



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

TO: County Contracted Provider Leadership and Quality Staff

FROM: Courtney Gray, Quality Director

DocuSigned by:  
*Courtney Gray*  
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RE: No NOABD Required for Voluntary Discharge

DATE: May 22, 2024

**Summary:** Providers are not required to issue a Notice of Adverse Benefit Determination (NOABD) when a client voluntarily discharges from services. A voluntary discharge is defined as a client who requests to close; who does not return to service; or who agrees their treatment is completed.

**Impact of Change:** Providers who have been issuing NOBADs when clients voluntarily discharge can stop immediately. If you have any questions if an NOBAD is needed, please send those questions to [qualityofcareconcern@hhs.sccgov.org](mailto:qualityofcareconcern@hhs.sccgov.org).