

January 2019

# QCM Tidbits

## Alcohol and Drug Program Edition

### Kudos

We did it! We are now “Live”, implementing DMC-ODS services! Thanks to all who have put in countless efforts to work through the challenges of entering this new delivery system. SPECIAL THANKS to our DMC-ODS Residential Treatment Providers with Good Sam in Lompoc and Santa Maria! Your hard work and great communication has been appreciated in helping clients access this new benefit.

Special Thanks to the Access Line Screeners who have been working tirelessly to answer the HIGH volume of calls and making those referrals. We are in the process of hiring additional screeners, Help is on the way!

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 1/15/2018 in SB 2:30pm – 4:00pm.



Do you need to contact QCM?  
Please email the team at  
[BWELLQCMADP@SBCBWELL.org](mailto: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](mailto:BwellQCMADP@SBCBwell.org).

Remember, when sending NOABDs (previously NOAs), please send a copy to [BwellQCMADP@SBCBwell.org](mailto:BwellQCMADP@SBCBwell.org).

**Complaint Logs-** Please send your Complaint Logs for the Month of December by 1/8/19 to [BwellQCMADP@SBCBwell.org](mailto:BwellQCMADP@SBCBwell.org) or you can 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.

As of December 1<sup>st</sup>, direct ALL Medi-Cal Beneficiaries to call the Access Line to be screened for SUD services, with the *EXCEPTION* of Opioid Treatment where beneficiaries can go directly to Aegis. Clients looking for DUI programs can also go directly to providers as it is not a covered benefit.

**Credentialing:** Please send all Service Provider ID requests with ALL required documents to [BwellQCMADP@SBCBwell.org](mailto: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.

Attached to this Newsletter you will find the following resources:  
ADP Training Calendar  
Complaint Log

*Note our NEW EMAIL: [BwellQCMADP@SBCBWELL.org](mailto:BwellQCMADP@SBCBWELL.org)*

**Access Line: (888) 868-1649**