

X ACTION REQUIRED: Make recommendations regarding Issue Resolution Process

DATE OF MEETING: 5/11/09

PREPARED BY: Arneill-Py

DATE MATERIAL PREPARED: 5/06/09

AGENDA ITEM: Issue Resolution Process

- ENCLOSURES:
- Issue Resolution Power Point
 - Issue Resolution Narrative Description
 - Excerpts from Code of California Regulations

OTHER MATERIAL RELATED TO ITEM:

ISSUE:

The Planning Council needs to review the proposed Issue Resolution Process and develop any recommendations that it wants to make. Both the PowerPoint and the Narrative Description describe the process. This material was presented at the last Planning Council meeting.

A request was made to provide information on the problem resolution process for the Medi-Cal program, which is included. Some of the highlights of these regulations include:

- ◆ Grievances can be submitted orally or in writing [Title 9, 1810.218.1 and 1850.206(a)]
- ◆ Public posting requirement for the problem resolution process [Title 9, 1850.205(c)(1)(b)]
- ◆ Authorization for another person to act on behalf of the beneficiary [Title 9, 1850.205(c)(2)]
- ◆ Transmitting issues to the Mental Health Plan’s Quality Improvement Committee [Title 9, 1850.205(c)(7)]
- ◆ Maintenance of a grievance and appeal log [Title 9, 1850.205(d)(1)]
- ◆ 60-calendar day deadline for decisions on grievances [Title 9, 1850.206(b)]

Recommendations on the Issue Resolution Process

The Planning Council has already made several recommendations on the Issue Resolution process during the past two times that we have discussed this topic:

1. Have the Department maintain a log of issues that are raised. This is consistent with Title 9, 1850.205(d)(1). The Planning Council will review this log on an annual basis to identify any trends in the issues that are raised.
2. In addition to sending the disposition letter to the issue filer, county mental health department, MHSOAC, and the Planning Council, the letter should also be sent to the mental health board or commission.
3. Establish a deadline for how many days the Department has to respond to the issue filer similar to the provision of Title 9, 1850.206(b)

Additional Recommendations to Consider

1. Require that the Issue Resolution procedures be subject to the same posting requirements as the mental health plan problem resolution procedures Title 9, 1850.205(c)(1)(B)
2. Require that the disposition letter be sent to the county’s Quality Improvement Committee as it required by Title 9, 1850.205(c)(7).

___ **INFORMATION**

TAB SECTION:

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ISSUE: (cont'd)

3. Propose that the Department establish an 800 number that issue filers can call to register their issues. This is consistent with the mental health plan problem resolution procedures that enable beneficiaries to file grievances orally. Title 9, 1810.218.1 and 1850.206(a)
4. Provide all the information on the Issue Resolution process in the threshold languages