




Shasta County
**Health & Human
Services Agency**

**Business and Support
Services Branch**

Memorandum

To: All Shasta County Mental Health Plan Providers of Specialty Mental Health Services
From: Megan Dorney, Compliance Officer, HHSA Branch Director 
Miguel Rodriguez, HHSA Branch Director 
Date: July 7, 2022
Re: Change to Progress Note Timeliness Requirements per Behavioral Health Information Notice (BHIN) No.: 22-019

Beginning July 1, 2022, the timeliness requirements for completing progress notes for specialty mental health services has changed. Per BHIN 22-019, progress notes for routine services shall be completed within three (3) business days of providing the service. Progress notes for crisis services shall be completed within 24 hours of providing the service.

This memo supersedes the requirements issued by Shasta County Mental Health Plan within Policy and Procedure #2015-03.2 issued on January 26, 2018. That policy stated that the progress note be completed within five (5) business day from the date of service for all services and any service not documented within 30 days must be made non-billable.

Meeting these timelines for documenting services in the beneficiary's chart is an important element of good client care and care coordination. However, these timelines are goals and do not require that any service documented late be made non-billable.

Reports created from Shasta County Mental Health Plan's electronic health record will be utilized to monitor compliance with this performance measurement.