



COUNTY OF SANTA CLARA  
**Behavioral Health Services**  
Supporting Wellness and Recovery

## MEMORANDUM

TO: BHSD SMH and DMC-ODS Providers

FROM: Courtney Gray, Director Quality Management

<sup>DS</sup>  
A blue ink signature of Courtney Gray, with the initials 'CG' clearly visible.

RE: Authorization Process Changes

DATE: September 28, 2023

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To ensure Santa Clara County Behavioral Health Services Department (BHSD) is complying with the Department of Health Care Services (DHCS) we are adjusting the authorization of services in accordance with Behavioral Health Information Notice(s) (BHINs) BHIN 22-016 (ca.gov), BHIN 22-017 (ca.gov), and BHIN 23-001 (ca.gov).

BHSD is updating its authorization process for all services which require authorization:

- Intensive Home-Based Services (IHBS)
- Day Treatment Intensive (currently not provided)
- Day Rehabilitation (currently not provided)
- Therapeutic Behavioral Services (TBS)
- Therapeutic Foster Care (TFC)
- Substance Use Treatment Residential Levels 3.1, 3.3 and 3.5
- Psychiatric In-patient Hospital and Psychiatric Health Facilities (PHFs) Services
- Psychiatric Crisis Residential Treatment (CRT)

This does not affect programs that do not require authorization. All other programs under BHSD do not require prior authorization, such as outpatient and urgent care services.

The Behavioral Health Quality Management (QM) System is putting mechanisms in place to ensure that authorization decisions are consistent and reviewed based on clear criteria, consistent with DHCS regulations. We understand that this is a change and therefore are taking a phased approach to centralizing this process under the new Utilization Management Division.

We recognize that discussion about these changes has been ongoing over the last twelve months. We are getting ready to roll out a new authorization form and process and would like to invite you to a process overview session. We will be implementing these changes throughout the next few months,



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starting with TBS and IHBS. The Crisis residential and In-patient changes, aligning with the concurrent review process will be later.

The initial process overview session is scheduled for Thursday, October 19, 1-2 pm.

DocuSigned by:  
*Courtney Gray* 9/29/2023  
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You are invited to a Zoom webinar.

When: Oct 19, 2023 01:00 PM Pacific Time (US and Canada)

Topic: Feedback Session for the Providers and County Clinics

Please click the link below to join the webinar:

<https://sccgov-org.zoom.us/j/96083555694>

Or One tap mobile :

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