



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
QUALITY, OUTCOMES & TRAINING DIVISION**

Departmental Quality Improvement Council (QIC) Meeting

AGENDA

April 13, 2020

9:00 A.M. – 10:30 A.M.

Skype Meeting

Kalene Gilbert, L.C.S.W, Chair

I.	9:00 – 9:05	Introductions and review of minutes <ul style="list-style-type: none">• QI Staff Announcements	QIC members K. Gilbert
II.	9:05 – 9:20	Cultural Competency Updates <ul style="list-style-type: none">• Cultural Intelligence Campaign Launch• Cultural Competency-related Policy & Procedures	S. Chang
III.	9:20 – 9:35	ACCESS Center Updates <ul style="list-style-type: none">• Clinics NOT Accepting Referrals	N. Kasarabada
IV.	9:35 – 9:50	Compliance, Privacy, and Audit Services Updates <ul style="list-style-type: none">• Administrative Policy Committee• DMH Desktop link to the Internal Portal for Policy and Procedure	H. Ditko R. Faveau
V.	9:50 – 10:20	Quality Improvement Updates <ul style="list-style-type: none">• CPS Data Reporting• Spring 2020 CPS• Future Meeting Structure	K. Gilbert D. Cunnane
VI.	10:20 – 10:30	Announcements	QIC members

Next Meeting: Monday, April 13, 2020 at 9:00 AM



**LOS ANGELES COUNTY (LAC) DEPARTMENT OF MENTAL HEALTH (DMH)
QUALITY, OUTCOMES, AND TRAINING DIVISION (QOT)**

**QUALITY ASSURANCE (QA)/QUALITY IMPROVEMENT (QI)
LIAISONS' MONTHLY MEETING**

MEETING MINUTES
April 2020

Type of meeting:	Departmental QA/QI Monthly Meeting	Date:	April 13, 2020
Location:	Skype Conference ID: 344455331 (323) 776-6996	Start time:	10:30 AM
		End time:	12:00 PM
Members Present:	Teleconference		
Excused/Absent Members:			
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, and/or Scheduled Tasks	Person(s) Responsible
1. Introductions	The first combined QA/QI meeting was called to order at 10:30 AM via Skype. It is a temporary format; both meetings will return to their original separate meeting times after the COVID-19 public health crisis is over. The focus will be on COVID-19 related topics.		<i>B. Bryant</i>
2. Quality Improvement Updates	<p>The Consumer Perception Survey will be moved to possibly June 2020; QI waits for additional details.</p> <p>QI requested for a halt on the test calls; however, the State advised that test calls must continue as they would like to assure the ACCESS Center is open and available to clients during this time period.</p> <p>The CIOB projects for the change of provider log and grievances have been suspended for the meantime, as their focus has shifted to support teleworking activities.</p>	<p>California Institute for Behavioral Health Solutions and the State are in collaboration to provide daily feedbacks.</p> <p>In response, QI requested for internal support and reduced test calls to 6x/month to minimize the impact on the ACCESS Center.</p>	<i>K. Gilbert</i>

	<p>The Service Area (SA) QIC meetings are required by the State to occur only on a quarterly basis. It is understandable if the meetings need to be rescheduled during the stay at home issue.</p> <p>Dr. Sherin requested an effort be coordinated to create a DMH helpline via ACCESS specifically to provide LAC employees and the public who are experiencing increased stress related to COVID-19.</p> <p>The Change of Provider (COP) logs should continue to be submitted during this time. Currently, most of the Patients Rights' staff are teleworking and do not have remote access to the submitted COP logs; however, CIOB will resolve that issue when they are able to.</p> <p>The Cultural Competency Policy At A Glance is currently being revised.</p>	<p>However, the minimum number of SA QIC meetings still need to be met with their accompanying minutes.</p> <p>More information will be provided as the effort develops.</p> <p>In the meantime, Patients Rights' staff will process the COP logs when they are physically in the office during their rotation.</p> <p>An updated copy will be shared once revised.</p>	<p><i>J. Hallman</i></p> <p><i>M. Hernandez</i></p> <p><i>S. Chang</i></p>
<p>3. Quality Assurance Updates</p>	<p><u>Health Information Management</u> Due to COVID-19, verbal authorization is now accepted for requesting the release of records. Also, live trainings are currently suspended but merging of client records remains to continue without interruption. Currently, the unit is working on migrating into an electronic disclosure management and centralizing the overall disclosure/ release of information for the Department to ensure compliance and operational consistency.</p> <p><u>Policy & Technical Development</u> Chart reviews for directly operated (DO) clinics and IBHIS in-person trainings are currently on hold. Network Adequacy, Access to Care and Error correction related to IBHIS and claiming will continue but only to some extent for the contract providers. The team is mainly focused on providing guidance related to documentation and claiming during this time. Also, the current priority projects are to move the Service Request Tracking System (SRTS) into a dynamics application, the</p>	<p>Yvonne Mijares and Heather McDonald are the contacts for verbal authorizations.</p> <p>Webinar trainings will be offered and may continue to be offered past the COVID-19 crisis.</p> <p>The unit is developing on-line IBHIS recordings for new hires in the DO's and will be ready in the next couple of weeks.</p> <p>More information regarding the SRTS will be provided in tomorrow's meeting.</p>	<p><i>C. Onunkwo</i></p> <p><i>J. Hallman</i></p>

	<p>practitioner registration and maintenance application into the Network Adequacy application, and coordinate the DMH helpline.</p> <p><u>Training & Operations</u> General documentation and claiming in-person trainings as well as legal entity (LE) chart reviews are currently suspended during this time. Chart reviews that were already in process will be issued and will conduct exit interviews by telephone.</p> <p><u>Medi-Cal Certification</u> The processing of documents remains with the feature of being fully electronic. Per the State, pursuant to section 1135 of the Social Security Act, Department of Health Services is waiving Medi-Cal Certification requirements for an on-site review and fire clearance. Any outstanding documentation and requirements must be submitted after the conclusion of the 1135 waiver. Site visits are currently on hold as the current priority is on new activations due to the financial impact. The unit is currently reaching out to programs regarding desk reviews for re-certifications and new activations. As for waivers, they remain as there has been no updates from the State.</p> <p><u>QA Guidance During the COVID-19 Crisis</u> The QA webpage has a new informational page accessible at dmh.lacounty.gov/qa/qa-covid-19-info/ with the most up-to-date information related to COVID-19.</p> <p>The current released documents relating to COVID-19 are: 1) QA Bulletin 20-01: Provision to Specialty Mental Health Services (SMHS) During COVID-19 2) Allowable Telephone Procedure Codes During COVID-19</p>	<p>All questions and information should be sent to: IBHISErrorCorrection@dmh.lacounty.gov</p> <p>QA is in collaboration with the Policy & Technical Development team to develop a Skype training for DOs and LEs.</p> <p>Questions should be sent to: QualityAssurance@dmh.lacounty.gov</p> <p>A Certification Bulletin will be issued regarding the guidance of the State regarding section 1135.</p> <p>The Certification team should be informed of any issues or challenges; the team is flexible and can provide assistance.</p> <p>Questions regarding wavers should be sent to Diane Gullory via email.</p>	<p><i>N. Collier</i></p> <p><i>N. Cano</i></p> <p><i>J. Hallman</i></p>
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	<p>3) Clarifications to QA Bulletin 20-01 4) Telephone and Telehealth Guidance for Group/Family Sessions During COVID-19 5) Location of Service When Working from Home (DO only) 6) QA FAQ During COVID-19 7) Consent for Group or Family Sessions Conducted via Telehealth or Telephone</p> <p>The upcoming QA documents related to COVID-19 are:</p> <p>1) Providing Medication Support Services (MSS) During COVID-19 (PowerPoint for DO Psychiatrists) 2) Updated Allowable Telephone Procedure Codes During COVID-19 3) Clarification on Procedure Code Modifiers 4) Update on 5150 via Telehealth (COVID-19 interim practice) 5) Updates on Telehealth Consent Requirements (COVID-19 interim practice) 6) FAQs</p> <p>Interim Guidance to Ensure Access of SMHS During COVID-19:</p> <p>1) Ensure access to all medically necessary SMHS while minimizing the community spread of COVID-19 2) Maximize the use of services that can be provided by telephone and telehealth methods of service delivery 3) Encourage triage and prioritization</p> <p>Policy Adjustments During COVID-19:</p> <p>1) Mental health clinical assessments may be completed and finalized over the telephone 2) Verbal consent is acceptable in all forms including treatment plans</p> <p>Policy adjustment during COVID-19: Mode 10 Services:</p> <p>1) Removed the pre-authorization requirements for concurrent MHS for clients receiving day treatment</p>	<p>The MSS document details the procedures codes that psychiatrist should use during this time.</p> <p>The DMH Chief of Psychology is currently working on parameters for psychological testing completed by telephone or telehealth.</p> <p>Psychology testing has been allowable effective 3/16/20.</p> <p>The separate requirements for conducting financial screening, obtaining client identification and client consent, and completion of financial forms must be adhered to.</p> <p>The Mental Status Exam (MSE) can be completed over the telephone; however, it is important to document the</p>	
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	<p>intensive (DTI) or day rehabilitation (DR) services</p> <p>2) DTI and DR programs should add a new MHS intervention plan that can be done over the phone or in-person</p> <p>Claiming for Services Delivered by Telephone:</p> <p>1) Not considered face-to-face activities 2) SC modifier must be added to the procedure code 3) Procedure code used for psychotherapy services is H0046SC 4) Place of service will be where the practitioner is located</p> <p>Claiming for Telehealth Services:</p> <p>1) Includes the use of video teleconferencing solutions 2) Considered face-to-face as the client is visually present 3) GT modifier must be added 4) Place of service will be "02 – telehealth"</p> <p>Initial Medication Evaluations via Telephone:</p> <p>1) No Medi-Cal rules that prohibit initial medication evaluations 2) Must be coded as H2010SC if there is no face-to-face 3) DO psychiatrist may discuss with their supervising psychiatrists and refer to clinical guidance memo from Dr. Bonds</p> <p>Additional Telehealth Information:</p> <p>1) Telehealth must be provided using HIPAA compliant videoconferencing/ video chat tools 2) LACDMH expanded the use of the procedure codes for group and family sessions</p> <p>Special documentation requirements and claiming during COVID-19 was covered.</p>	<p>elements that could not be gathered due to COVID-19.</p> <p>Clinicians can use their judgement as to which cross streets or major cross streets are nearest to them. Claims will be denied if cross streets and a nine-digit zip code are not listed.</p> <p>'Telephone' is not considered a place of service. Speak with your vendor if your EHR is not set up properly.</p> <p>Medi-Care does not reimburse for telephone services.</p> <p>Telephone vs. Telehealth: telehealth has a video component.</p> <p>The QA team is available for additional questions not addressed in their webpage.</p>	
<p>Handouts:</p>	<p>1) March 2020 QIC Minutes 2) CC Policies & Procedures At A Glance 3) Policy 306.06 Prescription Pad Storage 4) Policy 904.01 County-Owned Vehicle Control</p>		
<p>Next meeting:</p>	<p>Monday, May 11, 2020 at 10:30AM – 12:00PM</p>		

Respectfully Submitted,

Kalene Gilbert, L.C.S.W.