CONTRA COSTA
BEHAVIORAL HEALTH
A Division of Contra Costa Health Services

QUALITY IMPROVEMENT AND QUALITY ASSURANCE MEMO

January 22, 2019   **No. 19-01**

No. 19-01	Notice of Adverse Benefit Determination (NOABD) Letter Template Distribution
For Use By:	**X**	**County Behavioral Health**
		CBO Providers
		Network Providers

- Enclosed you will find the first two templates (in both English and Spanish) of the NOABD series.
  - **Timely Access:** Used when CCBHS or the contracted provider does not adhere to timeliness standards, as defined by CCBHS.
  - **Delivery System:** Used when beneficiary does not meet eligibility criteria for services (Both MH and DMC-ODS).

Tip: The Templates cannot be altered excepting the grayed-fillable portions.

- Also enclosed are three supplemental attachments to accompany the NOABD letter.
  - **Beneficiary Non-Discrimination Notice**
  - **Your Rights Under Medi-Cal**
  - **Language Assistance**

Tip: All three attachments are to be included with every NOABD letter sent out.

- These templates are to be used immediately. For questions or to consult on determining which NOABD letter to send, please contact QI/QA at BHSQualityAssurance@cchealth.org or the Quality Improvement Line at (925) 957-5131.

- Once the template letter is completed, please print out one copy to send to the consumer.
  *NOTE: For Utilization Review and Access Line/CMU: Print and send a second copy to the provider

- The program manager responsibilities will include:
  - Create and maintain a log to track the NOABDs sent
  - Ensure copies of all completed NOABDs are sent to QI/QA with the log
  - Send the log and the bundle of copies of completed NOABDs <u>by the **10th day of every month</u> to QI/QA BHSQualityAssurance@cchealth.org Subject Line: NOABD Log

Tip: Begin using these templates and log immediately.

- <u>Next Steps:</u>

  The next NOABD templates that we will distribute to BH Staff for piloting are the Denial and Modification of Service templates.

  - Ongoing Trainings. Please contact QI/QA to request a NOABD training with your staff. QI/QA is constantly revising the training materials to incorporate all the feedback received. QI/QA will provide user guides for completing the templates.
  - WebEx Training
  - FAQs and User Tip Sheets