

February 2019

QCM Tidbits

Alcohol and Drug Program Edition

Kudos

Welcome our NEW Access Line Screener Ana Salcido Flores. Ana is a Licensed Marriage and Family Therapist. She previously worked at CADA as a school-based counselor.

Special Thanks to all the staff who have been working hard to launch our new Residential Treatment Providers going "Live" February 1st! Welcome to Good Sam Recovery Way Home in Lompoc, Good Sam Transitional Center in Santa Maria, and CADA Adult Residential Treatment in Santa Barbara! As of March 1st, we will be welcoming Salvation Army in Santa Barbara into DMC-ODS Level 3.2 & 3.1 Residential Tx Services!

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 2/19/2019 in SB 2:30pm – 4:00pm. There is availability to join by phone.

FEBRUARY

THE WHOLE U
UNIVERSITY OF WASHINGTON

Do you need to contact QCM?
Please email the team at
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.

Remember, when sending NOABDs (previously NOAs), please send a copy to BWELLQCMADP@SBCBWELL.org.

Complaint Logs- Please continue to track your Complaint Logs! **Due next: April 1st, 2019!** Send to: BWELLQCMADP@SBCBWELL.org or 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.

Credentialing: Please send all Service Provider ID requests with **ALL** required documents to 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.

Updates! New Patients' Rights Flyer and Opiate Overdose Prevention Survival Brochure. Please post these flyers in your Lobbies. We have added the contact number to our Patients' Rights Advocates.

Attached to this Newsletter you will find the following resources:
ADP Provider Directory (*See New Tx Providers*)
ADP Training Calendar
Patients' Right Flyer
SKOOP (Opiate Overdose Prevention)
SPID Request Form

Access Line: (888) 868-1649