

County of Los Angeles – Department of Mental Health *Service Area 3*
Quality Improvement/Quality Assurance Committee Meeting

November 18, 2020

9:30 am – 11:00 am

AGENDA

- | | |
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| 1. Welcome and Introductions | Kristin Gray |
| 2. Review/approval of the Minutes** | All |

Quality Improvement

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| 1. Test Calls and the Promotores Program | Felipe Ocampo |
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Quality Assurance

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| 1. Medi-Cal Certification | Kristin Gray |
| a. Policy Bulletin 20-10 – October 30, 2020 | |
| 2. QA Bulletin 20-07: PAVE Portal & Medi-Cal RX Provider** | Margaret Faye |
| 3. Frequently Asked Questions (FAQs) | Kristin Gray |
| a. QA Bulletins 20-05 and 20-07 | |
| 4. 21 st Century Cures Act | |
| 5. NAPPA/Access to Care | Gassia Ekizian |

Other Issues

- | | |
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| 1. Announcements | All |
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** e-mailed

Next Meeting: January 20, 2021
Location: TEAMS

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC			Date	11/18/2020
Place	Microsoft Teams Call-in Number: (323) 776-6996 Conference ID: 951 266 390#			Start Time:	9:30 am
Chairperson Co-Chairs	Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian			End Time:	10:30 am
Members Present	<i>Cynthia Concepcion</i>	<i>Almansor</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	
	<i>David Palmer</i>	<i>Boy's Republic</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>	
	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Denise Stylianides</i>	<i>Haynes</i>	
	<i>Leslie Shrager</i>	<i>Children's Bureau</i>	<i>Linda Heisen</i>	<i>Heritage Clinic</i>	
	<i>Andreas DiMeo</i>	<i>DMH</i>	<i>Maria Serratos</i>	<i>Heritage Group Homes</i>	
	<i>Esther Lee</i>	<i>DMH</i>	<i>Laura Solis</i>	<i>Heritage Group Homes</i>	
	<i>Renee Lee</i>	<i>DMH</i>	<i>Beth Foster</i>	<i>Hillsides</i>	
	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>	
	<i>Darlene Medina</i>	<i>DMH</i>	<i>Sybil Chacko</i>	<i>Maryvale</i>	
	<i>Kristin Gray</i>	<i>DMH</i>	<i>Sally Corona</i>	<i>McKinley</i>	
	<i>Frances Liese</i>	<i>DMH</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>	
	<i>Rosalba Trias-Ruiz</i>	<i>DMH</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>	
	<i>Elizabeth Mota</i>	<i>DMH</i>	<i>Irene Insunza</i>	<i>Spiritt Family Services</i>	
	<i>Robin Washington</i>	<i>DMH</i>	<i>Ivette Sanchez</i>	<i>Spiritt Family Services</i>	
	<i>Felipe Ocampo</i>	<i>DMH</i>	<i>Kathy Saucedo</i>	<i>Stars Behavioral Health</i>	
	<i>Ariana Zepeda</i>	<i>D'Veal</i>	<i>Rachel Lopez-Wozniak</i>	<i>Stars Behavioral Health</i>	
	<i>Yesenia Ruiz</i>	<i>D'Veal</i>	<i>Jennifer Escorcía</i>	<i>Starview</i>	
	<i>Ronald Mills</i>	<i>D'Veal</i>	<i>Rocio Bedoy</i>	<i>Tri-City</i>	
	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Rhonda Morken</i>	<i>Trinity</i>	
	<i>Tobi Nishikawa</i>	<i>Ettie Lee</i>	<i>Joseph Bologna</i>	<i>Trinity</i>	
<i>Kim Tran</i>	<i>Ettie Lee</i>	<i>Jim Adams</i>	<i>Trinity</i>		
<i>David Felix</i>	<i>Five Acres</i>	<i>Adrienne Bruce</i>	<i>Trinity</i>		
<i>Jennifer Butler</i>	<i>Five Acres</i>	<i>Renzo Roel</i>	<i>Victor Treatment Centers</i>		
		<i>Desiree Odom</i>	<i>VIP Community Mental Health</i>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order and followed with self-introductions.		
Review of Minutes	Motion to approve the previous meeting minutes by Sybil Chacko and second by Robin Washington.	Presented Minutes	
Promotores – Health Promoters	<p>Presentation on the Promotores, community health promoters program, aimed at providing information to the community to reduce stigma. The program is continuing to expand and new trainings are being added. Promotores assisted with the annual Test Calls and the process went smoothly.</p> <p>For additional information, please contact Felipe Ocampo, LCSW, Coordinator for SA3.</p>	Flyer emailed.	Felipe Ocampo, LCSW
Information from QI division			
	No new updates at this time.		
Quality Assurance			
Medi-Cal Certification Update	<p>Updated Medi-Cal Certification Checklist for DO (11/16/2020) – Based on most recent Policy Bulletin (10/30/20) found at https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=app.main&msg=</p> <p>Medi-Cal Certification contact for SA3 – Renee Lee: RMLee@dmh.lacounty.gov</p>	Emailed	

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<p>QA Bulletin 20-07: PAVE and Medi-Cal RX Web Portal Enrollment</p>	<p>To meet the requirements outlined by the Federal Cures Act (42 CFR 438.602(b)), DHCS is requiring all County Mental Health Plans to utilize PAVE to enroll practitioners. The following eligible practitioners must enroll into the PAVE System: Licensed Clinical Social Workers, Licensed Marriage and Family Therapists, Licensed Professional Clinical Counselors, Licensed Psychologists, Nurse Practitioners, Occupational Therapists, Medical Doctors and Osteopaths (DO), Physician Assistants, Registered Pharmacists, Pharmacists, and Speech Therapists.</p> <p>Additionally, all prescribers must enroll in the Medi-Cal Rx Provider Web Portal to submit prior authorization treatment requests and view prescription history.</p>	<p>Emailed and available at https://dmh.lacounty.gov/qa/qa/bul/</p>	
<p>QA Bulletin 20-05 and 20-06 Updates</p>	<p>Pre-authorization for IHBS, TBS, and TFC is now approval date or later. Frequently Asked Questions (FAQS) released on 11/9/2020 and available on the QA website.</p> <p>DMH working on finalizing a CANS 0-5 form. Will be adding an “administrative discharge” and “crisis” assessment type to both CANS forms.</p>		
<p>21st Century Cures Act</p>	<p>Originally passed in 2016. Clients can request access to electronic health information/data, free of charge. New compliance date is April 5, 2021.</p>	<p>QA informational bulletin to come.</p>	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Network Adequacy/Access to Care</p>	<p>Access to Care monitoring - Emails have been sent to providers below 80% and Plans of Correction are due ASAP.</p> <p>Please review Accepting New Beneficiaries.</p> <p>NAPPA is live on 12/1/2020</p> <ul style="list-style-type: none"> • Will need C# to access NAPPA • Upcoming training materials will be available. <p>Email questions to: NetworkAdequacy@dmh.lacounty.gov</p>		
<p>Miscellaneous</p>	<p>TCM Needs Evaluation Training module coming soon.</p> <p>Online Trainings to be added: Collaborative documentation for LEs; TCM & Rehab; Updated assessment module; Interactive training tools/exercises.</p> <p>Knowledge Assessment #3 coming soon.</p>	<p>https://dmh.lacounty.gov/qa/qa-training/</p>	
<p>Other Issues</p>	<p>Announcements:</p> <ul style="list-style-type: none"> • No QIC meeting in December. Next meeting in January 2021. 		
<p>Handouts</p>	<ul style="list-style-type: none"> • Previous Minutes for meeting on 10/21/2020 • PowerPoint Slides 11/18/2020 • Clinical Forms Bulletin 20-07 • Updated Medi-Cal Certification Checklist for DO 	<p>Emailed</p>	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<ul style="list-style-type: none">Promotores Flyer		
Next Meeting	Next Meeting is January 20, 2021 via Microsoft Teams.		

Respectfully Submitted, Kristin Gray, PsyD, Department of Mental Health