



May 10, 2018

Karen Larsen, LMFT
Mental Health Director
Yolo County Health and Human Services Mental Health Services (YCHHSMHS)
137 North Cottonwood Street, Suite 2500
Woodland, CA 95695

Dear Director Larsen:

Enclosed is the Final Report completed by Behavioral Health Concepts, Inc., California's External Quality Organization (BHC) for the review of the Medi-Cal Specialty Mental Health Services Waiver Program, reflecting the findings and recommendations from the FY17-18 External Quality Review of the Yolo MHP.

This 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). BHC customized each FY17-18 review based upon the issues and recommendations outlined in the prior year's EQRO report.

BHC performed the following activities to meet the requirements for the External Quality Review as related to MHPs:

1. Validating Performance Improvement Projects (PIPs) – BHC reviewed and validated two MHP submitted PIPs, one clinical and one non-clinical.
2. Information Systems Capability Assessment (ISCA) – BHC utilized a California-specific ISCA protocol to review the integrity of the MHP's information system(s) and the completeness and accuracy of the data produced by those systems.
3. Validating Performance Measures (PMs) – BHC conducted a performance measurement analysis based upon variables identified through discussion with DHCS.
4. Technical Assistance and Training – BHC has provided technical assistance and training as part of the on-site review, webinar PIP Clinics, and remains available to respond to any MHP questions.

Please contact Lynda Hutchens at lynda.hutchens@bhcegro.com if you have any questions about the final report or to request technical assistance between reviews.

BHC appreciates the MHP's participation in the review. We hope that the recommendations and technical assistance provided are helpful in sustaining quality processes and in improving the overall quality of the MHP's program.

Sincerely,



Gale Berkowitz, DrPH
Deputy Director
California EQRO
Behavioral Health Concepts, Inc.

cc: Sergio Lopez, DHCS
Natalia Krasnodemsky, DHCS
Saumitra SenGupta, Executive Director, BHC-CalEQRO
Bill Ullom, Chief Information Systems Reviewer, BHC-CalEQRO
Della Dash, Senior Quality Reviewer, BHC-CalEQRO
Mei Chung, Office Manager, BHC CalEQRO
Samantha Fusselman, LCSW, CPHQ, Deputy Mental Health Director, YCHHSMHS
Rita Samartino, MBA, Information Systems Administrator, YCHHSMHS
Katherine Barrett, LCSW, Quality Management Supervisor, YCHHSMHS
Lynda Hutchens, Quality Reviewer, BHC-CalEQRO
Robert Greenless, Information Systems Reviewer, BHC-CalEQRO
Melissa Martin-Mollard, Quality Reviewer, BHC-CalEQRO
Gloria Marrin, Consumer/Family Member Consultant, BHC-CalEQRO