

QUALITY MANAGEMENT
500 COHASSET RD, SUITE 25 CHICO, CA. 95926

Hours of Operation: Monday through Thursday: 7:30 AM to 5:00 PM; Friday 7:30 AM to 4:00 PM.

What we do: The Quality Management Division monitors services that are provided within the Department of Behavioral Health as well as by the contract providers to insure that State Contract, and State and Federal regulations are met. We develop implementation processes to continually monitor the quality of care that our consumers receive. We do this through regular audits, producing annual quality improvement goals, performance improvement projects, collaboration with providers, and developing training and resources. Additionally, we maintain knowledge of current federal and state rules and regulations that guide our day to day operations. **Questions for Individual Quality Management Staff, call 530-879-2456 for:**

Questions Regarding:

Ask For:

Compliance Managed Care Contract Code of Ethics Code of Conduct	Laura Williams, M.S., MBA, CHC, SSGB Compliance Officer/Managed Care Plan Manager lwilliams@buttecounty.net
Quality Assurance / Improvement Coordinator Contract Provider Coordinator (Temporary) Patient's Rights Appeals Performance Improvement Projects Annual EQRO ERMS and Katie A. TBS Oversight	Mark Balen, PhD 530-879-3935 Quality Management/Improvement Coordinator mbalen@buttecounty.net
AOD documentation AOD chart review corrective action Site Certification Hospital TARS and Short Doyle Authorizations Out of County Authorizations (Temporary) Cenpatico Policy and Procedures	Pam Bjerke, LMFT, LPT 530-879-3931 Clinician III pbjerke@buttecounty.net
Mental Health Documentation Mental Health chart review follow up Specialty Mental Health Services NAMI Liason	Diane Davis, LCSW 530-895-6667 Clinician III ddavis@buttecounty.net
AVATAR Contract Monitoring (Temporary) Contractors' Authorization for Services(Temporary) TBS Authorizations (Temporary) Length of Stay on PHF Compliance	Joann Jeffery, LMFT 530-879-2746 Clinician III jjeffery@buttecounty.net
Contract Provider Coordinator Contract Monitoring Contractors' Authorization for Services TBS Authorizations Out of County Authorizations	Current Vacancy
Patients' Rights Grievances	Beth Jones 530-879-3921 Patients' Rights Advocate bjones@buttecounty.net

Staff Development Training	Mary Wittenberg , MPA 530-985-6590 Training Coordinator mwittenberg@buttecounty.net
General Questions about forms needed for input for ERMS, TBS, Out of County, Site Certification, Training, and Contract Providers documentations needed for authorization and other information.	Lauren Cole , MRT Senior 530-879-2456 Penny Stratton , MRT Melissa Fox , MRT