

April 2019

QCM Tidbits

Mental Health Edition

EQRO

Thank you to everyone for your participation in this year's EQRO! It truly was a team effort and our reviewers were able to see and appreciate that. We should be receiving their report in the next couple of months. Their feedback is so important in our ongoing effort to improve the system.

Consumer Perception Surveys

Consumer Perception Surveys: Spring survey distribution is May 13th-17th. We look forward to another successful survey week!

Thank
you



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

Second Opinion Requests: Medi-Cal beneficiaries are entitled to second opinion requests when a disagreement exists with a decision or action of the department or its contracted providers. A decision or action of the department is referencing notices of action in which a client is not meeting or is no longer meeting criteria for specialty mental health services. They may make this request verbally or in writing. The second opinion request form will need to be completed and submitted to QCM for logging and tracking.

THANKS EVERYONE!
The NACT was completed and successfully submitted. QCM thanks you all for your work through this process!