

General Documentation and Claiming: Introduction

Last Revised 6/25/20

Los Angeles County Department
of Mental Health (LACDMH)
Quality, Outcomes & Training Division
Quality Assurance Unit

About this Presentation

Disclaimer

- This video series presentation highlights the basic minimum documentation and claiming standards for the provision of Medi-Cal Specialty Mental Health Services in Los Angeles County and incorporates interim guidance to assist practitioners in meeting the mental health needs of the County while minimizing the community spread of COVID-19.
- For a comprehensive list of documentation and claiming rules please refer to the Organizational Provider's Manual, the A Guide to Procedure Codes, and LACDMH Policy 401.03, which can all be accessed through the DMH website at <https://dmh.lacounty.gov/> and for the latest COVID-19 related QA information, click on the COVID-19 link from the Quality Assurance page.
- For contract staff, please check with your agencies regarding higher standards than the ones discussed in this presentation that may have been set and how your agency is setting standards around COVID-19.

Topics Covered in This Series



- This series of short video presentations will cover the following topics in regard to documenting and claiming for the provision of Specialty Mental Health Services under Medi-Cal
 - Reimbursement and Claiming
 - Assessment
 - Client Treatment Plans
 - Progress Notes

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Tips for Utilizing this Series



Here are some helpful tips and recommendations for using this video series:

Tip # 1 - If viewing for the first time we recommend viewing in the order listed on the previous slide.

Tip # 2 - View at your own pace. You can pause or rewind at any time to review information.

Tip # 3 - Once you've gone through the whole series, feel free to re-watch the videos as many times or in any order that you wish.

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COVID-19 Adjustments: What it means to provide services

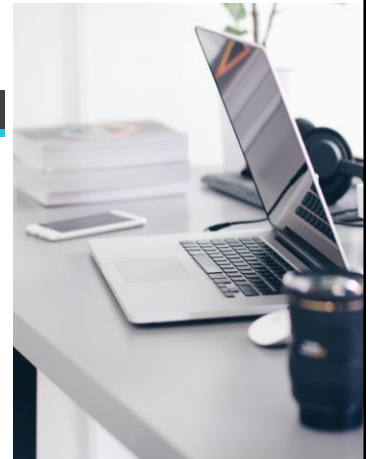
- Due to the current situation, it is necessary to reduce the spread of COVID-19 by physical distancing. Despite physical distancing, access to medically necessary specialty mental health services must still be available.
- Providers should maximize the use of services that can be provided by telephone and/or telehealth.
- In the interim, verbal consents are acceptable on all forms except in financial forms to adjust to COVID-19 circumstances.
- This video series incorporates direction and adjustments made due to COVID-19



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The Importance of Documentation

- **CLINICAL** – Structures clinical care
 - Identifies client's mental health issues and the plan for treatment to guide services and ensure clinical needs are met in treatment.
- **PROTECTION** – Cover yourself
 - Accurate and complete documentation protects you.
- **REIMBURSEMENT** – Payment for Services
 - Medi-Cal, as an insurance, has set reimbursement criteria such that medical necessity is established and the service provided is a covered service.

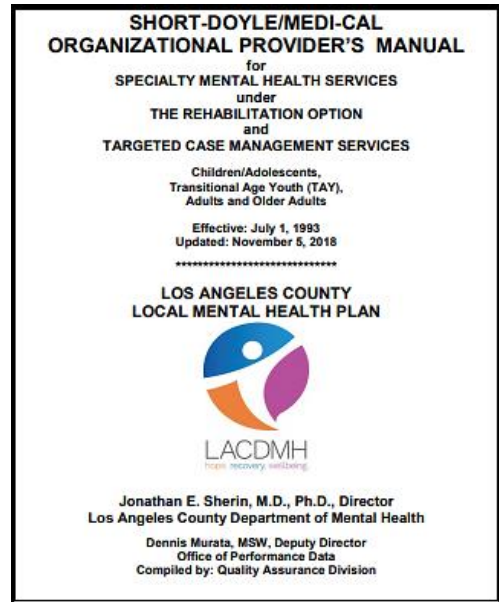


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Key QA Resources

The Short –Doyle/Medi-Cal Organizational Provider’s Manual (Org. Manual)

- Outlines the requirements and guidelines for the documentation and reimbursement for the provision of Specialty Mental Health Services (SMHS)

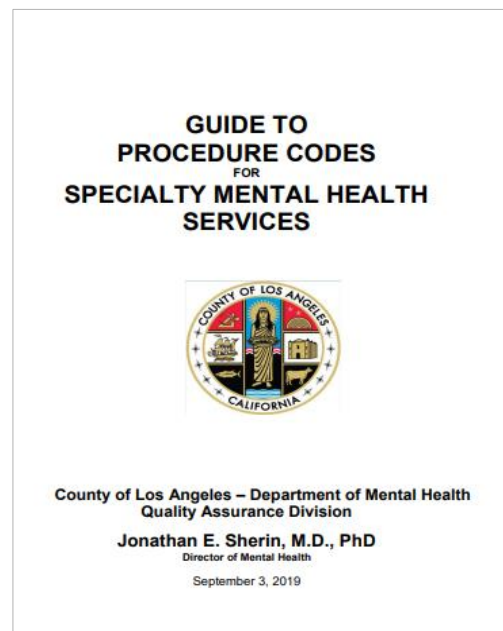


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Key QA Resources

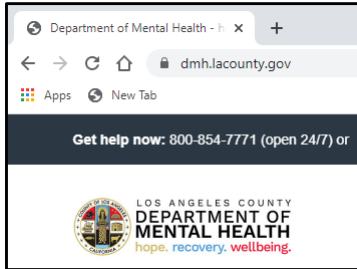
The Guide To Procedure Codes

- Lists and defines the procedures codes required to claim for the provision of SMHS
 - Outlines requirements and guidelines for use of those codes

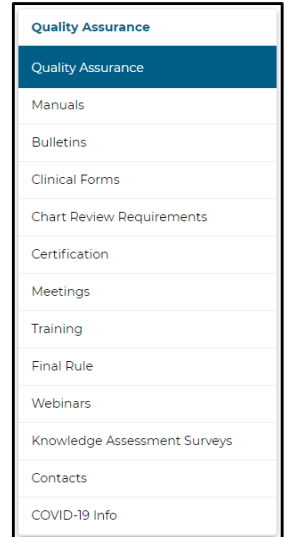


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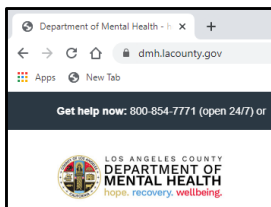
Accessing QA Resources Online



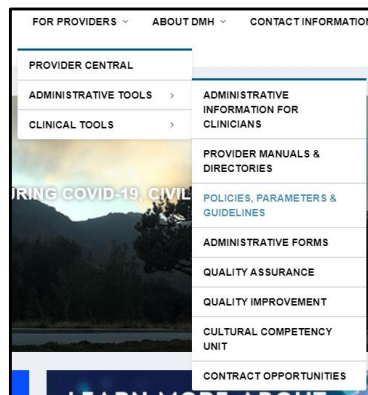
- 1) Go to dmh.lacounty.gov
- 2) Hover over **FOR PROVIDERS & ADMINISTRATIVE TOOLS**. Click on **QUALITY ASSURANCE**
- 3) At the column to the left on QA webpage, select topics



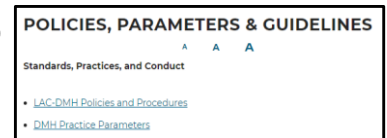
Accessing QA Related Resources Online – Policies and Procedures



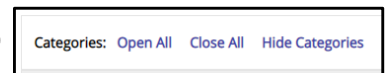
- ❖ Go to dmh.lacounty.gov



- ❖ Hover over **FOR PROVIDERS & ADMINISTRATIVE TOOLS**. Click on **POLICIES, PARAMETERS & GUIDELINES**



- ❖ Click on **LAC-DMH Policies and Procedures**



- ❖ Click on **Open All** to view all of the Policies and Procedures

Where to Direct Documentation/QA Related Questions

- If after viewing this video series you have further Documentation/Claiming related questions and are unable to find the answers in the Organizational Providers Manual, Guide to Procedure Codes or other available QA resources, please first direct questions to your direct supervisor, who will consult with their Program Manager if needed. If they are unable to answer the question or need further clarification they can contact the QA liaison that covers their Service Area or Countywide Program.
- The list of QA Contacts by Service Area is available at <https://dmh.lacounty.gov/> by clicking on FOR PROVIDERS, then ADMINISTRATIVE TOOLS, then QUALITY ASSURANCE, then Contacts and then clicking on [QA-QI Contacts by Service Area](#)