QUALITY IMPROVEMENT AND QUALITY ASSURANCE MEMO

January 22, 2019

No. 19-01

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<th>No. 19-01</th>
<th>Notice of Adverse Benefit Determination (NOABD) Letter Template Distribution</th>
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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:
  o Create and maintain a log to track the NOABDs sent
  o Ensure copies of all completed NOABDs are sent to QI/QA with the log
  o Send the log and the bundle of copies of completed NOABDs **by the 10th day of every month** to QI/QA BHSQualityAssurance@cchealth.org  Subject Line: NOABD Log

  **Tip:** Begin using these templates and log immediately.

• **Next Steps:**

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

  o **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.
  o **WebEx Training**
  o **FAQs and User Tip Sheets**