

**Easy Reference Guide for  
Notice of Adverse Benefit Determination (NOABD) Notices  
For Medi-Cal Beneficiaries**

An Adverse Benefit Determination is defined to mean any actions taken by Solano Mental Health Plan: 1) that deny, limit, modify a requested service, 2) reduce, suspend or terminate an existing service, 3) deny or modify payment to a provider, or 4) when the MHP fails to provide services or respond to/resolve grievances and appeals within standards established by Solano MHP

Beneficiaries must receive a written NOABD when Solano MHP takes any actions described above. Solano MHP must also communicate the decision to the affected provider within 24 hours of making the decision.

<b>NOABD</b>	<b>Crosswalk to former NOA Version</b>	<b>Who Receives Notice?</b>	<b>Timeliness</b>	<b>Criteria for Beneficiary Notice</b>	<b>Examples of when to Use</b>	<b>Examples of when <u>not</u> to Use</b>
<b>Denial of Authorization Notice</b>	NOA-A	Client or parent/legal guardian	MHP must mail the notice within two (2) business days of the decision.	Solano MHP denies a request for service. Denials include determinations based on type or level of service, requirements for medical necessity, appropriateness, setting or effectiveness of a covered benefit.	Use this notice after a title 9 Assessment determines the individual does not meet medical necessity or level of care for SMHS.	At the point of access to the MHP or when the beneficiary is already an active, long term client in our system.
<b>Delivery System Notice</b>	Give at Point of Access if Referred out	Client or parent/legal guardian	The MHP must mail the notice to the beneficiary within two (2) business days of the decision.	Solano MHP has determined that the beneficiary does not meet the criteria to be eligible for specialty mental health services through the MHP. The beneficiary will be referred to Solano's Managed Care Plan - Beacon Health, or another appropriate system for mental health or other services.	Issue this notice when, at the point of access to the MHP, the beneficiary is initially screened, determined to be more appropriate for different delivery system, and referred to Beacon, Substance Use Disorder Services, Health Services, etc.	After the beneficiary has received an initial title 9 assessment, or when the beneficiary is already an active, long term client in our system.
<b>Modification Notice</b>	No previous NOA	Client or parent/legal guardian	The MHP must mail the notice to the beneficiary within two (2) business days of the decision.	Solano MHP modifies or limits a provider's request for a service, including reductions in frequency and/or duration of services, and approval of alternative treatments and services.	Use if a service request is modified by Solano MHP, like a step down from FSP to Outpatient. (Also for Network Provider authorization modifications)	When the beneficiary is being stepped down to a Managed Care Plan (Beacon).
<b>Termination Notice</b>	If denying or stepping down after tx initiation	Client or parent/legal guardian	The MHP must mail the notice to the beneficiary within ten (10) days before the date of the action.	Solano MHP terminates, reduces or suspends a previously authorized service.	Issue if the individual has received SMHS within the MHP up until this point, but after reassessment it is determined the individual no longer meets medical necessity, OR if the individual	At the point of access to the MHP or after the beneficiary has received an initial title 9 assessment

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					has not availed himself/herself of services offered (e.g. efforts to contact the individual to reengage him/her in services have not been successful).	
<b>Timely Access Notice</b>	NOA-E	Client or parent/legal guardian	The MHP must mail the notice to the beneficiary at the time of any action regarding the delay.	When Solano MHP has not provided the beneficiary with timely services, as required by the timely access standards applicable to the delayed service. The Plan must issue this notice if access to services was not provided within MHP standardized timelines (for Assessments - 10 business days from the initial request for services; for Psychiatric appointments – 15 business days from the initial request for services).	Utilize this notice when an initial Title 9 Assessment or a Psychiatric Evaluation is not offered within Solano MHP's timeliness standards.	For timeliness issues associated with ongoing services.
<b>Financial Liability Notice</b>	No previous NOA	Client or parent/legal guardian	The Plan must mail the notice to the beneficiary at the time of any action regarding the dispute.	The Plan denies a beneficiary's request to dispute financial liability, including cost-sharing and other beneficiary financial liabilities.	Utilize this notice if the MHP denies the beneficiary's requested financial dispute.	If the beneficiary does not officially dispute being held financially responsible for any or all of a service.
<b>Payment Denial Notice</b>	NOA-C	Client or parent/legal guardian	The Plan must mail the notice to the beneficiary at the time of any action denying the provider's claim.	The Plan denies, in whole or in part, for any reason, a provider's request for payment for a service that has already been delivered to a beneficiary.	Use when denying inpatient psychiatric hospital payment requests, Network Provider payment requests, any other service related payment request.	If authorization to provide a future service is being denied, rather than payment for a service that was already provided.
<b>Grievance and Appeal Timely Resolution Notice</b>	NOA-D	Client or parent/legal guardian	The MHP must mail the notice to the beneficiary within two (2) business days of	The MHP does not meet required timeframes for the standard resolution of grievances and appeals.	MHP Problem Resolution Coordinator issues this notice when standards when timeliness requirements have not been met for resolving the	When timeliness to address a standard grievance or appeal have been met.

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			the delay.		respective grievance or appeal.	
<b>Authorization Delay Notice (Protocols still being determined)</b>	No previous NOA	Client or parent/legal guardian	The Plan must mail the notice to the beneficiary within two (2) business days of the decision.	When there is a delay in processing a provider's request for authorization of specialty mental health services. When Solano MHP extends the timeframes to make an authorization decision, it is a delay in processing a provider's request. This includes extensions granted at the request of the beneficiary or provider, and/or those granted when there is a need for additional information from the beneficiary or provider, when the extension is in the beneficiary's interest.	Issue this notice if an outpatient SMHS Service Authorization decision takes longer than 5 business days.	When service authorization timelines have been met.