

QUALITY MANAGEMENT MEMO

COUNTY OF SAN DIEGO BEHAVIORAL HEALTH SERVICES

To: All DMC-ODS Providers **Date:** December 14, 2018

From: Tim Tormey, Behavioral Health Program Coordinator, SUD Quality Management

Re: **Beneficiary Rights Training**

Dear SUD Providers in the DMC-ODS:

Since the implementation of the DMC-ODS, SUD service providers contracted with the County of San Diego are part of a network of providers referred to as a PIHP, which is a type of managed care plan. As such, our network must follow the Federal and State laws applicable to that type of plan, including the Federal Grievance and Appeal System requirements.

In order to increase awareness and education about these requirements, the County of San Diego BHS SUD Quality Management team has produced a 45-minute recorded webinar for “on-demand” viewing, called “Beneficiary Rights: Grievance/Appeal, State Fair Hearings, and the NOABD Process.”

All program staff with client contact are required to participate in this webinar by close of business on Thursday, February 28, 2019.

The SSR will be updated to include a column on this Beneficiary Rights training. Please ensure that all completed trainings are documented on the SSR, which will be reviewed by COR teams on the March SSR submission. Additional tracking of participation will be reviewed from webinar registration data to validate SSR data entry.

Attached is handout with access to the webinar link, the password required for webinar access, a transcript of the webinar and a PowerPoint handout of the webinar. This information is also in the process of being posted to the DMC-ODS Training Crosswalk and providers will be informed when this posting is complete.

If you have any questions regarding this webinar or the beneficiary rights requirements, please direct them to the QI Matters email: QIMatters.HHSA@sdcounty.ca.gov



LIVE WELL
SAN DIEGO



Beneficiary Rights Presentation

[CLICK HERE TO ACCESS THE WEBINAR](#)

Make note of the password below since you will need
it to access the webinar:

DMCods01

[Click Here to Download Webinar Transcript](#)

[Click Here to Download Powerpoint PDF](#)



DMC-ODS
Training