



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Quality Improvement
	Sub-section Name:	Access
	Section Number:	06.02.01
	Policy Status:	<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised

	SIGNATURE	DATE APPROVED
Chief of Operations Behavioral Health Services	_____	_____

SUBJECT: Test Call Procedure for Monitoring Administrative Service Organization (ASO) Access Quality and Compliance

PURPOSE:

To establish a Policy and Procedure for monitoring the ASO’s compliance to Mental Health Plan (MHP) Access Line requirements.

POLICY:

The MHP will monitor the ASO in order to assure that the ASO is complying with the MHP’s Access Line regulations.

SCOPE:

The procedure is applicable to the ASO.

REFERENCES:

California Code of Regulations, Title 9, Chapter 11, Section 1810.405(d)

California Code of Regulations, Title 9, Chapter 11, Section 1810.405(f)

DEFINITIONS:

Test calls to the MHP’s ASO are made in order to test the MHP’s Access Line in the following areas:

- Responsiveness of the Access Line 24-hours a day, seven days a week;
- Access to afterhours care;
- Knowledge and helpfulness of the access line staff; and
- Recording of the call on the Telephone Access Log. Calls made in threshold languages are to test response capability to non-English languages.

PROCEDURE:

- I. Once per quarter the Adult and Older Adult Behavioral Health (AOABH) ASO contract monitor will arrange, with the assistance of Authority and Quality Improvement Services (AQIS), to make a minimum of four test calls.
- II. AOABH will maintain a desk procedure for test calls to the ASO and provide a worksheet and call scenarios for test callers to utilize in order to monitor the ASO's Access Line for access, quality and compliance. AQIS will collaborate with AOABH to modify procedures per State requirements and as needed.
- III. Worksheets will be compiled and the results in the form of a Test Call Summary will be shared at the Quality Improvement ASO quarterly management meetings with a request for ASO follow-up and correction.