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## QUALITY IMPROVEMENT AND QUALITY ASSURANCE MEMO

December 21, 2018

No. 18-03

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### Notice of Adverse Benefit Determination (NOABD) Update For Behavioral Health Programs

- A NOABD notice must be issued to beneficiaries whenever an adverse benefit determination is made which includes:
  - Requested services are denied or limited due to medical necessity
  - Previously authorized services are reduced, suspended, or terminated
  - There is a denial for payment of a service provided
  - Services are not provided in a timely manner (based on CCBHS timeliness standards)
- Some of the above circumstances may not apply to your clinic/site. We have begun outreach to managers and supervisors about NOABD requirement changes as communicated via the Department of Healthcare Services (DHCS): **MHSUDS Information Notice No: 18-010E**. We hope to schedule training sessions at your various staff meetings as well as develop a WebEx presentation for ongoing training for Behavioral Health staff.
- The roll out process in-county has begun in phases this month, **December 2018**. Behavioral Health programs will receive memos along with the policy, tip sheets, FAQs, as well as the applicable NOABD templates.

Please feel free to email us at our new Quality Assurance Inbox with questions or to request a presentation with your staff: **[BHSQualityAssurance@cchealth.org](mailto:BHSQualityAssurance@cchealth.org)**