



SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

Quality Care Management

Client Discharge: Frequently Asked Questions (FAQs)

1) What happens if I am in the process of closing a client and they request a second opinion assessment?

A client can request a second opinion assessment to dispute the level of care determination of a clinical assessment. The second opinion assessment request will be sent to QCM. A second opinion assessment will be scheduled within 2 weeks of the request. The treatment recommendation of the second opinion request will be followed. If the second opinion assessment determination is that the client does not meet criteria, the client still has a right to file an appeal.

2) What happens if I am in the process of closing a client and the client appeals a Notice of Adverse Benefit Determination (formerly known as Notice of Action or NOA)?

Medi-Cal beneficiaries can appeal a Notice of Adverse Benefit Determination with QCM within 90 days of the date the Notice was provided. Staff should continue the discharge procedure until directed differently from QCM. QCM will notify the clinic supervisor if the client has requested an appeal and how to continue to provide services during the appeal process.

3) What happens if I am the process of closing a client and the client files a grievance against someone on the team that is working toward transitioning client?

The QCM Beneficiary Concerns Coordinator will investigate the grievance and make a determination. The team should continue the discharge procedure unless directed otherwise from QCM.

4) What happens if I am in the process of closing a client and the client files a change of clinician request against someone on the team that is working toward transitioning client?

The supervisor will make a determination about the change of clinician request. The team should continue the discharge procedure.

5) What happens if I am in the process of closing a client and the client requests a State Fair Hearing?

Medi-Cal beneficiaries have a right to request a State Fair Hearing with the State Fair Hearing Office. The team should continue the discharge during a State Fair Hearing process. If the determination of a State Fair Hearing is that a client should continue to receive services, QCM will inform the clinic supervisor that the case should be reopened, if already closed.

6) What happens if a client requests that they want to continue services after receiving a Letter of Intent (LOI)?

If the LOI was issued due to lack of contact from the client and the client responds **before the 10 days indicated on the LOI**, the case will remain open and the client will be offered ongoing services.

If the LOI was issued due to lack of contact from the client and the client responds **after the 10 days indicated on the LOI, but before 60 days have passed**, the client will be reopened without needing an assessment.

If the LOI was issued due to lack of contact from the client and the client responds **after 60 days have passed**, the client will be screened for appropriateness to the clinic.

If the LOI was issued for **any other reason**, the client will be screened for appropriateness to the clinic.

7) What do I do if the client comes back and requests services after being closed?

The client will be screened for appropriateness to the clinic.