

**- MEMORANDUM -**

DATE: February 25, 2020  
TO: Alameda County Behavioral Health Care Services CBO and County Providers  
FROM: Kimberly Coady, LCSW, Interim QA Administrator, Quality Assurance Unit  
Natalie Courson, Deputy Director, Information Systems  
SUBJECT: **Network Adequacy Certification Tool**

Alameda County Behavioral Health Care Services (ACBH) is preparing to submit its first quarter Network Adequacy Certification Tool (NACT) data at the end of March 2020. This first quarter NACT data is extremely critical as it is used to certify our county for Network Adequacy. As you may recall, in October of 2019, ACBH had been placed under a "Corrective Action Plan" (CAP) by DHCS for non-compliance for Network Adequacy related to Timely Access to service within the standard of 10 days for outpatient and 14 for psychiatry services. In January 2020, ACBH was cleared and met compliance with the standard by meeting the 70% threshold for the timely standard of 10 days and 14 days.

**BACKGROUND:**

NACT Timely Access Data is to be submitted quarterly to establish Network Adequacy for the ACBH Mental Health Plan (MHP). The NACT Timely Access data is not to be confused with the CSI Assessment Record Data, which is being collected by DHCS to track "new client" timely access to assessment services.

Specifically, NACT Timely Access data is collected for all clients referred or self-referred to the ACBH Access unit. The NACT data submitted at the end of March is used to establish annual Network Adequacy Certification for all counties and includes the Timely Access data. One of the tools ACBH used to help facilitate improvement of the timely standard was to utilize the OPS 721 report.

To help us update our data and meet the standard as agreed to in our CAP with DHCS, you will receive the INSYST report, the OPS 721, with service data that did not meet the 10 or 14-day standard and is not in compliance. This report will be sent to your INSYST printer queue between February 26 through February 28, 2020. The report contains instructions on how to update the service data with the reason (code) which explains why the service is beyond the standard. The reason will be evaluated by DHCS to determine adequate compliance. This request and OPS 721 Report to update the Timely Access data is the same as what was sent to you in late October 2019 and December 2019. This period covers November through December 2019, and January 2020, and only includes clients that did not meet the standard. To assist you and to help facilitate this endeavor, ACBH will be holding the following Brown Bag sessions:

**Friday, February 28, 2020, 12:00-1:00pm, 2000 Embarcadero Cove, 5th floor, Chabot Room**  
**Friday, March 6, 2020, 12:00-1:00pm, 2000 Embarcadero Cove, Suite 305, Joaquin Miller Room**  
**Monday, March 9, 2020, 12:00-1:00pm, 2000 Embarcadero Cove, Suite 305, Joaquin Miller Room**

The Brown Bag sessions are designed for clinical staff who are familiar with the workflow for referrals from ACCESS, and your program's processing of these referrals. Please bring questions and your OPS 721 report to any of these sessions.





We are requesting the service data on the OPS 721 report be updated by e-form by Friday, March 13, 2020 per the instructions given on the INSYST OPS 721 report sent to your printer queue. Ongoing, we will be on a regular schedule to monitor the data in order to facilitate and maintain the 10-day and 14-day Network Adequacy standard.

This eform can be accessed at: <http://achcsa.org/behavioral-health/eforms> . Please note that you must be signed on to the ACBH network to access this link. Your administrative support staff have access to the ACBH network and to the eform.

The specific e-form title is “Timely Access – Reason for Non-Compliance within 10 Days.”

We appreciate your partnership with this important request to meet compliance and avoid sanctions.

Thank you, and if you have any questions, please feel free to call (510) 567-8074; (510) 777-2123; (510) 567-8077 or (510) 567-8181.



Alameda County Behavioral Health Care Services

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Health Care Service Agency