

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

February 17, 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 |
| 3. Centralized Scheduling Pilot SA3 | Elizabeth Zimmerman |

Quality Improvement

1. No New Updates

Quality Assurance

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| 1. Medi-Cal Certification/Re-Certification Checklist | Renee Lee |
| 2. QA Bulletin 21-01: Beneficiary Handbook | Margaret Faye |
| 3. Network Adequacy/Access to Care | Gassia Ekizian |
| 4. QA Bulletin & Clinical Forms Updates | Kristin Gray |
| 5. Reminders: Knowledge Assessment; QA Report; Q&A Webinar | |

Other Issues

- | | |
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| 1. Announcements | All |
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*Handouts

** e-mailed

Next Meeting: March 17, 2021

Location: ENKI, 3208 Rosemead Blvd, 2nd Floor, El Monte, CA 91731

Parking at lower level only

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

Type of Meeting	Service Area 3 QIC			Date	2/17/2021
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>Lisa Ngo-Meza</i>	<i>Alma Family Services</i>	<i>Cheri Noone</i>	<i>Five Acres</i>	
	<i>Cynthia Concepcion</i>	<i>Almansor</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	
	<i>Lan Nguyen-Chawkins</i>	<i>Asian Pacific Treatment Center</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>	
	<i>Brianna Carlos</i>	<i>Bourne Inc.</i>	<i>Rebecca Schaal</i>	<i>Haynes Family of Programs</i>	
	<i>Tierra Patterson</i>	<i>Bourne Inc.</i>	<i>Elizabeth Boerkoel</i>	<i>Health Right 360/Prototypes</i>	
	<i>David Palmer</i>	<i>Boy's Republic</i>	<i>Lytara Garcia</i>	<i>Heritage Clinic</i>	
	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Maria Serratos</i>	<i>Heritage Group Homes, Inc.</i>	
	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Alma Reyes</i>	<i>Heritage Group Homes, Inc.</i>	
	<i>Leslie Shrager</i>	<i>Children's Bureau</i>	<i>Beth Foster</i>	<i>Hillsides</i>	
	<i>Darlene Medina</i>	<i>DMH</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>	
	<i>Marina Barrios</i>	<i>DMH</i>	<i>Lisa Rueda</i>	<i>Maryvale</i>	
	<i>Renee Lee</i>	<i>DMH</i>	<i>Gabriela Rhodes</i>	<i>McKinley</i>	
	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Leana Olague</i>	<i>Pacific Clinics</i>	
	<i>Robin Washington</i>	<i>DMH</i>	<i>Erica Villalpando</i>	<i>Pasadena Unified School District</i>	
	<i>Kristin Gray</i>	<i>DMH</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>	
	<i>Frances Liese</i>	<i>DMH</i>	<i>Daisy Osorio-Luna</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>Rachel Wozniak</i>	<i>Star Behavioral Health</i>	
	<i>Elizabeth Zimmerman</i>	<i>DMH</i>	<i>Jennifer Escorcia</i>	<i>Starview - TEAMMATES</i>	
	<i>Ariana Zepeda</i>	<i>D'Veal</i>	<i>Melanie Murad</i>	<i>Trinity Youth Services</i>	
<i>Londyn Miller</i>	<i>Eggleston</i>	<i>Rhonda Morken</i>	<i>Trinity Youth Services</i>		
<i>Michael Olsen</i>	<i>ENKI</i>				
<i>Jennifer Butler</i>	<i>Five Acres</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 Michael Olsen and second Robin Washington.	Presented Minutes	
Centralized Scheduling Pilot- Service Area 3	<p>The Centralized Scheduling Pilot - Service Area 3 Hospital Discharges started 2/1/2021. The goal is to centrally schedule hospital discharge appointments through the ACCESS Center in order to maximize provider capacity and efficiently/quickly provide clients with an appointment. (Offered within 5 Business Days from date of discharge.)</p> <p><u>Overall Process:</u></p> <ol style="list-style-type: none"> 1. Hospital calls ACCESS when discharging a client to obtain an appointment for the client. 2. ACCESS identifies the most appropriate provider and available appointment, provides Hospital with appointment date/time, and schedules the appointment with the Provider. 3. Provider contact client the day before the appointment to inform of the method of delivery. 	Handout emailed	Elizabeth Zimmerman, LMFT
Quality Improvement	No New Updates		
Quality Assurance			

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<p>Policy Bulletin 21-01</p>	<p>New Policy 306.27 Esketamine (SPRAVATO) - Directly Operated only.</p> <p>Revised Policy</p> <ul style="list-style-type: none"> • 303.01: - Tarasoff (DO & LE) • 307.04: Telemental Health by Lanterman-Petris-Short Authorized Clinicians (DO & LE) 	<p>https://dmh.lacounty.gov/providers/administrative-tools/policies-parameters-guidelines/</p>	
<p>QA Policy Bulletin 21-01 Revised Beneficiary Handbook</p>	<ul style="list-style-type: none"> • Revised and updated in accordance with Department of Health Care Services (DHCS) information Notice 18-043. • Providers must provide (mail, email, or in-person) each Medi-Cal beneficiary with the handbook when the beneficiary first accesses services, and thereafter upon request. • Department is in the process of translating the Handbook into all threshold languages. (Currently only available in English) 	<p>https://dmh.lacounty.gov/qa/qabul/</p>	
<p>Clinical Forms Bulletin 21-01</p>	<p>New Form: <u>MH 755 - CANS 0 to 5</u></p> <ul style="list-style-type: none"> • Form can be used to satisfy the requirement to conduct a TCM needs evaluation for clients, ages 0-5, who are receiving TCM services. <p>Updated Forms:</p> <p><u>MH 735 - CANS IP</u></p> <ul style="list-style-type: none"> • Assessment types for Administrative close and Urgent: Administrative close reasons. • Questions to satisfy the requirement of a TCM Needs Evaluation were added on page 3 to help providers determine a client's areas of needs and strengths. <p><u>MH 736 Pediatric Symptoms Checklist (PSC)35</u></p> <ul style="list-style-type: none"> • Admin Close and Urgent added 	<p>Emailed and available at https://dmh.lacounty.gov/qa/qabul/</p>	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<p><u>MH 718 - Service Request Log</u></p> <ul style="list-style-type: none"> Disposition Option for initiated Outreach & Engagement. <p><u>MH 744 - Supplemental Intensive Home Base Services Assessment & MH 745- Supplemental Therapeutic Foster Care Assessment.</u></p> <ul style="list-style-type: none"> Removed statement regarding client needing Full Scope Medi-Cal for IHBS & TFCS Added box to capture referring providers contact information. <p><u>MH 636 - Annual Client Treatment Plan</u></p> <ul style="list-style-type: none"> Revisions were done to align with the requirements for an “Annual Client Treatment Plan” identified in the Organizational Providers Manual. <p><u>MH 636A - Update Client Treatment Plan</u></p> <ul style="list-style-type: none"> Revisions were done to align with the requirements for an “Update Client Treatment Plan” identified in the Organizational Providers Manual. <p>*Please refer to Clinical Forms Bulletin 21-01 for a full description of the updates.</p>		
<p>Updates</p>	<p>QA - Bulletin 20-05 Revised</p> <ul style="list-style-type: none"> Removed requirement to send CANS and ICC Eligibility Forms when requesting authorization. Still complete forms as outlined in the bulletin. Claims without pre-authorization will be denied starting March 1, 2021. <p>QA - Bulletin 20-08:</p>	<p>Emailed. Bulletin available at https://dmh.lacounty.gov/qa/cfbul/</p> <p>Clinical Forms available at https://dmh.lacounty.gov/qa/qacf/</p>	

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	<ul style="list-style-type: none"> • Guide to Procedure Code Changes FAQs now available. <p>QA Webinar on 2/18/21 from 11am-12pm</p>		
<p>Network Adequacy/Access to Care</p>	<ul style="list-style-type: none"> • Policies being updated related to Access to Care - 302.07, 302.04, and 302.14. • New STRTS application coming soon. • Monitoring for August to September 2020 - Notification emails have been sent. • In NAPPA - 52 locations showing as not accepting new beneficiaries. Continue to update each month. • NOABD application estimated to be up and running in March 2021. (In preparation, make sure to have C# for access). • NAPPA Training 2/17/21 from 9:30am-11am. <p>Email questions to: NetworkAdequacy@dmh.lacounty.gov</p>	<p>https://dmh.lacounty.gov/qa/na/</p>	
<p>Other Issues</p>	<ul style="list-style-type: none"> • QIC Meeting every 3rd week of the month • Anyone has a topic, reach out to Kristin she will find someone to speak at one of the QIC meetings. 		
<p>Handouts</p>	<ul style="list-style-type: none"> • Previous Minutes for meeting on 01/20/2021 • PowerPoint Slides 02/17/2021 • DMH Centralized Scheduling Pilot -SA3 Hospital Discharges 	<p>Emailed</p>	
<p>Next Meeting</p>	<p>Next Meeting is April 21, 2021 via Microsoft Teams.</p>		