



Monterey County Behavioral Health Policy and Procedure

Policy Number	462
Policy Title	Termination of Contracted Provider
References	Federal Code of Regulations, title 42, section 438, subdivision 10(f)(1)
Form	Written Notice of Termination of the Contracted Provider
Effective	September 1, 2021

1 Policy

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3 It is the policy of the Monterey County Behavioral Health (MCBH) to notify each beneficiary of the termination of a
4 contracted provider. Behavioral Health and its contracted providers for Specialty Mental Health Services (SMHS)
5 and Drug Medical Organized Delivery System (DMC-ODS) will make good faith effort to give written notice to
6 each beneficiary who was seen on a regular basis by the terminated provider. The notice shall be sent to
7 beneficiaries within 15 calendar days after receipt or issuance of termination notice.

8 Procedure

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- 10 1. Upon receipt or issuance of termination, the *contracted provider* will complete the Written Notice of
11 Termination of the Contracted Provider form for each beneficiary currently open to services.
 - 12 2. This notice must be mailed to the beneficiary's address within 15 calendar days after receipt or issuance of
13 termination notice.
 - 14 3. Additionally, the contracted provider will make every effort to refer and/or provide resources to the beneficiary.
 - 15 4. The assigned MCBH Contract Monitor will obtain compliance information using the electronic health record to
16 ensure all beneficiaries received the notice.
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COUNTY OF MONTEREY HEALTH DEPARTMENT

Elsa Jimenez, Director of Health

Administration
Behavioral Health

Clinic Services
Emergency Medical Services
Environmental Health/Animal Services

Public Health
Public Administrator/Public Guardian

<Beneficiary Name>
<Address>
<City, State Zip>

RE: Contracted Provider Termination Notice

You are currently receiving services with <Agency Name Inserted Here>. Beginning on <Termination Date Inserted Here> this agency will no longer be able to provide you with treatment. This is because the contracted provider has been terminated.

Your treatment provider should have already provided you with a referral and/or a list of community resources to connect you with needed services. However, you may also call Monterey County Behavioral Health (MCBH) at 1-888-258-0629 or at TTY/TDD 831-755-5349 or visit us online at www.mtyhd.org to learn about the services we offer.

Should you have further questions, feel free to contact MCBH, Quality Improvement at (831) 755-4545. Our office is open Monday through Friday, 8:00 AM to 5:00 PM, (excluding County holidays).

Thank you,

Monterey County Behavioral Health

RE: Aviso de Terminación del Proveedor Contratado

Actualmente usted está recibiendo servicios con <Agency Name Inserted Here>. Comenzando <Termination Date Inserted Here> esta agencia no podrá proporcionarle tratamiento. Esto se debe a la terminación del proveedor contratado.

Su equipo de tratamiento ya debería haberle proporcionado referencias y/o una lista de recursos de la comunidad para obtener servicios necesarios. Sin embargo, también puedes llamar al Condado de Monterey Salud Mental (MCBH por sus siglas en inglés) al 1-888-258-0629 o al TTY/TDD 831-755-5349 o visite nuestra página de internet www.mtyhd.org para aprender de los servicios que ofrecemos.

Si tiene preguntas adicionales, no dude de ponerse en contacto con MCBH, Equipo de Calidad al (831) 755-4545. Nuestra oficina está abierta del lunes al viernes, de 8:00 AM a 5:00 PM (excepto días festivos del Condado).

Gracias,

Condado de Monterey Salud Mental