

**LOS ANGELES COUNTY- DEPARTMENT OF MENTAL HEALTH**  
**Service Area II Program Administration**  
**Adult Quality Improvement Committee**  
**January 21, 2021**  
**Via Microsoft Teams**  
**10:00 am-11:30am**  
**Agenda**

Welcome- Introductions & Agency Updates  
Speakers Bureau Presentation

All  
Sandra Chang, Ph.D  
Cultural Competency Unit Program  
Manager-Lead for the Institute for  
Cultural and Linguistic Inclusion and  
Responsiveness (ICLIR)-Ethnic  
Services Manager  
Hyun Kyung Lee, Ph.D  
Cultural Competency Unit

**Quality Improvement**

EQRO Updates/Noteable Recommendations

Provided by Kalene Gilbert  
reported by Kimber

Monthly Electronic CPS Development Report  
2020 Policy Bulletin

Provided by Daiya Cunnane  
Provided by DMH Compliance

**Quality Assurance**

Audits/Announcements  
Annual Protocol Discussion  
QA Announcements

All  
All  
Provided by QA Staff (Brad  
Bryant/ Nikki Collier/Jen Hallman)-rptd  
by Kimber

QA Communication NEW Look  
HIM Efax  
State Updates – Waivers  
Annual QA Rpt  
QA Knowledge Assessment Surveys  
NOABD LE Application  
Revised Beneficiary Handbook

Policy & Tech Development  
Updated Covid FAQ's  
Procedure Code Updates – E & M  
Pre-Auth of IHBS, TBS, TFC  
CANS & PSC Updates  
NAPP/A2C Monitoring Updates

Q&A Discussion

All

**Next Meeting for SA 2 Adult QIC: March 18, 2021 at 10-11:30 am**



LOS ANGELES COUNTY  
**DEPARTMENT OF  
MENTAL HEALTH**  
hope. recovery. wellbeing.

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA TWO QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date: January 21, 2021  
Time: 10:00 am – 11:30 am

|                         |                      |                                     |
|-------------------------|----------------------|-------------------------------------|
| <b>Type of meeting:</b> | Virtual meeting      |                                     |
| <b>Meeting Link:</b>    | Unavailable          |                                     |
| <b>Members Present:</b> | Katy Ihrig           | SCVMHC                              |
|                         | Michelle Rittel      | SA2 Administration                  |
|                         | Linda Gingras        | Jewish Family Service LA            |
|                         | Jen Regan            | DMH QI                              |
|                         | Kimber Salvaggio     | DMH SA 2 QIC Chair                  |
|                         | Iliana Martinez      | EI Centro de Amistad                |
|                         | Sherry Winston, LMFT | Tarzana Treatment Centers           |
|                         | H. Honey Hira        | LACDMH                              |
|                         | David Mendez         | Rancho San Antonio                  |
|                         | Karry Friedman       | Tarzana Treatment Centers Inc.      |
|                         | Julie Jones          | Hillview Mental Health Center, Inc. |
|                         | James Pelk           | IMCES                               |
|                         | Angela Kahn          | SFVCMHC, Inc.                       |
|                         | Tiger Doan           | APCTC                               |
|                         | Evelyn Leonidas      | Didi Hirsch                         |
|                         | Michelle Chitel      | Child & Family Ctr                  |
|                         | Marilou Joguilon     | DMH HQ TAR                          |
| Leslie DiMascio         | SFVCMHC, Inc.        |                                     |

| AGENDA ITEMS                                       | DECISIONS AND ACTIONS  | REPORTED BY/RESPONSIBLE UNIT/STAFF                                   | DUE DATE       |
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| <b>Welcome- Introductions &amp; Agency Updates</b> |  | All  | Not Applicable |
| <b>Speakers Bureau Presentation</b>                | Speakers Bureau Presentation   | Sandra Chang, Ph.D. & Hyun Kyung Lee, Ph.D. Cultural Competency Unit | Not Applicable |
| <b>EQRO Updates/Notable Recommendations</b>        | <p>2020 REVIEW WAS VIRTUAL SEPTEMBER 28-OCTOBER 1</p> <p><b><u>MAJOR AREAS OF FOCUS:</u></b></p> <ul style="list-style-type: none"> <li>• ACCESS TO CARE</li> <li>• TIMELINESS OF CARE</li> <li>• QUALITY OF CARE</li> <li>• OUTCOMES</li> <li>• ORGANIZATIONAL STRUCTURE &amp; FOSTER CARE</li> </ul> <p><b><u>Areas of strength:</u></b></p> <ul style="list-style-type: none"> <li>• DMH OVERAL RESPONSE TO COVID &amp; SHIFTS TO TELEHEALTH TO ENSURE CONTINUTIY OF CARE</li> <li>• ESTABLISHMENT OF A PSYCHIATRY REVIEW PROCESS THIS YEAR</li> <li>• INNOVATIVE PROGRAMMING PROMOTING ACCESS TO CARE: THERAPEUTIC TRANSPORT &amp; OUT PT CONSERVATORSHIP PILOT</li> <li>• CONSUMER ENGAGEMENT &amp; IMPROVEMENTS TO THE CPS</li> </ul> <p><b><u>Areas of focus for Improvement:</u></b></p> | Provided by Kalene Gilbert - reported by Kimber                      | Not Applicable |

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|   | <ul style="list-style-type: none"> <li>• COMMUNICATION PROCESSES BETWEEN EXECUTIVE MGMT &amp; LE/CONTRACT PROVIDERS</li> <li>• ADAPTATION OF AN ADULT OUTCOMES MEASURE TOOL</li> <li>• MORE DETAILED TRACKING OF TIMELINESS MEASURES</li> </ul> <p><b><u>NOTABLE RECOMMENDATIONS:</u></b></p> <ul style="list-style-type: none"> <li>• REVIEW PSYCH HOSPITAL IN PT READMISSION RATE OF 33.4%</li> <li>• EXPAND MEDICATION MONITORING PROTOCOLS TO LE's</li> <li>• PRODUCE CANS-50 &amp; PSC-35 REPORTING IN A FORMAT THAT PROVIDES PROGRAMMATIC UTILITY FOR PROVIDERS</li> <li>• IMPROVING COMMUNICATION BETWEEN DMH &amp; LE/CONTRACTORS</li> <li>• DEVELOP COMPREHENSIVE PSOT COVID TELEHEALTH PLAN THAT MAINTAINS A ROBUST TELEHEALTH PRESENCE</li> </ul> |   |  |
| <p><b>Monthly Electronic CPS Development Report</b></p> | <p><b><u>As Of: 01/05/21</u></b></p> <ul style="list-style-type: none"> <li>• QI provided the feedback from the E CPS Workgroup about the CPS application to the Development team.</li> <li>• QI and the Development team agreed that for simplification, there will be only one user role not two (i.e., User, Admin.).</li> <li>• QI will need to collect the name of every potential E CPS user from both DO and LE clinics.</li> <li>• The Development team is working to create various translations of the survey.</li> <li>• The project deadline has been moved to January. QI and CIO took a break from</li> </ul>  | <p>Provided by Daiya Cunnane – reported by Kimber</p> |  |

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|                                   | meeting during the holiday and will resume in January.   |  |  |
| <b>2020 Policy Bulletin</b>       | Electronic copy and link provided  | Provided by Standards & Practice             |  |
| <b>Annual Protocol Discussion</b> | Link provided<br>Discussed the non-hospital pages that pertain to the DO & LE providers  | All  |  |
| <b>QA Announcements</b>           | <p><b><u>QA Communication NEW Look</u></b> – slide with pic of new email provided</p> <p><b><u>HIM Efax</u></b></p> <ul style="list-style-type: none"> <li>• NEW E-FAX NUMBER (213) 652-1875</li> <li>• PREFERRED METHOD FOR SENDING RECORD REQUESTS FROM DIRECTLY OPERATED CLINICS</li> </ul> <p><b><u>State Updates – Waivers</u></b><br/>SIGNIFICANT CHANGE!!!!</p> <ul style="list-style-type: none"> <li>• STUDENTS (persons in formal graduate psychology programs) <b><u>WILL NO LONGER NEED A DHCS-ISSUED WAIVER</u></b> (under WIC 5751.2) IN ORDER TO PROVIDE “LICENSE-REQUIRING” SERVICES <ul style="list-style-type: none"> <li>○ MUST NOT BE EMPLOYED OR UNDER CONTRACT WITH THE MHP (DO &amp; LE PROVIDERS)</li> <li>○ LICENSING REQUIRING SERVICES=ASSESSMENT, PSYCHOTHERAPY, PSYCHOLOGICAL TESTING</li> <li>○ PERSONS WHO HAVE RECEIVED THEIR DOCTORATE &amp; ARE ACCRUING HOURS OF SUPERVISED PROFESSIONAL EXPERIENCE TOWARD</li> </ul> </li> </ul> | Provided by Brad Bryant – reported by Kimber |  |



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|  | <ul style="list-style-type: none"><li>• PTS RIGHTS &amp; QA WORKING WITH CIOB TO DEVELOP ONLINE LEGAL ENTITY APPLICATION TO SUBMIT NOABD's</li><li>• NO MORE FAXING!!!!</li><li>• EXPECTED END OF JANUARY</li><li>• ACCESS THRU SAR PORTAL</li><li>• LTG: DEVELOP WEB SERVICE TO SUBMIT NOABD's DIRECTLY FROM EHR</li></ul> <p><b><u>Revised Beneficiary Handbook</u></b></p> <ul style="list-style-type: none"><li>• AKA INFORMING MATERIALS – UPDATED TO INCLUDE:<ul style="list-style-type: none"><li>○ AUTHORIZATION REQ, CONTINUITY OF CARE &amp; OTHER FINAL RULE ITEMS</li><li>○ STILL NEEDS TO BE TRANSLATED</li></ul></li><li>• REMINDER: HANDBOOK MUST BE PROVIDED WHEN BENEFICIARY 1<sup>ST</sup> ACCESS SERVICES &amp; WHEN REQUESTED</li><li>• HANDBOOK IS CONSIDERED “PROVIDED” WHEN THE PROVIDER HAS:<ul style="list-style-type: none"><li>○ HANDED A COPY</li><li>○ MAILED A COPY</li><li>○ E-MAILED A COPY</li><li>○ PROVIDED A WRITTEN NOTIFICATION (PAPER/ELECTRONIC) TO THE BENEFICIARY WITH A LINK TO THE HANDBOOK</li></ul></li></ul> |  |  |
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| <p><b>Policy &amp; Tech Development</b></p> <p><b>Procedure Code Updates – E &amp; M</b></p> <p><b>Pre-Auth of IHBS, TBS, TFC CANS &amp; PSC Updates</b></p> <p><b>NAPP/A2C Monitoring Updates</b></p> | <p><b>UPDATED COVID FAQ'S</b></p> <p><b><u>E &amp; M PROCEDURE CODES</u></b></p> <ul style="list-style-type: none"> <li>• EFFECTIVE 1/1/21</li> <li>• SEE QAB 20-08 &amp; GUIDE TO PROCEDURE CODES</li> <li>• NEW PHONE E &amp; M CODES FOR EST PTS ARE BASED ON DURATION OF THE CALL- <b>NOT TOTAL TIME</b></li> </ul> <p><b><u>PRE-AUTH OF IHBS, TBS, TFC</u></b></p> <ul style="list-style-type: none"> <li>• REVISED QA BULLETIN COMING TO REFLECT UPDATES (EG DENIAL OF CLAIMS BEGINS 3/1)</li> </ul> <p><b><u>CANS &amp; PSC UPDATES</u></b></p> <ul style="list-style-type: none"> <li>• UPDATED CANS-IP &amp; NEW CANS 0-5 FORMS AVAIL 2/5/21</li> <li>• IN SUBMITTING CANS DATA TO THE STATE, DENIALS ARE OCCURRING DUE TO MULTIPLE AGENCIES SENDING MULTIPLE CANS ON THE SAME CLIENT</li> <li>• STATE LOOKS AT CANS AT THE <b>CLIENT LEVEL</b></li> <li>• PROVIDERS COORDINATE TOGETHER WHO COMPLETES &amp; SHARE</li> <li>• DMH IS ADDING 'ASSESSMENT TYPES' <ul style="list-style-type: none"> <li>○ ADMIN CLOSE – UNABLE TO COMPLETE CANS AT THE REQUIRED TIME – DECLINED TO PARTICIPATE</li> <li>○ URGENT – NEED FOR RE-ASSMT CANS PRIOR TO NEXT RE-ASSMT BEING DUE (DOESN'T CHG NEXT DUE DATE)</li> </ul> </li> </ul> |  |  |
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|  | <ul style="list-style-type: none"> <li>• FOR 0-5, A CANS MUST BE DONE INITIALLY, IF NO TCM NO NEED FOR FUTURE CANS <ul style="list-style-type: none"> <li>○ WHEN CLT TURNS 6, CAN-IP MUST BE DONE – SELECT INITIAL ASSMT TYPE</li> </ul> </li> </ul> <p><b><u>NAPPA - ON HOLD FOR DIRECTLY OPERATED PROVIDERS</u></b></p> <ul style="list-style-type: none"> <li>• DO's SHOULD STILL UPDATE SERVICE LOCATION</li> <li>• HOLD FOR ADDING NEW PROVIDERS OR ASSOCIATING EXISTING PRACTITIONERS</li> <li>• LIVE FOR LE's</li> <li>• DEPT IS AWARE OF THE FOLLOWING ISSUES: <ul style="list-style-type: none"> <li>○ UPDATING ASSOC DATE – DENIED CLAIMS</li> <li>○ TAXONOMY DIFFERENCES BTWN PRIM &amp; NAPPA</li> <li>○ WAITING ON ACCESS</li> <li>○ PRACTITIONERS NOT SHOWING AS ASSOCIATED TO THE LE</li> </ul> </li> </ul> <p><b><u>Access to Care Monitoring Updates:</u></b></p> <ul style="list-style-type: none"> <li>• LOOKING AT DATA FOR AUGUST-SEPTEMBER 2020</li> <li>• CONTACTING PROVIDERS BELOW 80%</li> <li>• QA WILL BEGIN A2C MONITORING QUARTERLY IN 2021-JAN REVIEW OF Q4</li> <li>• QAB COMING LATE JANUARY WTH A2C EXPECTATIONS, REMINDERS, ETC</li> </ul> |  |  |
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**Respectfully Submitted by:**

Kimber Salvaggio  
SA2 Adult QIC Chair

**NEXT MEETING:** March 18, 2021 10 am  
Via TEAMS or Conference Call