




COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

TO: Caminar Leadership
Indian Health Center Leadership
Las Plumas Clinic Leadership
Narvaez Clinic Leadership

FROM: Courtney Gray, Quality Director  DocuSigned by:
Courtney Gray
FB624C31EF6F4C8...

RE: Updates to FY24 Pilot Provider Audit Process

DATE: November 21, 2023

This is to provide updates to the Behavioral Health Services Department (BHSD) Integrated Audit process that is currently underway with each of the pilot providers.

Additional Documentation and Clarification on Chart Review

For the chart review, a Clinical Record Review Attestation must be signed, completed, and uploaded before the audit begins. This form will be available in the OneDrive.

Beneficiary Chart Review

The *excel file with the list of potential clients for audit will include:

- Client First Initial
- Client Last Initial
- Date of Birth (MM/DD/YYYY)
- Program Name

It should include all clients who meet the FY 24 Chart Audit Criteria:

- Medi-Cal Member/Beneficiary
- Episode open January 1, 2023- November 1, 2023
- There are at least 3 billable services since July 1, 2023
- First Initial
- Last Initial
- Date of Birth
- Program Name

*Please note that for Caminar there will be two (2) files- one (1) for MH and one (1) for SUTS

BHSD staff will randomly select and order charts to be prepared and submitted for audit.



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

- Each provider is responsible for preparing a list of all client charts based on above criteria. Based on this, the County will select up to 40 that would need to be prepared.

Personnel Chart Review

The excel file with the universe of potential employees for audit will include:

- Employee First Initial
- Employee Last Initial
- MRN #
- Mental Health or SUTS provider

All employees who were employed for at least 6 months during the audit period, regardless of if they are currently employed should be included. BHSD staff will randomly select and order charts to be prepared and submitted for audit.

- Each provider is responsible for preparing 40 personnel files randomly selected by the County.
- A randomized list will be shared with the provider through the OneDrive platform, and a follow-up email will be sent to the Provider leads.
- All charts and billing documents must be posted by the deadline specified in the schedule above.
- The posted PDFed client chart needs to include all relevant progress notes, assessments, problem list(s), treatment plan(s) where applicable, and other clinical and billing summaries for each service. The billing summary should include a minimum: code, date of service, modifiers (if applicable), units (if applicable).
- Provide a “voids List” for all services during the audit window (January 1, 2023 through and including October 1, 2023) with the reason each service was voided (e.g. Duplicate Billing, No Show, etc...).
- Provide a list of names and credentials of all practitioners who provided services during the audit window (January 1, 2023 through November 1, 2023)

Questions

For chart review and CPT Code review questions, please contact by email QA@hhs.sccgov.org

For administrative review questions, please contact BHSD Provider Relations by email BHSDPR@hhs.sccgov.org