

Notice of Adverse Benefit Determination Frequently Asked Questions (NOABD FAQ)

GENERAL

Why do I have to do NOABD letters?

- Per DHCS Information Notice [18-010E](#), Drug Medi-Cal providers are required to issue NOABD letters to Medi-Cal Beneficiaries under certain circumstances.

What are the NOABD letters for which agencies are responsible?

- All providers are responsible for Timely Access NOABD letters
- All Residential providers (excluding withdrawal management) are responsible for Termination NOABD letters

Do I have to send NOABDs to AB109 patients?

- NOABDs are only required for Medi-Cal Beneficiaries. If a patient's care is funded through Drug Medi-Cal, and meet criteria for needing an NOABD, then the agency is required to issue a NOABD letter.

What needs to be sent out with the NOABDs?

- All NOABDs will include three enclosures
 1. NOABD Your Rights Attachment
 2. Beneficiary Non-Discrimination Notice
 3. Language Assistance Taglines

My patient is homeless, where do I send a letter?

- Please keep a copy of the letter in the patient's file. A copy may also be sent to the DPSS office.

What if the beneficiary's Medi-Cal is from another county?

- If applicable, the NOABD would be generated from the provider conducting the screening or processing the termination.

How do I file NOABDs if the beneficiary isn't open to services with my program?

- Agencies may have varying methods of maintaining patient and referral records (provider Connect, my Avatar, a different electronic health record, paper based). Files of NOABDs should be kept whether it is uploaded to Sage or kept in your agency's record system.
 - If uploaded in Sage use the naming convention formula
 - [Type of Document]-[Date (MM-DD-YY)]-[Patient's First & Last Initial]-[Patient ID]
 - NOABD_Termination-(11/01/19)-JD-123456
 - The date is the date the NOABD was issued

Will NOABDs be available through Sage?

- Not at this time. SAPC is exploring this possibility and will advise providers if they do become available.

Where can I find copies of the letters?

- NOABD templates, required attachments, and the distribution log are available through the SAPC website under “Provider Manual and Forms.”

I need a letter in a different language and don't see it on the SAPC website, where can I get a copy?

- Per county bulletin [19-05](#), please contact SAPC's Equitable Access and Promotion Unit at eapu@ph.lacounty.gov

TIMELY ACCESS

What is considered “request of service?”

- Providers are required to offer an intake appointment to a beneficiary requesting services within five (5) business days from the screening. If the individual declines an appointment due to a scheduling conflict or does not show up for a scheduled appointment, there is no need to complete a NOABD.

I offered a beneficiary an available appointment within five (5) business days and they did not take it. Where do I document they declined for a later appointment?

- If an individual elects to schedule an intake past five (5) business days from the screening, they are within their right to do so. Please use the Notes section of Referral Connection Form to document if an appointment was offered within the required period. This will assist in the auditing process if there is question as to whether a Timely Access NOABD should have been issued.

An individual was screened and needs a level of care not provided at my facility. Do I need send a NOABD?

- As we take a “no wrong door” approach to connecting individuals to the appropriate care they need, at times this may entail referring an individual to a different site or provider. If the program you are referring them to does not have an available intake appointment within five (5) business days, then a Timely Access NOABD is required by the referring party. This may be avoided if there is a second or third provider who has the appropriate LOC and an available appointment within five (5) business days.

TERMINATION

Do I need to do a NOABD for all the patients my program terminates?

- No. Termination notifications only apply to beneficiaries who *disagree* with the decision to terminate.

A patient was assaultive toward staff and threatened other patients, do I have to wait 10 days to terminate?

- An exception to the 10 day notification prior to the date of action is if the safety of other individuals and or facility is endangered. However, the termination cannot precede the notification process. This means that you cannot terminate a patient today and complete the NOABD tomorrow.

Can I hand a hard copy of the NOABD to a patient at the facility or does it have to be mailed?

- Since termination NOABD letters only apply to residential facilities, it is acceptable for staff to present the patient with the letter.

NOABD Distribution Log

How often do I need to provide the log to my CPA or SAPC?

- Per county bulletin [19-05](#), the distribution log is due to SAPC quarterly or upon request. The CPA is to receive copies of all NOABD letters.

Where to do I send the log?

- The logs are to be sent securely to sapcmonitoring@ph.lacounty.gov.

Appeals

I would like to file an appeal on behalf of my patient, do I really need to fill out a release of information since they are my patient?

- Yes, per the DHCS information notice, if a provider would like to file an appeal on behalf of a patient, there needs to be a written release allowing the Plan (SAPC) to communicate openly about the appeal with the provider. At this time, this can be done using your agency release of information. You may also use the SAPC release of information, select Option 2, and in the Other section specify to what appeal this is related. It is not recommended that this specific type of release be obtained at intake.