Quality Assurance Bulletin

Quality Assurance Division
County of Los Angeles – Department of Mental Health
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NETWORK ADEQUACY: IMMEDIATE OPENING OF
DATA SUBMISSION PERIOD & SUBMISSION GUIDANCE

By July 1, 2018, the Los Angeles County Department of Mental Health must submit its quarterly network data to certify the adequacy of the Los Angeles County Medi-Cal Specialty Mental Health Services system of providers and practitioners. In order to submit this data, all outpatient providers must verify and update the information related to their provider sites and practitioners. Additional information regarding the requirements of network adequacy can be found in QA Bulletin 18-02.

WHO DOES NETWORK ADEQUACY APPLY TO:
All providers (directly operated, contracted, and fee-for-service) that provide **outpatient Medi-Cal services** (Mental Health Services, Targeted Case Management, Medication Support Services, and Crisis Intervention) must complete the network adequacy information regardless of program (e.g. Wraparound, Psychiatric Mobile Response Teams) and/or primary funding source (e.g. Mental Health Services Act).

NOTE: Programs that do not provide outpatient services (e.g. inpatient, residential, crisis stabilization, day treatment/rehabilitation only) or only provide Community Outreach Services (COS) do not need to submit information.

All practitioners who **currently provide direct services** must be included in the network adequacy information regardless of level (e.g. BA level staff), amount of time (e.g. a supervisor who rarely sees clients) and/or whether or not they carry a "caseload" (e.g. a housing coordinator).

ACTION NEEDED:
Each provider that network adequacy applies to must verify and update Organization (e.g. Legal Entity), Site (i.e. provider number) and Practitioner information using the Department issued application. The application is populated with information that had previously been entered/updated as of March 27, 2018. The application can be accessed using the following links:

Contracted Providers: https://lacdmhnact.dynamics365portals.us/
For Contracted Providers, any staff assigned by the provider is able to access the above application using the attached login instructions. Multiple staff may log in at the same time.

Directly Operated Providers: https://lacdmhnactprod.crm9.dynamics.com/apps/nact
For Directly Operated Providers, only the staff whose name and e-mail was provided for the last network adequacy submission is able to access the above application. If additional staff need access, please contact Pierre Consebido (pconsebido@dmh.lacounty.gov) with the provider number, staff name, staff email address and staff employee number.

The application will be available beginning June 1, 2018. Providers have until June 22, 2018 to update/verify information for the Department's July 1, 2018 network adequacy submission. Any information updated after June 22, 2018 will be used for the next quarterly submission.

IMPORTANT INFORMATION WHEN COMPLETING THE APPLICATION
- Prior to completing, review the short videos below:
  - ✓ Network Adequacy Application for Contracted Providers (about 5 minutes):
  http://lacountymediahost.granicus.com/videos/6799/player?autoplay=1

  - ✓ Network Adequacy Application for Directly Operated Providers (about 6 minutes):
  http://lacountymediahost.granicus.com/videos/6798/player?autoplay=1

- Make sure all practitioners are appropriately associated with the correct provider site(s)
- Verify all records are complete and up to date. No required field may be left blank.
- Review the Frequently Asked Questions located on the network adequacy application. Note some definitions have changed based on updated State Department of Health Care Services (DHCS) guidance since the last submission.

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

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