



COUNTY OF SANTA CLARA
Behavioral Health Services
 Supporting Wellness and Recovery

January 2025

TO: BHSD County Contracted Providers (CCPs)

FROM: Brian Wagner, Director of Analytics and Reporting
 Courtney Gray, Quality Director

RE: BHSD Timeliness Tool Completion Rate Improvements

DATE: January 15, 2025

DocuSigned by:
 Brian Wagner
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 Courtney Gray
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Summary

As of June 1st, 2024, the new BHSD Timeliness Tool went live in myAvatar and has been available for County Contracted Providers (CCPs) to complete in myAvatar PCNX (Web portal). The expectations are that the Timeliness Tool is entered into the system as soon as possible after contact is made with the client and completed as soon as the final disposition is determined for each new referral or walk in; maximum timeline for full completion of the tool is within 60 calendar days.

We are now six months post go-live. We are still seeing lower than acceptable completion rates for the full BHSD system. This is an important improvement that was made in response to our providers concerns around the previous, manual (Excel-based), process and ongoing findings from the state on our Timeliness Standards. For the County to stay in good standing, and avoid sanctions, we need all providers to complete the Timeliness Tool with as few errors as possible. To focus these compliance and improvement efforts, we will be doing individual agency follow-up on completion rates based on admissions (from both referrals and walk-ins) to start.

Beginning February 3, 2025, BHSD will issue Corrective Action Plans (CAPs) to any agency who did not have at least 50% (rounded) of timeliness tools entered for clients admitted (referrals and walk-ins) from July – October 2024. Any provider who has between 51% - 79% complete, will get a monitoring notice from their Provider Liaison. BHSD will closely monitor and expect to see improvements in tool completions over the next few months. Please note that if CCPs have any significant disagreement with the data provided by BHSD, detail-level data (PATIDs, dates, etc.) will need to be submitted securely to the department to work through resolving and clarifying questions.

BHSD is asking agencies to ensure that staff have a clear understanding of the requirements and have processes in place to capture BHSD Timeliness Tools for all admissions, regardless of how the individual was referred. If there are any questions on the steps to complete these forms or the requirements that have been conveyed, reach out to inquire to either email address listed below.

Background

Over the last few months BHSD has held multiple technical assistance drop-in office hours. BHSD staff have reached out and met with multiple providers one on one to review their completion rates and offer additional technical assistance. BHSD also created additional resources to assist providers in their entry of the BHSD Timeliness Tool form. The following are the list of all current resources available in myAvatar or myAvatar PCNX:

- BHSD 2520 Referral Report: List referrals (ISTs) that were sent to your programs and should be used as a guide for the minimum amount of BHSD Timeliness Tool that need to be entered and for which beneficiaries.
- BHSD 7598 Error Report: This report lists any BHSD Timeliness Tool with an error that needs to be corrected. The errors can generate from incorrect or missing information.
- BHSD 7600 CCP Timeliness Tool Extract (*coming soon*).
- BHSD 7610 CCP Timeliness Tools Missing (*coming soon*).

Better Health for All

Board of Supervisors: Sylvia Arenas, Betty Duong, Otto Lee, Susan Ellenberg, Margaret Abe-Koga
 County Executive: James R. Williams

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Based on feedback, BHSD 7600, 7610 will be released for all CCPs providing additional details for the BHSD Timeliness Tools that have been entered for their beneficiaries.

For any general questions on the Timeliness Form, please contact bhs_qi@hhs.sccgov.org

For technical questions about myAvatar, please contact BHSD_EHR_info@hhs.sccgov.org