

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

January 20, 2021
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. Cultural Competency Unit: Speakers Bureau Overview | Hyun Kyung Lee, PhD
Sandra Chang, PhD |
| 2. Countywide Demographics: Adult & Older Adult | Daiya Cunnane |

Quality Assurance

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| 1. Medi-Cal Certification Updates | Kristin Gray |
| 2. QA Bulletin 20-08: Guide to Procedure Codes | Kristin Gray |
| 3. Recent Bulletin Updates: 20-05 & 20-07 | Kristin Gray |
| 4. Quality Assurance Review & Report for LEs | Gassia Ekizian |
| 5. QA Knowledge Assessment Survey | Margaret Faye |
| 6. NAPPA/Access to Care | Kristin Gray |

Other Issues

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| 1. Announcements | All |
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* e-mailed

Next Meeting: February 17, 2021
Location: TEAMS

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

Type of Meeting	Service Area 3 QIC			Date	1/20/2021
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>Cheri Noone</i>	<i>Five Acres</i>
	<i>Brianna Carlos</i>	<i>Bourne Inc.</i>		<i>David Felix</i>	<i>Five Acres</i>
	<i>Tierra Patterson</i>	<i>Bourne Inc.</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>Elizabeth Boerkoel</i>	<i>Health Right 360</i>
	<i>Leslie Shrager</i>	<i>Children's Bureau</i>		<i>Linda Heisen</i>	<i>Heritage Clinic</i>
	<i>Paula Randle</i>	<i>David & Margaret</i>		<i>Grace Kim</i>	<i>Heritage Clinic</i>
	<i>Marina Barrios</i>	<i>DMH</i>		<i>Laura Solis</i>	<i>Heritage 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>Robin Washington</i>	<i>DMH</i>		<i>Liza Garcia Keller</i>	<i>Homes of Hope FFA</i>
	<i>Kristin Gray</i>	<i>DMH</i>		<i>Tori Mohmand</i>	<i>Homes of Hope FFA</i>
	<i>Frances Liese</i>	<i>DMH</i>		<i>Latasha Hardge</i>	<i>Luvlee's Residential Care Inc.</i>
	<i>Rosalba Trias-Ruiz</i>	<i>DMH</i>		<i>Leana Olague</i>	<i>Pacific Clinics</i>
	<i>Elizabeth Mota</i>	<i>DMH</i>		<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>
	<i>Sarah Sullivan</i>	<i>DMH</i>		<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>
	<i>Hyun Kyung Lee</i>	<i>DMH</i>		<i>Kathy Saucedo</i>	<i>Stars Inc.</i>
	<i>Sandra Chang</i>	<i>DMH</i>		<i>Jennifer Escorcía</i>	<i>Starview</i>
	<i>Londyn Miller</i>	<i>Eggleston</i>		<i>Joseph Bologna</i>	<i>Trinity</i>
	<i>Janise Carmichael</i>	<i>Eggleston</i>		<i>Frank Sabado</i>	<i>Trinity</i>
<i>Michael Olsen</i>	<i>ENKI</i>		<i>Brittney L Walker</i>	<i>Trinity</i>	
<i>Kim Tran</i>	<i>Ettie Lee</i>		<i>Desiree Odom</i>	<i>VIP Community Mental Health</i>	
<i>Windy Luna Perez</i>	<i>Ettie Lee</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 Lisa Rueda and second David Palmer.	Presented Minutes	
Cultural Competency Unit: Speakers Bureau	<p>The Department of Mental Health’s Speakers Bureau is a specialized communication, clinical, and community intervention resource. Implemented in May 2020 with approximately 100 licensed clinicians serving as subject matter experts. Mission is to provide the highest quality in clinical, culturally, and linguistically appropriate solutions and to identify and develop Subject Matter Experts for public speaking, media, Town Hall and community meetings, and other public speaking interventions. Capable of developing customized mental-health related trainings and workshops.</p> <p>Website: https://dmh.lacounty.gov/resources/speakers-bureau/</p> <p>Email: DMHSpeakersBureau@dmh.lacounty.gov</p> <p>Request SB services at: https://www.surveymonkey.com/r/SBARrequest</p>	PowerPoint emailed	Hyun Kyung Lee, PhD Sandra Chang, PhD
Quality Improvement			
Countywide Demographics	Adult and Older Adult Countywide data from fiscal year 2016-2017 and 2018-2019 obtained through the Annual QI Report. Reviewed total	PowerPoint Emailed	Daiya Cunnane, PsyD

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	population data by age group, ethnicity, primary language and number of consumers served in outpatient programs.		
Quality Assurance			
Medi-Cal Certification Update	Still operating under the 1135 Waiver. Reviewing and cross-checking dates on the LACDMH Policy and Procedures. Discussed the Desk Review Procedure.	https://dmh.lacounty.gov/qa/mcbul/	Renee Lee, LMFT
QA Bulletin 20-08: Guide to Procedure Codes	<p>The Guide to Procedure Codes was recently updated to reflect the following:</p> <ul style="list-style-type: none"> • Inactive Code – 99201E&M Office or Other Outpatient Services: New Client Minor Severity. • 90882 (DO Only) – Non Billable SSI Application Writing • Telephone E&M with Established Patients (based on length of telephone call): 99441 (5-10 minutes); 99442 (11-20 minutes); 99443 (21+ minutes) • Selection of 99202 through 99215 E&M code based on either the level of medical decision making <u>or</u> total time of the service. 	<p>Emailed and available at https://dmh.lacounty.gov/qa/qa bul/</p> <p>https://dmh.lacounty.gov/qa/qa ma/</p>	
Recent QA Bulletin Updates	<p><u>Bulletin 20-05</u>: CANS IP form updated to include “urgent” and “administrative close”, as well as questions from TCM needs evaluation.</p> <p><u>Bulletin 20-06</u>: Claims without pre-authorization approval will be denied started March 1, 2021.</p>	Emailed and available at https://dmh.lacounty.gov/qa/qa bul/	

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	<p><u>Bulletin 20-07</u>: Deadline for PAVE enrollment is April 1, 2021.</p>		
<p>QA Review and QA Report for Legal Entities</p>	<p>Annual QA Report & Written QA Process due by January 31, 2021. One report per Legal Entity and to include: Annual QA Report, Written QA Process, and Corrective Action Plan (if applicable) – email to QA@dmh.lacounty.gov.</p>	<p>Emailed and available at - https://dmh.lacounty.gov/qa/qa_crr/</p>	
<p>Knowledge Assessment Survey #3</p>	<p>Intended to be educational and can be used for training purposes. Includes documentation sample and questions. Legal Entities can track their agency/staff responses. Survey is available for approx. one month.</p>	<p>Emailed and, once survey period close, results can be accessed at - https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/</p>	
<p>Network Adequacy/Access to Care</p>	<p>Access to Care</p> <ul style="list-style-type: none"> • Reviewing August and September data and will contact those that were not already contacted during previous review. • Bulletin to come later this month. <p>NAPPA</p> <ul style="list-style-type: none"> • On hold for Directly Operated clinics but can still input general service location information. • Legal Entities must have a C# for access. • Taxonomy differences updated; however, providers need to make the changes. • Please continue to review “Not Accepting New Beneficiaries” on a monthly basis. <p>Email questions to: NetworkAdequacy@dmh.lacounty.gov</p>	<p>https://dmh.lacounty.gov/qa/na/</p>	

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Other Issues	Announcements: <ul style="list-style-type: none"> • Please use link provided to confirm attendance at meeting (will be provided each month). 		
Handouts	<ul style="list-style-type: none"> • Previous Minutes for meeting on 11/18/2020 • QIC Meeting PowerPoint (PPT) 1/20/2021 • Countywide Demographics PPT • Speakers Bureau PPT • Clinical Forms Bulletin 20-08 • QA Review & Report for LEs • Knowledge Assessment Survey Link 	Emailed	
Next Meeting	Next Meeting is February 17, 2021 via Microsoft Teams.		

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