

March 2019

QCM Tidbits

Alcohol and Drug Program Edition

Kudos

Welcome our NEW Access Line Screeners Irina Ksynkina and Nicole Horne. Irina is a Licensed Marriage and Family Therapist and has worked for Bwell as a clinician with our ACT Team for 7 years. Nicole is also a Licensed Marriage and Family Therapist. She previously worked at Telecare in Ventura County.

QCM completed Programmatic Monitoring Visits with Good Sam Turning Point and LAGS Recovery Center! Keep up the great work! Also, thanks to all of our Residential Providers who have been submitting Authorization Requests and Extension Requests in a timely and collaborative manner!

Invite: Any CBO representative interested in attending our monthly BeWell Quality Improvement Committee Work Group meetings please contact us for more info. (805) 681-5113. Our next meeting is 3/19/2019 in SB 2:30pm – 4:00pm. There is availability to join by phone. Attached is a flyer with more info.



Do you need to contact QCM?
Please email the team at
BWELLQCMADP@SBCBWELL.org

Information on Beneficiary Rights and required forms

Reminder: Please send ALL ADP Incident Reports, Appeals, and Grievances to QCM/ADP Beneficiary Concerns Coordinator Joshua Woody @ BwellQCMADP@SBCBwell.org.

Remember, when sending NOABDs (previously NOAs), please send a copy to BwellQCMADP@SBCBwell.org. Frequently used NOABDs attached.

Complaint Logs- Please continue to track your Complaint Logs! **Due next: April 1st, 2019!** Send to: BwellQCMADP@SBCBwell.org or fax them to (805) 681-5117 and can address them to *QCM ADP Beneficiary Concerns*. You can contact Joshua Woody at (805) 681-5113 with any questions.

BeWell Website: Excited to announce ADP and QCM has teamed up to update our website with latest forms and info. Please visit our website as we hope the updates will be a resource for our providers and clients! <http://www.countyofsb.org/behavioral-wellness/home.c>

Credentialing: Updated SPID and E-signature Form! Find it here: <http://www.countyofsb.org/behavioral-wellness/formsforstaff-providers.sbc>. Send all Service Provider ID requests with ALL required documents to BwellQCMADP@SBCBwell.org for fastest processing.

Residential Treatment Quick Tips:

- * Upon Intake, Comprehensive Assessments are to be done ASAP.
- * QCM reviews Comprehensive Assessments to authorize Treatment.
- * Treatment Plans for Residential Treatment are DUE within 10 days of admission!!!
- * Ensure a **Residential Day Note** is completed for each client for each day of treatment.
- * Requests for extensions are DUE no later than 5 days prior to their last authorized day of treatment.

Monthly Documentation Review: QCM has started monthly documentation review of each provider's charts per state mandate. Feedback on your program's documentation review will be sent out in the next month to supervisors.

Access Line: (888) 868-1649