

 <p style="text-align: center;">County of Sacramento Department of Health Services Division of Behavioral Health Services Policy and Procedure</p>	Policy Issuer (Unit/Program)	SUPT
	Policy Number	SUPT-03-10
	Effective Date	11-01-2018
	Revision Date	02-16-2021
Title: Drug Medi-Cal Organized Delivery System Over and Underutilization		Functional Area: Treatment
Approved By: (Signature on File) Signed version available upon request		
Lori Miller, LCSW Division Manager, Substance Use Prevention and Treatment Services		

BACKGROUND/CONTEXT:

Sacramento County Substance Use Prevention and Treatment (SUPT) Services maintains Quality Measurement and Improvement External Quality Review in accordance with its Intergovernmental Agreement with the State of California, Department of Health Care Services. As such, SUPT has established mechanisms to detect and resolve both underutilization and overutilization of services by beneficiaries.

DEFINITIONS:

N/A

PURPOSE:

The purpose of this policy and procedure is to comply with the comprehensive quality assessment element of detecting and resolving both underutilization and overutilization of services by beneficiaries.

DETAILS:

Policy:

SUPT monitors Drug Medi-Cal Organized Delivery System (DMC-ODS) treatment services to determine beneficiary over and/or underutilization of services to ensure that any barriers are identified and addressed so that beneficiaries can reach their recovery goals, as well as reduce risk of further decompensation or need for higher levels of care.

Procedure:

A. Overutilization

1. On a quarterly basis, SUPT staff shall compile a report of the top ten (10) DMC-ODS beneficiaries who have received the most services per month and the top ten (10) DMC-ODS beneficiaries who had the highest dollar values of services.
2. Reports shall be provided to the SUPT Division Manager, the SUPT Health Program Manager, and Quality Management Program Manager.
3. Reports shall be reviewed at the SUPT Administration Meeting at least one time quarterly and Contract Monitors will be assigned to follow-up with providers who have beneficiaries who are overutilizing services.

4. Contract Monitors will assist contracted providers in identifying barriers, risks, and trends resulting in overutilization and how to support beneficiaries in overcoming identified barriers or problems that are preventing beneficiaries to achieve recovery goals.

B. Underutilization

1. During mid-year and annual monitoring site visits, beneficiary charts will be reviewed for the following:
 - a.) Appropriate diagnosis/level of care
 - b.) Progress with Treatment Plan goals
 - c.) Failure to keep appointments, cancelations, and rescheduling
 - d.) Transportation barriers
 - e.) Parent/caregiver/significant support person involved in recovery
 - f.) Culturally/ethnically relevant services/language needs
2. SUPT Management Staff will assign Contract Monitors to assist contracted providers' beneficiaries in overcoming identified barriers or problems that are preventing beneficiaries to achieve recovery goals.

REFERENCE(S)/ATTACHMENTS:

- Exhibit A, Attachment I, Quality Assessment and Performance Improvement Program, County of Sacramento Intergovernmental Agreement

RELATED POLICIES:

N/A

DISTRIBUTION:

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	SUPT Collaborative Courts		SUPT Youth Treatment Providers
X	SUPT System of Care		ADS Advisory Board
	SUPT Administrative Support Staff	X	SUPT SUD Subcontractors
	SUPT Options for Recovery		BHS Mental Health Services
	SUPT Proposition 36	X	BHS Quality Management

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