

SUBSTANCE USE TREATMENT SERVICES WELCOME PACKET



MONTEREY COUNTY
BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

March 2019

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MONTEREY COUNTY BEHAVIORAL HEALTH AND SUBSTANCE USE TREATMENT SERVICES

Welcome

The Monterey County Behavioral Health (MCBH) Substance Use Treatment Services Welcome Packet offers user friendly guidance to Monterey County Drug Medi-Cal (DMC) beneficiaries who receive or may want to receive substance use treatment services through MCBH. On July 1st, 2018, MCBH implemented the Drug Medical Organized Delivery System Waiver (DMC-ODS). The goal of the Drug Medi-Cal waiver is to support an integrated system of care by better coordinating substance use disorder, physical and mental health services while comply with Federal, State and local regulations and standards.

Monterey County Behavioral Health has developed a managed care approach to provide substance use services for eligible county Medi-Cal beneficiaries. Monterey County's DMC-ODS covers the cost of substance use services on a continuum of care services for adolescents and adults who meet the inclusion criteria.

This Welcome Packet aims to provide information to you, the consumer, in a manner and format that may be easily understood and is readily accessible. It is meant to help you understand our mission and values; share with you the services available; and provide information regarding your rights and responsibilities.

This Welcome Packet is also available on MCBH website at <http://MTYHD.ORG>.

Monterey County Behavioral Health Philosophy

Monterey County Behavioral Health believes in high quality, holistic treatment to your recovery. Monterey County Behavioral Health services are individualized, flexible, and tailored to you. This approach emphasizes healthy decision-making and coping skills to strengthen family and community support systems. Monterey County Behavioral Health offers accessible and comprehensive services and links to other agencies and community resources. Whenever possible, we involve consumers, family members, and peer supports in planning and fulfilling wellness recovery goals.

About Monterey County Behavioral Health Staff

At Monterey County Behavioral Health, we employ staff from a variety of cultural and professional backgrounds. Our staff holds associate, bachelors, masters, and doctoral degrees in counseling, mental health therapy, social work, nursing, psychology, medicine, and substance abuse treatment amongst many other types of degrees. In addition, many of our staff are bilingual and bicultural. Our staff supports the work of our agency in many important ways and shares our focus on customer care.

Partnership with Local Substance Use Treatment Community Partners

Monterey County Behavioral Health contracts with several community substance use partners to provide individuals with the high-quality, holistic treatment, to support recovery from substance use. The Substance Use Treatment Providers employ a diverse range of individuals including registered and certified AOD counselors, Physicians, Nurse Practitioners, Physician Assistants, Registered Nurses, Registered Pharmacists, Psychologists, Social Workers, Clinical Counselors, Marriage and Family and License-Eligible Practitioners working under the supervision of licensed clinicians.

MCBH ensures that substance use treatment requirements and standards are met by maintaining fiscal management systems, monitoring provider billing, conducting compliance visits, processing claims for reimbursement, and offering training and technical assistance to substance use treatment providers.

Monterey County Behavioral Health Cultural Competency Statement

MCBH and its community partners are committed to ensure all consumers, regardless of their health status, ability, race, gender, sexual orientation, socio-economic status and geographical location, have the capacity to obtain the same positive health outcomes. To ensure equal access to quality care by diverse populations, MCBH and its community partners have adopted the federal Office of Minority Health Culturally and Linguistically Appropriate Service (CLAS) national standards and comply with applicable mental health plan regulations (42 CFR 438). MCBH and its community partners provide written materials in English and Spanish, which are the two main languages in this area. Many of our staff are bilingual (English/Spanish) and bicultural. Additionally, we have interpreters available in most languages including American Sign Language (ASL).

Eligibility

Coordinated continuum of substance use treatment services are available to all eligible county Medi-Cal beneficiaries who meet the medical necessity eligibility criteria. The determination of services or medical necessity criteria is based on information obtained through an assessment using the American Society of Addiction Medicine (ASAM) criteria. Eligibility for services is determined by state agreement under the DMC-ODS requirements by Department of Healthcare Services (DHCS). Substance use treatment services are provided to individuals who meet the criteria for medically necessary under DMC-ODS requirements. Additionally, DMC-ODS continuum determines priority entry into substance use treatment services for specific populations, which may be at higher risk.

Priority entrance is given in the following order:

- Pregnant women who are using or abusing substances
- Women who are using or abusing substances who have dependent children
- Injecting drug users
- Substance users infected with HIV or have tuberculosis
- AB109 Program
- All Others

Special Populations

Pregnant and Post-Partum Services and Perinatal Services Network Guidelines

Our community partners provide services to pregnant and post-partum women. Coverage for post-partum women begins the day after termination of pregnancy, plus sixty (60) days (until the end of the month if the 60th day falls mid-month).

Community partners who offer perinatal DMC-ODS services are required to be certified to provide these services and comply with the [Perinatal Services Network Guidelines](#).

Early Periodic Screening, Diagnostic and Treatment and Youth Treatment Guidelines

Consumers under age 21 are eligible to receive Medi-Cal services pursuant to the Early Periodic Screening, Diagnostic and Treatment (EPSDT) mandate. Under the EPSDT mandate, consumers under the age of 21 are eligible to receive all appropriate and medically necessary services needed to correct and ameliorate health conditions that are coverable under section 1905(a) Medi-Cal authority.

Community partners follow the [Youth Treatment Guidelines](#) in developing and implementing adolescent treatment programs funded through the DMC-ODS Waiver.

SUBSTANCE USE TREATMENT SERVICES PROGRAM OVERSIGHT AND COORDINATION OF CARE

Coordination of Care Efforts

Efforts are made to ensure that primary care and mental health services are easily accessible, including connections or referrals to other social services in the community. MCBH and its community partners organize consumer care activities and coordinate the sharing of information to ensure that the needs of the consumers are addressed.

Consumer Centered Care

Participation in your treatment is one of the most important factors that lead to successful outcomes. Our services are delivered in a consumer-centered manner with respect for the individual, their needs, preferences and values. We are committed to working alongside you throughout the course of your recovery journey.

Use of Evidenced Based Practices

To further support successful outcomes, MCBH and its community partners use Evidence-Based Practices (EBP). EBP are the interventions that have been proven to be helpful and support successful recovery for individuals who receive substance use services. Recognizing the use of EBP, our community partners use at least two of the following EBP within each modality or service. Below is a list of the most common EPB used by our community partners:

Motivational Interviewing

A consumer-centered, empathic, but directive counseling strategy designed to explore and reduce a person's ambivalence toward treatment. This approach frequently includes other problem solving or solution-focused strategies that build on consumers' past successes.

Cognitive-Behavioral Therapy

Based on the theory that most emotional and behavioral reactions are learned and that new ways of reacting and behaving can be learned.

Relapse Prevention

A behavioral self-control program that teaches individuals with substance addiction how to anticipate and cope with the potential for relapse. Relapse prevention can be used as a stand-alone substance use treatment program or as an aftercare program to sustain gains achieved during initial substance use treatment.

Trauma-Informed Treatment

Services consider an understanding of trauma, and place priority on trauma survivors' safety, choice and control.

Psycho-Education

Psycho-educational groups are designed to educate consumers about substance abuse, and related behaviors and consequences. Psycho-educational groups provide information designed to have a direct application to consumers' lives. to instill self-awareness, suggest options for growth through change, identify community resources that can assist consumers in recovery, develop an understanding of the process of recovery, and prompt people using substances to act on their own behalf.

HOW TO GET STARTED

Taking the First Step Towards Recovery

If you are not currently enrolled in a substance use treatment program and would like to learn about your options for treatment, you will first need to set up an appointment for an assessment to help determine your needs. MCBH and its community partners will make every effort to conduct an assessment and coordinate treatment that may help address the identified needs. During the assessment, you will be asked questions about you that will help determine your needs. Please bring any information with you to the appointment that may be useful in helping you explain your needs.

Informed Consent

Prior to beginning substance use treatment services, you and/or your legal representative are given an opportunity to make an informed decision about the risks and benefits of treatment. A staff member from the program where you may receive services will explain information about substance use disorders and your treatment options and make sure you understand your treatment options. Informed consent ensures you can decide what treatment you want to receive and give your consent to receive it. Additionally, Minor Consent requirements are followed.

Confidentiality

MCBH and its community partners comply with state, Federal, and local confidentiality policies and standards, including, but not limited to Health Information Portability and Accountability Act (HIPAA) and 42 CFR Part 2. MCBH and its community partners adhere to the Monterey County Behavioral Health Compliance Plan and code of conduct, including professional codes of conduct.

The confidentiality of your medical, psychiatric, and substance abuse information is protected by State and Federal statutes, rules and regulations. The statutes, rules, and regulations require that we protect your personal health information (PHI) and that we obtain informed consent from you or legal representative prior to disclosure of PHI information except as permissible by law. Only treatment staff members who are directly involved in your treatment may access the electronic health record for treatment purposes.

Within Authorization for Disclosure of Confidential Information

This form is used to provide you with high-quality, coordinated treatment across the Monterey County Behavioral Health (MCBH) system of care. MCBH uses an integrated health record to deliver high-quality, mental health and substance use treatment services. All information and records obtained in the course of providing services shall be confidential. You must authorize or permit the use, exchange, and/or disclosure of your personal health information, prior to its use, exchange, and/or disclosure as permissible by law using the **“Within Authorization for Disclosure of Confidential Information.”**

The *Within Authorization for Disclosure of Confidential Information* is a little different than the *General Authorization for Disclosure of Confidential Behavioral Health Information*. The Within Authorization is used to communicate the minimum necessary information about you across the Monterey County Behavioral Health system. Specifically, by signing this form, you are authorizing MCBH and its contracted community partners to share minimum necessary information to deliver coordinated care to you. The *Within Authorization for Disclosure of Confidential Information* does not permit the sharing of personal health information with other treatment providers that are *not* part of the MCBH delivery system (for example, with your primary care doctor). You or your legal representative have a right to revoke the “Within” Authorization, at any time and may do so by submitting the request verbally or in writing to any staff member.

“General” Authorization to Use, Exchange, and/or Disclosure of Confidential Behavioral Health Information

All information and records obtained in the course of providing services to you shall be considered confidential. You must authorize or permit the use, exchange, and/or disclosure of your personal health information, prior to its use, exchange, and/or disclosure as permissible by law through the use of the **“General Authorization to Use, Exchange, and/or Disclosure of Confidential Behavioral Health Information.”** The General Authorization permits communication with those identified on the valid form. You or your legal representative have a right to revoke the General Authorization, at any time and may do so by submitting the request verbally or in writing to any staff member.

SERVICES OFFERED

The ASAM Assessment

An assessment seeks to match the type of substance abuse treatment you may need to work towards recovery.

MCBH and its contracted providers use the American Society on Addiction Medicine (ASAM) to help understand your substance use treatment needs and to identify how they may be addressed. Substance use impacts many areas of a person's life. The ASAM criteria utilizes six (6) dimensions to help substance use counselors and Licensed Practitioner of the Healing Arts (LPHA) assess the various areas of your life to find the best fit. The six dimensions are:

DIMENSION 1	Acute Intoxication and/or Withdrawal Potential Exploring an individual's past and current experiences of substance use and withdrawal
DIMENSION 2	Biomedical Conditions and Complications Exploring an individual's health history and current physical condition
DIMENSION 3	Emotional, Behavioral, or Cognitive Conditions and Complications Exploring an individual's thoughts, emotions, and mental health issues
DIMENSION 4	Readiness to Change Exploring an individual's readiness and interest in changing
DIMENSION 5	Relapse, Continued Use, or Continued Problem Potential Exploring an individual's unique relationship with relapse or continued use or problems
DIMENSION 6	Recovery/Living Environment Exploring an individual's recovery or living situation, and the surrounding people, places and things

After participating in an assessment, your treatment provider (Counselor/ LPHA) will describe what type of services are available to you based on medical necessity. Here is a list of substance use treatment services available in Monterey County:

Level 1- Outpatient Services

Outpatient services primarily consists of counseling and education about addiction-related problems. Services are designed to treat consumers who are currently diagnosed with an active substance use disorder and have the ability and stability to participate in low intensity, professionally directed substance use treatment. This level of care is sometimes best for consumers who are just starting to explore substance use treatment options or have recently completed a substance use treatment program and would still benefit from support.

- Services can be provided by Licensed Practitioner of the Healing Arts (LPHA) or AOD counselor in any appropriate setting in the community.
- Services can be provided in-person, by telephone, or by telehealth.
- Services are provided to consumer are as follows:
 - Adults: up to 9 hours per week
 - Adolescents: less than 6 hours per week

Level 1 OTP- Opioid (Narcotic) Treatment Program

Opioid Treatment Programs primarily consist of prescribed medication and individual and/or group counseling to consumers who require medically necessary opioid use treatment.

- NTPs/OTPs are required to offer and prescribe medications to patients including methadone, buprenorphine, naloxone and disulfiram.
- Medical Psychotherapy: Type of counseling services consisting of a face- to- face discussion conducted by the Medical Director of the NTP/OTP on a one- on- one basis with the consumer.
- A client must receive a minimum of fifty (50) minutes of counseling with a therapist or AOD registered/certified counselor for up to 200 minutes per calendar month.

Level 2.1- Intensive Outpatient Services

Intensive Services primarily consist of counseling and education about addiction-related problems. Offering more support than Outpatient, Intensive Outpatient Services are designed to treat consumers who are diagnosed with a current substance use disorder and have instabilities or complicating factors, which require high-intensity, professionally directed substance use treatment. Intensive Outpatient Services are available for consumers with more complex co-occurring mental and substance-related conditions.

- Services can be provided by LPHA or AOD counselor in any appropriate setting in the community.
- Services can be provided in-person, by telephone, or by telehealth.
- Providers will ensure specific populations are offered IOT services when and where applicable.
- Services are provided to client's as follows:
 - Adults: 9 hours per week; maximum of 19 hours per week
 - Adolescents: 6 hours per week; maximum of 19 hours per week

Residential Treatment

Residential treatment is available for both men and women and is a 24-hour non-medical and short-term residential program. Residential treatment provides rehabilitation services to consumers with a substance use disorder diagnosis that also require 24 hour support. These services are intended to be individualized to treat the functional deficits identified in the ASAM assessment.

Each consumer lives on the premises and is supported in their efforts to restore, maintain and apply interpersonal and independent living skills and access community support systems. Providers and consumers work collaboratively to identify barriers, set priorities, establish goals, create treatment plans to solve problems. Goals include sustaining abstinence, preparing for relapse triggers, improving personal health and social functioning, and engaging in continuing care.

This level of care requires Pre-Authorization from Monterey County Behavioral Health and is often best for consumers who are perinatal, use substances intravenously, and are assessed with other significant risk factors.

Length of stay requirements are as follows:

- Adults (Ages 21 and over):
 - Up to 90 days maximum
 - 2 non-continuous 90 day maximum stays in a one-year period (365 days)
 - 1 extension of up to 30 days in a one-year period (365 days)
- Adolescents (Under the age of 21):
 - Up to 30 days maximum
 - 2 non-continuous 30 day maximum stays in a one-year period (365 days)
 - 1 extension of up to 30 days in a one-year period (365 days)
- Perinatal (Pregnant and Post-Partum Women)
 - Length of pregnancy (based on meeting Medical Necessity for residential services)
 - 60 days post-partum (60 days after pregnancy ends or the last day of the month in which the 60th day occurs)

Level 3.1- Clinically Managed, Low Intensity Residential Services

Level 3.1 is a 24-hour structure with available trained personnel and at least five (5) hours of clinical service/week.

- Services are to improve the ability to structure and organize tasks of daily living and recovery.
- Planned clinical program activities (at least five (5) hours/week) are directed to stabilize the consumer's substance use symptoms, increase motivation, and develop recovery skills.
- Counseling and clinical monitoring are to support involvement in productive daily living activities.

- Drug screening and monitoring of medication adherence will be utilized in a therapeutic manner.
- Recovery support services, including support for the affected family will be made available.
- Addiction pharmacotherapy will be made available.

Level 3.5- Clinically Managed High- Intensity Residential Services

Level 3.5 is a 24-hour residential care for consumers who require a 24-hour supportive treatment environment in order to develop sufficient recovery skills to avoid relapse or continued substance use. Consumers typically have multiple challenges in addition to addiction (trauma history, criminal/legal issues, psychological problems, etc.).

- Planned, evidence-based clinical program activities and professional services to stabilize addiction symptoms and develop recovery skills will be provided.
- Daily organized programming will be provided to improve consumer's ability to structure and organize tasks of daily living and recovery.
- Counseling and clinical monitoring are to support involvement in productive daily living activities.
- Drug Screening and monitoring of medication adherence will be utilized in a therapeutic manner.
- Planned community reinforcement designed to foster pro-social values and community living skills will be offered.
- Recovery support services, including support for the affected family will be made available.
- Addiction pharmacotherapy will be made available.

Level 3.2- Clinically Managed Residential Withdrawal Management

Withdrawal Management (WM) services are provided to consumers who are diagnosed as actively withdrawing from a substance and are determined medically necessary by a Medical Director or LPHA. Clinically Managed Residential Withdrawal Management (sometimes referred to as “detox”) is an organized service that may be delivered by an appropriately trained staff member who provides 24-hour supervision, observation, and support for consumers who are intoxicated or experiencing withdrawal. Each consumer resides at the facility and will be monitored during the detoxification process. This level is characterized by its emphasis on peer and social support rather than medical and nursing care. This level provides care for consumers whose intoxication/withdrawal signs and symptoms are sufficiently severe to require 24-hour structure and support. Providers will ensure the following are available:

- The clinical components of Level 3.2 WM include all necessary services for assessment and medication or non-medication withdrawal management.
- Clinical support, best-practices therapies, and education designed to enhance the consumer’s health education and understanding of addiction.
- Daily assessment of progress through withdrawal management.
- Services to families and significant others.

- Referral for ongoing support or transfer planning.

Medication Assisted Treatment

Medication Assisted Treatment (MAT) is the use of prescription medications, in combination with counseling and behavioral therapies, to provide a whole-person approach to the treatment of substance use disorders. The following medications are required to be available to patients through Opioid Treatment Programs:

- Methadone
- Buprenorphine
- Disulfiram
- Naloxone

Recovery Services

Recovery services are an important component of your recovery and wellness. You may access recovery services *after* completing your course of treatment as a preventative measure to prevent relapse and require a remission diagnosis. Services are provided as medically necessary by an AOD counselor, LPHA, or Peer.

- Recovery services may be provided face-to-face, by telephone, or by telehealth with the client.
- Outpatient counseling services in the form of individual or group counseling to stabilize and then reassess for further care
- Recovery Monitoring: Recovery coaching, monitoring via telephone and telehealth
- Case management services for the following:
 - Education and Job Skills: life skills, employment services, job training, and education services
 - Family Support: childcare, parent education, child development support services, family/marriage education
 - Support Groups: self-help and support, spiritual and faith-based support
 - Ancillary Services: housing assistance, transportation, case management, individual services coordination

REQUESTING AN ASSESSMENT

All assessments start in outpatient. Each of our community partners have qualified staff to help understand your needs and identify services that may help address your concerns. Each location has certified and/or registered substance abuse counselors and/or Licensed Practitioner of the Healing Arts (LPHA) are ready to help you take the first steps towards your recovery. Staff will help guide you through your first assessment and help you get started. You may contact the following programs for outpatient substance use treatment.

Community Human Services

Outpatient, Co- Ed Residential, Withdrawal Management, Recovery Services, and Medication Assisted Treatment Centers offers comprehensive drug and alcohol treatment services to adults and perinatal women in several locations in Salinas and Coastal Regions.

- Salinas (831) 237-7222
 - 1087 S. Main Street, Salinas, CA 93901
- Monterey (831) 658-3811
 - 2560 Garden Rd., Ste. 201, Monterey, CA 93942
- www.chservices.org

Door to Hope

Outpatient, Women's Residential and Recovery Services available in Salinas.

- Salinas (831) 758-0181
 - 130 W. Gabilan Street, Salinas, CA 93901
- www.doortohope.org

Sun Street Centers

Outpatient, Men's Residential, Withdrawal Management, and Recovery Services, Soledad and King City provide services to men, women and teens across Monterey County including South County.

- Salinas (831) 753-6001 (Main Office)
 - 11 Peach Dr, Salinas, CA 93901
- www.sunstreetcenters.org

Valley Health Associates

Medication Assisted Treatment Center available to serve consumers on outpatient basis with an office located in Salinas.

- Salinas (831) 424-6655
 - 338 Monterey St, Salinas, CA 93901
- www.valleyhealthassociates.com

MCBH Call Center 1-888-258-6029

Alternatively, MCBH maintains a toll-free, 24/7 access telephone line, 1-888-258-6029, to provide services to Monterey County residents seeking mental health and substance use services. Between the hours of 8am-5pm, Monday through Friday, calls are answered by bilingual (English/Spanish) MCBH LPHA staff who are there to help connect you to a MCBH clinician or Substance Use Treatment Provider to set up an assessment that best fits your needs.

Calls placed after regular business hours are answered by our contractor, Crisis Support Services of Alameda County. MCBH has a contract with Crisis Support Services of Alameda County (CSSAC) to provide live, after-hours multi-lingual crisis intervention support. CSSAC maintains a client call database that is secured in compliance with HIPAA privacy standards for protected health information.

PROBLEM RESOLUTION PROCESS

What Can I do If I have a Problem or I'm Not Satisfied with My Care?

Monterey County Behavioral Health is committed to solutions to the problems and concerns you may encounter during treatment. You will not be subjected to discrimination, intimidation or any other retaliation for expressing concerns, filing a Grievance or Appeal.

If you are unhappy with any issue related to the treatment you are receiving, you have options that may help you with the resolution of these issues. Here are some options for you to consider when deciding the next steps to take.

There are several ways to express your dissatisfaction about your care.

Grievance

What is a Grievance? A grievance is an expression of unhappiness or dissatisfaction with the mental health plan.

Who can file a Grievance? Any person who receives services through the mental health plan.

What is the deadline to file a Grievance? There is no deadline to file a Grievance, but it is best to do it soon after the issue arises to provide more specific and detailed information.

How do I file a Grievance? You may do so by writing, calling, or in person at the following address:

Monterey County Behavioral Health
Quality Improvement
1611 Bunker Hill Way, Suite 120
Salinas, CA 93906
(831) 755-4545

When will I receive information back about a Grievance I filed? You will receive written confirmation from the mental health plan that your Grievance was received within 24 hours from the Quality Improvement Department and a resolution will be reached within 90 calendar days from the receipt on the grievance.

Notice of Adverse Benefit Determination

What is a Notice of Adverse Benefit Determination (NOABD)? A Notice of Adverse Benefit Determination (NOABD) will be issued to you whenever services are denied, reduced, or if you are involuntarily discharged. Providers are required to inform you of the right to a fair hearing related to denial, involuntary discharge, or reduction in Drug Medi-Cal substance use disorder services as it relates to their eligibility or benefits.

Providers will advise you in writing at least ten (10) calendar days prior to the effective date of the intended action to terminate or reduce services.

The NOABD shall include all of the following:

1. Statement of the action the provider intends to take.
2. The reason for the intended action.
3. A citation of the specific regulation(s) supporting the intended action.
4. An explanation of the client's right to a fair hearing for the purpose of appealing the intended action.
5. An explanation that the client may request a fair hearing by submitting a written request to:

Department of Social Services
State Hearing Division
P.O. Box 944243, MS 9-17-37
Sacramento, California 94244-2430
1 (800) 952-5253
TDD 1 (800) 952-8349

6. An explanation that the provider shall continue treatment services pending a fair hearing decision only if the client appeals in writing to the Department of Social Services for a hearing within ten (10) calendar days of the mailing or personal delivery of the notice of intended action.

What should I do if I get a Notice of Adverse Benefit Determination (NOABD)?

Read all the information on the form. Pay close attention to the information regarding the timeline you have to file a grievance, standard appeal, expedited appeal, and State Fair Hearing.

What should I do if I do not agree with the decision described in the Notice of Adverse Benefit Determination (NOABD)?

You may file an Appeal.

Appeal Process

What is an Appeal?

An appeal is a request to review a Notice of Adverse Benefit Determination (NOABD).

Who can file an Appeal?

You or an authorized representative can file an Appeal.

There are two types of Appeals.

There is a *Standard Appeal* and an *Expedited Appeal*.

STANDARD APPEAL

What is a Standard Appeal?

A Standard Appeal, also referred to as “appeal,” is an oral or written request to review a Notice of Adverse Benefit Determination (NOABD) to the MCBH Deputy Director or Quality Improvement Department submitted by you or authorized representative. Oral appeals must be followed up with a signed written appeal.

What is the deadline to file a Standard Appeal?

You must file an appeal within 90 days of the date indicated on the NOABD.

When will I receive a response from Quality Improvement regarding my appeal?

The Quality Improvement Department has 30 calendar days from the receipt of the standard appeal to make a final decision. The Quality Improvement Department will notify you or authorized representative of the final appeal disposition in writing within 30 calendar days of receipt of the appeal.

What is included in Quality Improvement’s response?

The notice will contain the following information:

- a. The results of the appeal
- b. The date the appeal decision was made
- c. Your right to a State Fair Hearing and the procedure for requesting a State Fair Hearing (if the appeal is not resolved wholly in favor of the client)
- d. Your right to request benefits while the hearing is pending and the procedure for making this request

Expedited Appeal

What is an Expedited Appeal?

It is a faster way to decide an Appeal. The Expedited Appeal process is used if you believe that waiting 30 days for a disposition through the standard appeal process could jeopardize your life, health, or ability to attain, maintain, or regain maximum function. You or authorized representative may present an oral or written request for an expedited appeal review of a NOABD. Oral expedited appeals do not have to be followed up with a written request. The

request must be presented to the Monterey County Behavioral Health Director or Quality Improvement Department.

What is the deadline to file an Expedited Appeal?

You must file an Expedited Appeal within 60 days of the date on the NOABD.

When Will I receive a response from Quality improvement regarding my expedited appeal?

The MCBH Deputy Director or Quality Improvement Department will notify the client or authorized representative of the Appeal decision within three (3) working days if the requirements for an Expedited Appeal are met. If the Expedited Appeal request does not meet the requirements, the MCBH Quality Improvement Department will notify the client verbally and in writing within two (2) calendar days.

How do I file a Standard or Expedited Appeal?

You may call the MCBH Quality Improvement Department plan and speak with a representative at (831) 755-4545 or write to Mental Health Plan Deputy Director:

Quality Improvement Department
1611 Bunker Will Way Suite 120
Salinas, CA 93906

State Fair Hearing Process

A state Fair Hearing is an independent review conducted by the California Department of Social Services to ensure you receive substance use disorder and specialty mental health services they are entitled under the Medi-Cal program.

You may file a request for a State Fair Hearing when you exhaust the problem resolution process (i.e. Grievance, Standard Appeal, Expedited Appeal).

You may request a State Fair Hearing whether or not a Notice of Adverse Benefit Determination has been issued.

You may request assistance of the Patients' Rights Advocate by calling (831)755-4518 or authorize a person to act on your behalf.

You may ask for a State Fair Hearing by submitting a written request to:

Department of Social Services
State Hearing Division
P.O. Box 944243, MS 9-17-37
Sacramento, California 94244-2430

1 (800) 952-5253
TDD 1 (800) 952-8349

You may also ask for a State Fair Hearing by calling the California Department of Social Services at 1(800) 952-5253. You may ask for a State Hearing within 90 days of the date the Notice of Adverse Benefit Determination was issued or the postmark date of the Appeal decision through the Standard Appeal process.