



Quality Assurance Bulletin

Office of Performance Data

County of Los Angeles – Department of Mental Health

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COS MANUAL UPDATES

The Community Outreach Services Manual (COS Manual) has been revised and updated based on feedback from programs that utilize COS, changes recently made to the Organizational Providers' Manual in response to Department of Health Care Services (DHCS) Information Notice No. 17-040: Chart Documentation Requirement Clarifications, and the need for more clarity regarding COS documentation/claiming.

The following modifications have been made to the COS Manual:

1. Reimbursement Rules:

- a. Added CalWorks as an additional funding source that allows reimbursement for travel time (page 6)
- b. Added “unless it is specifically stated in the funding plan” to the statements “COS may not be claimed for attending trainings and staff meetings” (page 6) and “Personal Care services...performed for the client or potential client are not reimbursable” (page 7). These additions are to account for funding sources that specifically state that they will reimburse for these services under COS.

2. Signature Requirements:

- a. Removed the signature requirement for all practitioners when more than one practitioner participates in the same COS activity. Only the signature of the practitioner writing the note is required (page 9).

3. Program Area:

- a. Added a statement that entering a Program Area value is optional. Programs should refer to their funding sources for specific requirements regarding entering in a Program Area value (page 15-16).

The above modifications are effective for Community Outreach Services provided after 10/06/17.

If directly-operated or contracted providers have any questions regarding this Bulletin, please contact your Service Area QA Liaison.

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