



Quality Management Test Call Policy

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Policy

In accordance with federal and state regulations and Department of Health Care Services (DHCS) contract agreement requirements, the Department of Behavioral Health (DBH) provides and maintains a Mental Health Plan (MHP) 24/7 Access Line for all clients. DBH conducts regular monitoring of the responsiveness for the 24/7 Access Line through the completion of test calls.

Purpose

To provide instruction for ensuring test calls completed by DBH are conducted in a consistent, clear, and concise manner and to ensure quality assurance practices are in compliance with federal and state regulations.

Test Calls serve the purpose of testing the MHP's Access Lines in the following areas:

- Availability 24-hours a day, seven days a week.
- Knowledge and helpfulness of the Access Line Staff, After Hours Staff, DBH Clinics, and Contractor Clinics.
- Documenting the call on the Initial Contact Log.
- Response capability in a non-English language.
- Ensure after hours voicemail message contains all required elements.
- Compliance with DHCS required elements of 24/7 telephone line.
- To provide audits of system.
- To provide regular feedback within system regarding performance.

Definition(s)

24/7 Access Line: state-wide, toll-free telephone number available to clients 24 hours a day, 7 days per week. DBH maintains responsibility for the line.

Requirements

DBH must ensure the following requirements are met:

- Ensure periodic test calls are conducted monthly.
- Ensure the approved MHP 24/7 Access Line test call scripts are utilized during business hours and after hours.
- Maintain a test call log for all completed test calls.

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Quality Management Test Call Policy, Continued

Requirements,
continued

The test call log must include the following:

- Number of calls made for the month.
 - Which audit tool was used.
 - Name of test caller.
 - The name of the Clinic called.
 - The phone number called.
 - A summary of the call.
 - If the call was documented on the Initial Contact Log.
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**Related Policy
or Procedure**

[DBH Standard Practice Manual and Departmental Forms:](#)

- [24/7 Access Line Requirements Policy \(QM6045\)](#)
 - [24/7 Access Line Requirements Procedure \(QM6045-1\)](#)
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Reference(s)

- California Code of Regulations, Title 9, Chapter 11, § 1810.405 (c), (d), and (f).
 - California Code of Regulations, Title 9, Chapter 11, § 1810.410 (e)(1)
 - Code of Federal Regulations, Title 42, § 438.406 (a)
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