



Quality Assurance Bulletin

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Program Support Bureau

Los Angeles County, Department of Mental Health

GUIDELINES FOR TRANSFERRING/MANAGING CLIENT AND CLAIM INFORMATION WHEN A CLIENT MOVES FROM ONE PROVIDER TO ANOTHER PROVIDER WITHIN THE SAME LEGAL ENTITY

On July 14, 2008 Program Support Bureau staff released QA Bulletin #08-2 which supplied directly-operated providers with guidelines for transferring/managing client and claim information when services to a client are transferred from one directly-operated provider to another directly-operated provider. While the Bulletin language is exclusive to directly-operated providers, the principles, procedures, and questions and answers presented in the Bulletin could apply to contractors when the transfer of a client is between providers within a legal entity. Certainly the questions and answers related to the transfer of SFPR and the Coordination Cycle Date would be applicable to all providers.

Because other legal entities may find the information helpful, the Bureau is providing the information to all legal entities by attaching the original QA Bulletin #08-2 to this Bulletin. There are no requirements external to the Department that require the use of any of the information, thus, there is no obligation for contractors to use any part of the information.

Please note that these procedures only apply to transfers when the involved providers are within the same legal entity. The transfer of services to a provider in another legal entity would follow ordinary transfer procedures.

c: Executive Management Team Department QA staff
 District Chiefs Compliance Program Office
 Program Heads Nancy Butram, Revenue Management
 ACHSA Donna Warren-Kruer, Network Org. Providers