Los Angeles County Department of Mental Health
Quality Assurance Unit

Frequently Asked Questions
Related to
Network Adequacy: Provider and Practitioner Administration (NAPPA)

Legal Entity Providers

> **NAPPA Portal Link: https://lacdmhnact.dynamics365portals.us/**
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> **NAPPA Training & Scenarios: https://dmh.lacounty.gov/qa/na/**
> ♦ Webinar Recording: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8694
> ♦ NAPPA Scenarios Document
> ♦ Practitioner Enrollment Data Collection Form
> ♦ Instructions for Practitioner Enrollment Data Collection Form
> ♦ SAR - Application Access Form Quick Reference Guide

Access/Technical Issues

1. If I previously had access to the Network Adequacy Solution (NAS) or Network Adequacy Collection Tool (NACT), do I automatically have access to NAPPA?

   No, it is not automatic. You need to request access to NAPPA.

2. How do I gain access to NAPPA?

   You must have a "C" Number and access to NAPPA.

   Please ask your liaison (authorized signer) to submit the request through the Service Authorization Request (SAR) portal (the paper form is no longer accepted). If you do not know who your liaison is, open a HEAT ticket and Department of Mental Health (DMH) can look up who is assigned to you.

   Help Desk: (213) 351-1335 or helpdesk@dmh.lacounty.gov or https://dmh.lacounty.gov/pc/cp/si/

3. If you are not able to access NAPPA yet due to "C" number issues, whom should we contact?

   Please contact the help desk (213) 351-1335 or submit a HEAT Ticket for assistance.

4. There is no information that I can see regarding our Legal Entity. The data for our organization, service locations, or practitioners is missing.

   The error might have occurred because you have logged into SSLVPN. You should log in using the NAPPA link, https://lacdmhnact.dynamics365portals.us/ from the Microsoft or Google Chrome Browser, not through SSLVPN. If you still do not see your information, it might be because your account ("C" Number) is not associated to your organization (Legal Entity). Please contact the help desk for assistance.

5. NAPPA continues to show the modified date as the association date in IBHIS. When will this be resolved?

   The Department is aware of this issue and corrected it. However, there is still a limited number of specific situations in which this still occurs (i.e. if you inactivate all service locations for a practitioner prior to associating to a new service location). While the Department is fixing this, ensure that you associate the practitioner to new service locations prior to deactivating from other service locations.

Use of the Application

6. We have a new clinician who I need to put in the system. Since the Practitioner Registration and Maintenance (PRM) is no longer being used, how do I add a new practitioner using NAPPA? I do not see an option or tabs that says add practitioner. Is there an instruction manual to do that?

   PRM was decommissioned on 11/27. New practitioners should be added in NAPPA. We put together several resources and recorded a training video. Refer to the Scenario 1 of the NAPPA Scenarios Document.

7. When we reviewed the associated practitioners in NAPPA, there are some missing practitioners.

   If an organization did not associate the practitioners to their Legal Entity/Service Locations prior to Dec 1 (NAPPA 3.0 release), then they will not appear on their associated practitioners list.
   For any practitioners that you do not see, you need to associate them to your Legal Entity and to the appropriate service location(s) and complete any required fields (e.g. FTE for 0-20, FTE for 21+, Maximum Number of Medi-Cal Beneficiaries).
   Please see Scenario 2 in the NAPPA Scenarios Document for the steps to associate a practitioner to a Legal Entity.

8. I enrolled a practitioner in NAPPA but I am receiving error for his services N293-Missing/incomplete/invalid service facility primary identifier. What further steps I need to complete NAPPA practitioner registration for this practitioner?

   The practitioner needs to be associated to your Legal Entity. Please see Scenario 2 in the NAPPA Scenarios Document for the steps to associate a practitioner to a Legal Entity.

9. Previously, I only added staff that provided direct services to Medi-Cal clients. Now, that the PRM has been rolled into NAPPA, do we have to add staff that do not provide direct client services (e.g. supervisors, managers). Also, for supervisors that bill crisis management, how do we add/associate them with NAPPA? Do we have to add them under a service location?

   Yes. All practitioners should be added and associated to a service location, especially if they plan to see clients or claim services at any point. If there is a supervisor or manager who sees clients rarely or on an as needed basis, then you can mark "No" to the question *"Is this practitioner available to provide outpatient/Mode 15 services to Medi-Cal Beneficiaries on a regular basis?"*

10. If someone is marked "No" for Mode 15, can we still claim for Mode 15 services occasionally?

    Yes. This field does not have an impact on claiming and it would be appropriate to claim occasionally for someone who is marked "No".

11. In NAPPA under Service Locations for each service location (or site), there are some programs (i.e. CalWORKs, FSP, Wraparound) that are missing from the Programs Available list.

    Please contact Quality Assurance at NetworkAdequacy@dmh.lacounty.gov.

12. Would it be possible to explain the communication between NAPPA and NPPES? For new staff who show in NAPPA, is that information coming NPPES or PRM?

    NAPPA compares certain data elements (such as NPI, name and taxonomy) to the data in NPPES, and if the information matches, the relevant text is displayed in green versus red. Once you enter an NPI into NAPPA, it searches NPPES data and pulls back the information associated to that NPI.

2/2/2021

13. At one of the previous webinars, a form was shared that staff could fill out with all of the information needed for NAPPA (NPI, taxonomy, etc.). Is the form going to be made available for agencies to use?

That form is only a means for collecting information from practitioners in order to have the information to enter into NAPPA. It is not a formal form to submit to DMH. Links to the Practitioner Enrollment Data Collection Form and instructions for completing the form can be found at the top of this document.

14. How often should we be updating NAPPA? Everyday? Once a week?

NAPPA should minimally be reviewed at the end of each month to ensure all information is up-to-date and accurate. Additionally, NAPPA should be updated as soon as possible when there are significant changes (e.g. add a new practitioner to your Legal Entity, practitioner no longer works at a service location). It is important to remember that the information within NAPPA populates the Provider Directory, which is used by the Department, providers, and consumers to locate appropriate providers.

15. We had a staff member coming up as having over 40 FTE hours but when asked, the staff person was not associated with any other provider and the system keeps coming up as an error. What should we do when this happens?

The practitioner may be associated to another Legal Entity. You can verify which Legal Entity by clicking on the "Service Location Practitioners" tab within the practitioner record. Once you have verified which Legal Entity, please contact the other legal entity to have them remove the previous association.

16. If a practitioner sees clients at our two service locations, do we need to associate the practitioner at both and split the FTE hours between the service locations?

Yes. You should associate them at all service locations that they see clients and associate the appropriate FTE hours per each service location.

17. Is there a timeline for completing the multiple tabs for each practitioner that was already set up? For example, language preferences, DSM Focus, etc.

We recognize this will take some time for existing practitioners, and we appreciate programs working to get it all completed. At this point, please plan appropriately and update data by April 1, 2021 for existing practitioners. For new practitioners, the Department expects this information to be entered immediately when setting up a new practitioner in NAPPA.