



## POLICY & PROCEDURE (P&P) APPROVAL REQUEST FORM

### I. P&P INFORMATION

Assigned Policy Name: Medical Director Roles, Responsibility, Code of Conduct Requirements

Assigned Policy Number: BHSD 14601

Policy Area(s): Mark All That Apply

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Plan Administration and Organization | <input type="checkbox"/> Provider Network                    |
| <input type="checkbox"/> Scope of Services                               | <input type="checkbox"/> Documentation Requirements          |
| <input type="checkbox"/> Financial Reporting Requirements                | <input type="checkbox"/> Coordination and Continuity of Care |
| <input type="checkbox"/> Management Information Systems                  | <input type="checkbox"/> Beneficiary Rights                  |
| <input type="checkbox"/> Quality Improvement System                      | <input type="checkbox"/> Beneficiary Problem Resolution      |
| <input type="checkbox"/> Utilization Management Program                  | <input type="checkbox"/> Program Integrity                   |
| <input type="checkbox"/> Access and Availability of Services             | <input type="checkbox"/> Reporting Requirements              |

Submitted by: victor Ibabao Date: 9/24/2019

Policy developed by: Tammy Ramsey and BHSD SUTS Team

Attach P&P Document For Review In this Section [Include Paperclip Icon Here]



### II. APPROVAL

#### Section A: HHS Compliance and County Counsel

HHS Compliance: DocuSigned by: Victoria Phan Date: 9/24/2019

County Counsel: 3527B4B4F12742C... DocuSigned by: Emily Fedman Date: 9/24/2019

#### Section B: BHSD Executive Director

BHSD Executive Director: DocuSigned by: Toni Tullys Date: 9/25/2019

Note - A copy of the Approved P&P Form will be emailed to: BHSD Compliance Unit



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|                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/>            | <b>BHSD County Staff</b>                          |
| <input checked="" type="checkbox"/> | <b>Contract Providers</b>                         |
| <input type="checkbox"/>            | <b>Specialty Mental Health</b>                    |
| <input checked="" type="checkbox"/> | <b>Specialty Substance Use Treatment Services</b> |

**Title: Medical Director Roles and Responsibility and Code of Conduct Requirements**

|                                   |   |                       |
|-----------------------------------|---|-----------------------|
| <b>Approved/Issue Date:</b>       | <b>Behavioral Health Services Director:</b> |                       |
| <b>Last Review/Revision Date:</b> | <b>Next Review Date:</b>                    | <b>Inactive Date:</b> |

**REFERENCE:**

Department of Health Care Services (DHCS) Standard Agreement, Drug Medi-Cal Organized Delivery System (DMH-ODS), Contract #19-96220, Exhibit A, Attachment I, Section III.PP.6. And 7.v.

22 California Code of Regulations (C.C.R.) §§ 51000.24.4, 51000.70, 51341.1(b)(28).

**POLICY:**

Behavioral Health Services Department (BHSD) and its Substance Use Treatment Services (SUTS) Contractors must have a written (1) Code and Conduct and (2) Roles and Responsibilities for their Medical Directors that comply with the requirements outlined below.

The Roles and Responsibilities and Code of Conduct for the BHSD SUTS and the SUTS Contractor’s Medical Director (1) shall be clearly documented, signed and dated by a provider representative and the Medical Director and (2) must be submitted to BHSD SUTS administration for review, approval, and sign off.

**DEFINITIONS:**

**Substance Use Disorder Medical Director:** means a physician who is licensed by the Medical Board of California or the Osteopathic Medical Board of California, who is designated to serve as the substance use disorder medical director and who meets requirements set forth in 22 C.C.R. § 51341.1(b)(28).

**AOD** refers to Alcohol and Other Drugs.

**PROCEDURE**



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**Title: Medical Director Roles and Responsibility and Code of Conduct Requirements**

| <b>Responsible Party</b>                            | <b>Action Required</b>  |
|---|---|
| <b>BHSD SUTS and SUTS Contract Medical Director</b> | <p>The substance use disorder medical director's responsibilities shall, at a minimum, include all of the following:</p> <ul style="list-style-type: none"> <li>a) Ensure that medical care provided by physicians, registered nurse practitioners, and physician assistants meets the applicable standard of care.</li> <li>b) Ensure that physicians do not delegate their duties to non-physician personnel.</li> <li>c) Develop and implement medical policies and standards for the provider.</li> <li>d) Ensure that physicians, registered nurse practitioners, and physician assistants follow the provider's medical policies and standards.</li> <li>e) Ensure that the medical decisions made by physicians are not influenced by fiscal considerations.</li> <li>f) Ensure that provider's physicians and LPHAs are adequately trained to perform diagnosis of substance use disorders for beneficiaries, determine the medical necessity of treatment for beneficiaries<br/>Ensure that provider's physicians are adequately trained to perform other physician duties, as required.</li> </ul> <p>If necessary, the substance use disorder medical director may delegate his/her responsibilities to a physician consistent with the provider's medical policies and standards; however, the substance use disorder medical director shall remain responsible for ensuring all delegated duties are properly performed.</p> <p>The medical director shall receive a minimum of five (5) hours of continuing medical education in addiction medicine each year.</p> <p>Worksite locations must be clearly noted on the roles and responsibilities.</p> |



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**Title: Medical Director Roles and Responsibility and Code of Conduct Requirements**

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|--|--|
| <p><b>BHSD SUTS and SUTS Contract Provider Personnel</b></p> | <ol style="list-style-type: none"> <li>1. Ensure all personnel files shall be maintained on all employees, contracted positions, volunteers, and interns, and shall contain the following:                         <ol style="list-style-type: none"> <li>a. Application for employment and/or resume</li> <li>b. Signed employment confirmation statement/duty statement</li> <li>c. Job description</li> <li>d. Performance evaluations</li> <li>e. Health records/status as required by the provider, AOD Certification or CCR Title 9</li> <li>f. Other personnel actions (e.g., commendations, discipline, status change, employment incidents and/or injuries)</li> <li>g. Training documentation relative to substance use disorders and treatment</li> <li>h. Current registration, certification, intern status, or licensure</li> <li>i. Proof of continuing education required by licensing or certifying agency and program</li> <li>j. Provider's Code of Conduct.</li> </ol> </li> <br/> <li>2. Ensure that job descriptions shall be developed, revised as needed, and approved by the provider's governing body. The job descriptions shall include:                         <ol style="list-style-type: none"> <li>a. Position title and classification</li> <li>b. Duties and responsibilities</li> <li>c. Lines of supervision</li> <li>d. Education, training, work experience, and other qualifications for the position</li> </ol> </li> <br/> <li>3. Ensure that the Medical Director's written code of conduct shall address at least the following:                         <ol style="list-style-type: none"> <li>a. Use of drugs and/or alcohol</li> <li>b. Prohibition of social/business relationship with beneficiaries or their family members for personal gain</li> <li>c. Prohibition of sexual contact with beneficiaries</li> <li>d. Conflict of interest</li> <li>e. Providing services beyond scope</li> </ol> </li> </ol> |
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**Title: Medical Director Roles and Responsibility and Code of Conduct Requirements**

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>f. Discrimination against beneficiaries or staff</li> <li>g. Verbally, physically, or sexually harassing, threatening or abusing beneficiaries, family members or other staff</li> <li>h. Protection of beneficiary confidentiality</li> <li>i. Cooperate with complaint investigations</li> </ul> <p>4. If a provider utilizes the services of volunteers and/or interns, written procedures shall be implemented which address:</p> <ul style="list-style-type: none"> <li>a. Recruitment</li> <li>b. Screening and Selection</li> <li>c. Training and orientation</li> <li>d. Duties and assignments</li> <li>e. Scope of practice</li> <li>f. Supervision</li> <li>g. Evaluation</li> <li>h. Protection of beneficiary confidentiality</li> </ul> |
| <p><b>BHSD SUTS and SUTS Contract Providers</b></p> | <p>The written roles and responsibilities and code of conduct must be reviewed, approved and signed/dated by County AOD Program Administrator.</p>   |