



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

TO: County Clinics Leadership

FROM: Courtney Gray, Quality Director

DocuSigned by:  
*Courtney Gray*  
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RE: FY25 Provider Audit Process

DATE: September 9, 2024

The Behavioral Health Services Department (BHSD) is preparing for our annual provider audit for FY25. The BHSD has received feedback from County Clinics related to the first integrated annual audit that took place in FY24. This valuable feedback has been incorporated into the audit process and tools with a goal of process improvement for FY25.

**Key Points of Contact**

Provider Liaison key contacts have been assigned to each of the CCPS. In addition, Quality Improvement Coordinators have been paired with the provider liaisons. These staff are listed below:

Staff Name	Email Address	Role
Lorena Madrid	Lorena.Madrid@hhs.sccgov.org	Provider Liaison
Alicia Partee	Alicia.partee@hhs.sccgov.org	Provider Liaison
Rita Mamarian	Rita.mamarian@hhs.sccgov.org	Provider Liaison
Renee Marquett	Renee.marquett@hhs.sccgov.org	Provider Liaison
Guadalupe "Lupe" Ramirez	Guadalupe.ramirez@hhs.sccgov.org	Provider Liaison
Maelise Blossie	maelise.blosse@hhs.sccgov.org	Quality Improvement Coordinator
Nguyet Ly	Nguyet.Ly@hhs.sccgov.org	Quality Improvement Coordinator
Emily Esparza	EmilyP.Esparza@hhs.sccgov.org	Quality Improvement Coordinator
Sam Hall	sam.hall@hhs.sccgov.org	Quality Improvement Coordinator

If you're unclear of which provider liaison is assigned to your agency, please send an email [BHSDPR@hhs.sccgov.org](mailto:BHSDPR@hhs.sccgov.org)



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For any escalation needs, please contact the following:

- Steve Castro, Provider Relations Network Oversight Program Manager by email [steve.castro@hhs.sccgov.org](mailto:steve.castro@hhs.sccgov.org)
- Bob Rocco, Quality Assurance Program Manager by email [Robert.rocco@hhs.sccgov.org](mailto:Robert.rocco@hhs.sccgov.org)

**Key Dates**

Meeting/Deliverable	Business Days	Location
All FY 25 Kick Off Q&A Session	9/19/24 from 3pm – 4pm	<a href="#">Join the meeting now</a>
Notification of Audit	Day 0	Memo sent by email from your assigned Provider Liaison
Points of Contact Identified	Day 3	Provider submits by email
Chart and Personnel Universe Submitted (Excel list) Including signed clinical record attestation	Day 21	One Drive
BHSD Notifies Provider of Charts and Personnel Files to be prepared (Randomization up to 2 days)	Day 23	One Drive
All Audit Material to be loaded to One Drive	Day 53 by 12noon	One Drive
Entrance meeting for chart review (explain submissions) OPTIONAL	Day 53 for 30-minutes to 1 hour	Teams Meeting
Audit Documentation Review Period and Facility Review	Day 54-68	
Final Audit Results completed and meet with provider to present results	Day 82 - 90	Teams Meeting
BHSD receives Corrective Action Plan (CAP) Responses	Day 120	Provider uploads CAP to one drive, including new



from Provider (opportunity to appeal in CAP)		documentation
CAP Responses reviewed by BHSD Audit Team to determine approval or denial	Day 130	
BHSD notifies provider of CAP approval or denial. Provider addresses any remaining deficient and/or presents an acceptable CAP for resolution of deficiencies	Day 140	Provider uploads CAP to one drive, including new documentation
Final CAP review by BHSD Audit Team and ongoing monitoring of CAP until all deficiencies are addressed	Day 150 and Ongoing	Upload to one drive and issued via email to provider

**Audit Schedule Sign-Up**

Based on feedback from providers, BHSD has updated the schedule as a sign-up process. Each provider liaison will contact assigned agencies/clinics to sign-up for available review periods on a first come first served basis.

**Summary of Audit Process**

The integrated audit process will include the following components:

1. Chart Audit Review
2. Administrative Audit Review
3. Personnel Files Audit Review
4. Facility Audit Review (applicable to SUTS providers only)

Your chart review will be covering three consecutive months. Those months will be identified in your notification letter.

The audit tools will be distributed to County Clinics via posting to the respective provider OneDrive folder. The Provider Relations Network Oversight team will send a follow-up email to request a list of each provider’s primary contacts for this review process. The contact person(s) should be accessible throughout the time that their agency or clinic audit is being conducted.



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**Instructions**

Updates to the instructions and resource documents have been made and will be shared at the kick-off meeting and posted in the SharePoint.

**Questions**

For chart review questions, please contact by email [QA@hhs.sccgov.org](mailto:QA@hhs.sccgov.org)

For administrative review questions, please contact BHSD Provider Relations by email [BHSDPR@hhs.sccgov.org](mailto:BHSDPR@hhs.sccgov.org)