



Monday, November 19, 2018

Matthew White, M.D.
Acting Behavioral Health Director
Contra Costa County Behavioral Health Services (CCCBHS)
1340 Arnold Dr.
Martinez, CA 94553

Dear Director White:

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 Drug Medi-Cal Organized Delivery System Services (DMC-ODS) Waiver Program, reflecting the findings and recommendations from the FY17-18 External Quality Review of the Contra Costa DMC-ODS.

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 DMC-ODS Counties/ Plans.

BHC performed the following activities to meet the requirements for the External Quality Review as related to DMC-ODS counties:

1. Validating Performance Improvement Projects (PIPs) – BHC reviewed and validated two DMC-ODS 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 DMC-ODS counties' 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 DMC-ODS county questions.

Please contact me as Lead Reviewer at tom.trabin@bhcegro.com if you have any questions about the final report or to request technical assistance between reviews.

BHC appreciates the Contra Costa DMC-ODS' 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 DMC-ODS's program.

Sincerely,



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California EQRO
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