



Quality Assurance Bulletin

November 07, 2013 No. 13-06

Program Support Bureau

County of Los Angeles - Department of Mental Health
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Service Request Log & Beneficiary Acknowledgment of Receipt

This Bulletin is in response to the recent State System Review conducted by the Department of Health Care Services (DHCS). As part of the State System Review, DHCS monitors compliance with State and Federal regulations which require Providers to maintain a written log to record requests for services and provide its beneficiaries (Medi-Cal clients) with the Medi-Cal handbook and a list of providers. Two new forms have been developed to assist Providers in meeting these requirements.

Service Request Log

The California Code of Regulations Title 9 §1810.405(f) states “the MHP shall maintain a written log of the initial requests for specialty mental health services...the log shall contain the name of the beneficiary, the date of the request, and the initial disposition of the request”. In addition, DMH Policy 202.43 Scheduling Clinical Appointments and Associated Documentation states “All requests for initial appointments for newly-active clients shall be clearly documented” and lists specific elements required to be documented. The new “Service Request Log” has been developed to satisfy the State regulatory requirement as well as to meet the requirements of the new DMH Policy. **The Service Request Log must be completed for every initial request for services at a single Provider Number.**

Note: If an assessment appointment is made at the Provider site, no other disposition detail is required. If the appointment given is more than 30 calendar days from the date of request, a justification for the delay must be put in the additional comments field per DMH Policy 202.43. If an assessment appointment is not made at the Provider site, additional disposition detail is required stating where the client was referred and/or why an appointment was not made.

Beneficiary Acknowledgment of Receipt: Medi-Cal Handbook and Provider List

The California Code of Regulations Title 9 §1810.360(e) states “the MHP of the beneficiary shall provide its beneficiaries with a booklet and provider list upon request and when a beneficiary first receives a specialty mental health service from the MHP or its contract providers.” The new “Medi-Cal Required Information Materials Beneficiary Acknowledgment of Receipt” has been developed to show evidence that beneficiaries were offered the Medi-Cal Handbook and Provider List upon initial request for services and were provided the materials when requested per the above mentioned requirements. **The form must be completed and signed by the client upon initial receipt of services (i.e. when an episode is initially opened) and whenever the client requests either the Medi-Cal Handbook or the Provider List.** The form shall be placed in the Clinical Record.

These forms must be used by Directly-Operated programs as is and should be implemented as of the date of this Bulletin. Contractors must have forms (or, in an EHR, reports) with all the data elements found on the forms and should be implemented within 6 months of the date of this Bulletin.

If Contract or Directly-Operated agencies have any questions regarding this Bulletin, please contact your Service Area QA Liaison.

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