



Quality Assurance Bulletin

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Program Support Bureau

County of Los Angeles - Department of Mental Health

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DHCS Chart Review Findings & Timelines for Plans of Correction

In accordance with oversight authority contained in the California Code of Regulations, Title 9, Chapter 11, Section 1810.380, the California Department of Health Care Services (DHCS) conducted its triennial onsite review of the Los Angeles County Mental Health Plan's (MHP) Specialty Mental Health Services (SMHS). The onsite review consists of a System Review and a Chart Review. The Chart Review was conducted February 22, 2016 through March 04, 2016. There were a total of 80 clients in the Chart Review which spanned across 31 directly operated providers, 1 DHS operated provider, and 53 contracted providers. The Quality Assurance (QA) Division of Los Angeles County Department of Mental Health has received the draft report from DHCS regarding the findings and disallowances of the Chart Review and expects to receive a similar final report within the next week.

Overall, the findings of the Chart Review were positive yet there is still room for improvement. As a mental health system, Los Angeles County was found to be in 82% compliance which is an improvement over past Chart Reviews. Specific areas needing improvement include:

- Medical Necessity: Proposed and/or provided interventions did not consistently address the mental health condition
- Assessment: Client strengths in achieving treatment plan objectives and risks were not consistently documented
- Medication Consent: Did not contain all required data elements
Note: Since the audit period, the Outpatient Medication Review form had been updated to include additional data elements. In order to be in full compliance, the Outpatient Medication Review form will be updated again. Please keep an eye out for a Clinical Forms Bulletin regarding these changes.
- Client Plans: Client treatment plans were not always updated at least annually and/or were updated past the due date while continuing to provide services.

QA reminders based on the findings from the Chart Review will be provided in future QA Bulletins.

Individual findings and recoupments for specific providers selected for the Chart Review along with specific instructions will be sent out on August 22nd, 2016. Any provider with findings and/or disallowances must submit a Plan of Correction for all findings and/or disallowances no later than September 2nd, 2016. The Plan of Correction should include a description of what steps will be taken to prevent future occurrences of the findings and/or disallowances. If the provider would like to submit an appeal request for any of the identified disallowances to the QA Division for consideration, the appeal and any associated documents must be received by the QA Division no later than August 29th, 2016. The QA Division will review the appeal and associated documents to make a final determination of whether to submit an appeal to DHCS.

If Contract or Directly-Operated agencies have any questions regarding this Bulletin, please contact your Service Area QA Liaison.

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