

- MEMORANDUM -

DATE: February 22, 2022
 TO: Alameda County Behavioral Health (ACBH) Stakeholders
 FROM: Karyn Tribble, PsyD, LCSW, ACBH Director 
 SUBJECT: **External Quality Review of Medi-Cal Specialty Mental Health FY 2021-22 Findings**

As you know, every year Alameda County Behavioral Health Care Services (ACBH) is involved in two yearly Quality Review visits for each of our Mental Health and Substance Use Systems. This is a standard practice for every county across California, and is an opportunity that helps counties to continually improve system operations and, most importantly, care services to our community.

Recently, Behavioral Health Concepts (BHC) Inc., California’s External Quality Review Organization (CalEQRO) conducted a Fiscal Year (FY) 2021-22 review of Alameda County Behavioral Health (ACBH)’s Medi-Cal Specialty Mental Health Services (SMHS), from **October 26th to October 28th, 2021.**

This FY 2021-22 Mental Health EQRO review was conducted in accordance with the Centers for Medicare and Medicaid Services (CMS) Managed Care regulations. These CMS regulations mandate that the California Department of Health Care Services (DHCS) provide an annual external quality review of the **quality, outcomes, timeliness of care, and access to care** provided by California Mental Health Plans (MHPs). Review protocols include validation of performance measures, performance improvement projects (PIP), information system capabilities, network adequacy, beneficiary satisfaction surveys, and evaluation of performance and quality management key components.

We are extremely pleased to report that ACBH significantly improved its ratings across all performance and quality management key components with an overall rating of **100%** for FY 2021-22, compared to 96% for FY 2020-21.

	Performance & Quality Management Key Component	FY19/20 %	FY 20/21 %	FY 21/22 %
1.	Access to Care	96%	100%	100%
2.	Timeliness of Services	67%	88%	100%
3.	Quality of Care	57%	99%	100%
4.	Beneficiary Progress/Outcomes	73%	97%	n/a*
5.	Structure and Operations	80%	99%	n/a*
6.	Information System (IS) Capability	n/a*	n/a*	100%
	OVERALL TOTAL	83%	96%	100%

*different rating format used in those years.



There were recommendations given for this coming year regarding; (i) **Access** – to implement strategies to improve access to specialty mental health services for the Asian Pacific Islander population; continue to evaluate ACBH website and ensure user-friendly content; (ii) **Timeliness** – to investigate beneficiaries’ experiences with timeliness and implement strategies to address systemwide timeliness issues; and recommendations involving (iii) **Quality** – where it was recommended that our department develop an implementation plan regarding the Peer Certification Program (SB803); and expand opportunities for ACBH staff and stakeholders to provide feedback on program planning and implementation.

We believe this progress and our department’s ongoing commitment to system change reflects our ongoing focus on Quality Improvement and planning. Please feel free to visit the following link [Findings Report: ACBH External Quality Review FY 21/22 - Mental Health Plan](#), for more information regarding the results of this review, including details on the 26 required components in which ACBH ‘met’. Earlier this month, we also recently completed our annual Substance Use System EQRO Audit as well, and look forward to sharing those results with all of our stakeholders in the weeks to come.

Thank you to our staff, stakeholders, and community at large for their partnership in our efforts to increase access and improve quality of care. Your ongoing feedback and input is essential to our continued work on behalf of the community. I would also like to acknowledge our Quality Management/Quality Improvement team in assisting our department with their coordination and support during this very important review.

Thank you for your ongoing partnership.

