



## Department of Behavioral Health INFORMATION NOTICE 14-12

Supersedes IN 11-12

**Date:** October 22, 2014

**To:** All Department of Behavioral Health Staff and Contractors

**From:** CaSonya Thomas, MPA, CHC, Director

A handwritten signature in black ink, appearing to read "CaSonya Thomas".

**Subject:** Contact by Outside State or Federal Agencies

### Introduction

The Department of Behavioral Health (DBH) is the Mental Health Plan (MHP) for San Bernardino County and as such is subject to oversight and audit by State and Federal Agencies. At any time a State or Federal Agency or its Contractor(s) may contact any DBH Staff or Contractor and request information. DBH Staff and Contractors are expected to be prepared to respond appropriately to any State or Federal information request or monitoring visit.

### Notifications

The following information will provide guidance if your program is contacted by the Department of Health Care Services (DHCS) or any State or Federal Agency which maintains oversight over DBH Staff and Programs.

Ways in which the DBH Clinic, Department, Staff or Contract Provider may be contacted	<ul style="list-style-type: none"><li>• Phone call</li><li>• Walk-in visit Email</li><li>• Letter Pre-arranged visit</li></ul>
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**Notifications (continued)**

<p>Steps to follow immediately upon any form of contact by DHCS or any outside State or Federal Agency or its contractor(s)</p>	<ul style="list-style-type: none"> <li>• Politely request the full name, title and contact information of the individual contacting you</li> <li>• Complete the following actions:               <ul style="list-style-type: none"> <li>○ Inquire regarding the purpose of the request</li> <li>○ Document any client information offered by the individual</li> <li>○ Do not confirm or deny any information prior to completing the notification and confirmation process as indicated in the following sections</li> </ul> </li> <li>• If the visit is in person, request that the individual provide you with a picture ID or badge</li> <li>• Politely inform the individual that you will confirm his/her credentials immediately so you can promptly supply him/her with any and all information, access or assistance which is being requested</li> <li>• Proceed to Notification Steps below</li> </ul>
<p>Who to Notify</p>	<ul style="list-style-type: none"> <li>• Contact the Office of Compliance at 909-388-0879 or Quality Management Division at 909-386-8227</li> <li>• Office of Compliance and Quality Management Division will be able to assist you to confirm the identity of the individual and provide you with detailed instructions on how best to respond to the request for information or access.</li> </ul>
<p>When to Notify</p>	<ul style="list-style-type: none"> <li>• Anytime a State or Federal Agency or its Contractor(s) makes contact, including but not limited to the following situations:               <ul style="list-style-type: none"> <li>○ Immediately upon an unannounced, unscheduled, on-site visit from any State or Federal Agency</li> <li>○ Immediately upon receipt of written notices and any communication from the Medicare Administrative Contractor (MAC), Centers for Medicare and Medicaid Services (CMS) or DHCS regarding audit or certification</li> </ul> </li> <li>• Immediately upon receipt of documentation requesting a refund for an overpayment, please contact the Business Office at 909-386-8277</li> </ul>

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**Notifications (continued)**

Why Notify Compliance and/or Quality Management	<ul style="list-style-type: none"> <li>• Provide assistance with regulations and address compliance issues</li> <li>• Assist in maintaining certification and regulatory standards as many Medicare/regulatory notices are time-sensitive and must be addressed immediately</li> </ul>
Who should Provide Notification to Compliance and/or Quality Management	<ul style="list-style-type: none"> <li>• Any DBH Staff or Contractor who receives contact from DHCS or another outside State or Federal Agency or its Contractor(s) including but not limited to the following:             <ul style="list-style-type: none"> <li>○ Program Manager, Clinic Supervisors, Clinical Therapist II's, Supervising Office Specialist who are present when a State or Federal Agency or contractor arrives</li> <li>○ Providers receiving written notices</li> <li>○ Staff assisting Providers with correspondence</li> </ul> </li> </ul>

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**Questions**

For questions regarding this Information Notice, please contact the Office of Compliance at 909-388-0879 or Quality Management Division at 909-386-8227.

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