....116
 Provider to Member Ratio Requirements.....116
 Adult /Older Adult System of Care Staffing Requirements.....118
 Children, Youth & Families System of Care Staffing Requirements.....119
 Personnel Files.....120
 Code of Conduct.....120
 Counselor/Client Relationships.....121
Provider Directory.....122
Staff Supervision and Management Requirements.....123
Training.....124
 Trainings for the System of Care.....124
 Electronic Health Record Trainings.....124
 CalMHSa Documentation Trainings125
 Tracked Trainings.....126
 Family and Youth Support Staff Training Requirements.....126
 STRTP Training Requirements (Regs. Version II).....127
 Mobile Crisis Team Training Requirements.....127

J. Facility Requirements

Facility Operations.....J1
 Programs Serving Children, Youth & Families Program Requirements.....J2
 Hours of Service Availability.....J2
 Missed Appointment and Follow Up Standard.....J2
Promotional Materials and Advertising Requirements.....J3
Medi-Cal Certification and Recertification.....J4
 Site Reviews.....J5
 Reviewed Policies & Procedures.....J6
 Initial Certification.....J6
 Recertification.....J7
 Program Changes.....J7
Fire Clearance / Fire Safety Inspection.....J8
Posted Brochures and Notices.....J9
 National Voter Registration Act (NVRA).....J10
Emergency Critical Services.....J11
 Disaster Preparedness & Response.....J12

K. Management Information System

SmartCare.....K1
 User Account Setup and Access.....K1
 Technical Requirements to Access SmartCare.....K1
 Staff Set Up and User Account Access.....K2

Staff Assignment to Programs.....K3
User Assignment to a Clinical Data Access Group (CDAG).....K3
 Guidelines when the EHR is Unavailable.....K4
 SmartCare for Prescribers.....K4
 User Support.....K5
 Security and Confidentiality.....K6
 Limitation of Staff Assignment to “Data Entry – Add New Clients”.....K6
 Program Manager/Supervisor Responsibility for Staff Access.....K6
 Unauthorized Viewing of County Data.....K7
 Passwords.....K7
 Multi-Factor Authentication.....K7
 User Termination from SmartCare.....K8
 Legacy System: CCBH.....K8
 AI-Assisted Documentation and Audio Processing in SmartCare.....K8
 Direct Service Provider Responsibilities.....K9
 Audio Processing During Clinical Encounters.....K10
 Use of AI Documentation Suggestions.....K11
 Documentation Requirements.....K11
 Privacy and Confidentiality.....K12
 Training.....K12
 Contracted Organization (Legal Entity) AI Policy Requirement.....K13
 Quality Oversight.....K15
 Resource Guide.....K16

L. Data Requirements

Data Collection and Retention.....L1
 Accuracy of Data.....L1
 Network Adequacy.....L1
 Access Times Monitoring.....L1
 Mental Health Statistics Improvement Program (MHSIP) Consumer Satisfaction Survey.....L2
 Medi-Cal Administrative Activities (MAA).....L2
 Monthly/Quarterly Status Report (M/QSR).....L3
 Systemwide State Required Performance Measures.....L3
 Healthcare Effectiveness Data and Information Set (HEDIS/PMV).....L4
 Member and Performance Outcomes.....L5
 Adult/ Older Adult System of Care.....L5
 Children, Youth and Families System of Care.....L5
 Additional Children and Youth Outcome Objectives.....L12
 Research Projects Involving Children.....L14

M. BH Connect

Fidelity Assessments & Medi-Cal Fidelity Designation for BH-CONNECT EBPs.....M1
 Claiming and Medi-Cal Payment for BH-CONNECT EBPsM2

N. MHSA & BHSA

MHSA Full-Service Partnerships.....N1

Mental Health Services Act (MHSA) Outcomes.....N1
MHSA Community Services and Support (CSS).....N2
MHSA Prevention and Early Intervention (PEI).....N2
MHSA Innovation.....N2
MHSA Workforce Education and Training (WET).....N2
MHSA System Transformation.....N2
 Behavioral Health Services Act (BHSA) (Effective 07/01/2026).....N3

O. Contracting

Contractor Orientation.....O1
 Disclosure Requirements.....O1
 Conflict of Interest.....O3
 Contractor Compliance Attestation.....O3
 Corrective Action Notice.....O4
 Transportation of Members.....O4
 Verifications.....O4
 Disbarment or Exclusion Federal and State Database Checks.....O5
 Provider Credentialing via Optum.....O6
 Initial Credentialing.....O7
 Re-credentialing via Optum.....O8
 Equipment, Consumable Supplies and Inventory Guidelines for County Contracts.....O9
 Definitions.....O10
 Internal Controls and Procedures.....O10
 Stolen, Damaged or Missing Equipment.....O12
 Vehicles.....O12
 Inventory Disposition.....O12
 Electronic Property/IT.....O17

P. Fiscal & Billing

Budget & Fiscal Instructions for Cost Reimbursement- Contracts Only.....P1
 Total Direct Labor Cost.....P1
 Total Other Direct Cost.....P3
 Total Indirect Cost.....P4
 Other Costs: Hiring Incentives and Premium Shift Differential Rates.....P4
 Fixed Assets.....P6
 Units of Service.....P7
 Other Revenue Sources.....P7
 Behavioral Health Services Funding Source Requirements (Contractor Instructions).....P9
 Start-Up Funds (for Procurement Budget only).....P9
 Claiming to Other Funding Sources.....P10
 Uniform Method of Determining Ability to Pay (UMDAP).....P10
 Residency.....P11
 Contractor Payments.....P11
 Budgets, Claims (Invoices) and Supplemental Data Sheets.....P11
 Gift Card Usage.....P11
 Financial Eligibility and Billing Procedures for SOC Providers.....P12
 Claiming and Reimbursement of Mental Health Services.....P13

Coding and Billing Requirements.....P13
Medi-Cal Billing to the State.....P14
Short- Doyle Medi-Cal.....P14
Medi-Cal Requirements.....P15
Billing for Peer Support Services.....P16
Billing for Crisis Stabilization Services.....P16
Medi-Cal Recoupment and Appeals Process.....P16
BHS Strategy & Finance (S&F) Procedure.....P17

Q. Quick Reference