

July 2019

QCM Tidbits

Alcohol and Drug Program Edition

Kudos

In June, QCM completed Programmatic Monitoring visits with the following programs: CADA- Daniel Bryant Santa Maria, Good Sam- Recovery Point, and Good Sam- Another Road Detox! This completes our monitoring for Fiscal year 18-19! Programmatic Monitoring for Fiscal year 19-20 will begin this July! We want to thank all providers as we have seen so much great work within the new DMC-ODS! Also thanks to all the providers taking time away from your work to attend important trainings. Your participation makes learning meaningful and helps us identify areas in which we can help improve our system of care.

CBO Staff Spot Light of the Month

QCM would like to recognize Dale Schuck for his incredible collaboration with QCM and other providers, always putting the beneficiaries' best interest first! We appreciate that Dale never hesitates to call to ask an important question.



Do you need to contact QCM?
Please email the team at
BWELLQCMADP@SBCBWELL.org

Information on Beneficiary Rights and required forms

Please send all Incident Reports, Appeals, Grievances, and **NOABDs** (previously NOAs) to BwellQCMADP@SBCBwell.org.
Brush up on our Bwell P & Ps at <https://www.countyofsb.org/behavioral-wellness/policy/4469>. To learn more review our Beneficiary Concerns Training from June 14th, 2019 attached!

Complaint Logs were Due JUNE 30th, 2019!!! Please send your Complaint Logs and any grievances for April, May, & June ASAP. Please send to BwellQCMADP@SBCBwell.org.

New requirements for D.I.R.T. Notes in Describe Service Section:

- Indicate if services were Face-to-Face, Telephone, Telehealth
- Group Topic must match Group Topic on Sign In Sheet (EBPs)
- Indicate Documentation- Start and End Time!!!

LPHAs can **NOW** authorize their own Treatment Plans. Stay tuned as we are working with Clinicians Gateway Gurus to enable LPHAs to authorize Treatment Plans completed by AOD Counselors!!! LPHAs- Please do not authorize AOD counselors' Treatment Plans until further direction.

Provider Directory Updates! QCM will be adding all staff providing direct services to beneficiaries to our Provider Directory. We will be reaching out to program managers to assist in this approaching project! Stay tuned...

Mark your calendars! Please see attached 2019-20 Training Schedule for the upcoming year. As dates gets closer, information about registration links will be provided.

Attached you will also find PowerPoints from our most recent trainings!

Access Line: (888) 868-1649