

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

October 21, 2020

9:30 am – 11:00 am

AGENDA

- | | |
|--|-----------------|
| 1. Welcome and Introductions | Kristin Gray |
| 2. Review/approval of the Minutes* | All |
| 3. Star Behavioral Health – Urgent Care Center | LaTrisha Boothe |

Quality Improvement

- | | |
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| 1. EQRO | Daiya Cunnane |
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Quality Assurance

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| 1. Medi-Cal Certification Updates | Kristin Gray |
| 2. QA Bulletin 20-05: ICC, IHBS, TBS Services | |
| 3. QA Bulletin 20-06: TCM Needs Evaluation | |
| 4. Clinical Forms Bulletin 20-04 | Gassia Ekizian |
| 5. Training Updates | |
| 6. NAT/Access to Care | Margaret Faye |

Other Issues

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

Next Meeting: November 18, 2020
Location: TEAMS

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

Type of Meeting	Service Area 3 QIC	Date	10/21/2020																																																																																																
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:	11:00 am																																																																																																
Members Present	<table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Cynthia Concepcion</i></td> <td style="width: 25%;"><i>Almansor</i></td> <td style="width: 25%;"><i>Cheri Noone</i></td> <td style="width: 25%;"><i>Five Acres</i></td> </tr> <tr> <td><i>Lan Chawkins</i></td> <td><i>APCTC</i></td> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> </tr> <tr> <td><i>David Palmer</i></td> <td><i>Boy's Republic</i></td> <td><i>Margaret Faye</i></td> <td><i>Hathaway-Sycamores</i></td> </tr> <tr> <td><i>Mark Rodriguez</i></td> <td><i>Bridges</i></td> <td><i>Elizabeth Boerkoel</i></td> <td><i>Health Right 360</i></td> </tr> <tr> <td><i>Misook Nierodzik</i></td> <td><i>Center for Integrated Family and Health Services</i></td> <td><i>Jane Kim</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Leslie Shrager</i></td> <td><i>Children's Bureau</i></td> <td><i>Grace Kim</i></td> <td><i>Heritage Clinic</i></td> </tr> <tr> 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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 Elizabeth Boerkoel.	Presented Minutes	
Star Behavioral Health Group	<p>Presentation on the new urgent care center in City of Industry and their resources. Discussed age range, number of beds, staffing, and transportation assistance. Referral information on brochure. One additional facility in Long Beach.</p> <p>Contact Information:</p> <p>18501 Gale Ave., Suite 100 City of Industry, CA 91748 (626) 626-4997</p> <p>3210 Long Beach Blvd. Long Beach, CA 90807 (562) 548-6565</p>	Brochure emailed.	La Trisha Boothe
Information from QI division			
EQRO	<p>Occurred in SA 2 & 5; different service areas chosen each year. Annual review of DMH practices by 3rd party the last week of September. Review conducted virtually this year. SA2 &5 obtained positive feedback from community groups. Positive feedback regarding response to COVID-19. Areas of improvement related to capacity needs and stigma training for family members. A formal report will be available soon.</p>		

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Consumer Perception Surveys (CPS)	Discussion about how to increase engagement from older adult population. Providers gave feedback regarding possible barriers.		
Quality Assurance			
Medi-Cal Certification Update	<p>Updated Medi-Cal Certification Checklist (10/8/2020) – Based on most recent Policy Bulletin (9/30/20) 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	
QA Bulletin 20-05: New Requirements for ICC, IHBS, TFC, and TBS	<p>Effective October 1st, 2020 - ICC to be provided to all eligible EPSDT clients. ICC eligibility form to be completed to help determine if services are appropriate.</p> <ul style="list-style-type: none"> • <u>New client</u>: ICC Eligibility Form completed prior to the development of the CTP. • <u>Existing client</u>: ICC Eligibility form completed when next CTP is due or by January 1, 2021 –whichever is sooner. <p>Effective October 1, 2020 - Prior authorization is required for IHBS, TBS & TFC to ensure that all medically necessary covered Specialty Mental Health Services are sufficient in amount, duration, and scope to reasonably achieve the</p>	Emailed and available at https://dmh.lacounty.gov/qa/qa_bul/	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<p>purpose for which the services are furnished in accord with new Department of Health Care Services (DHCS) requirements referenced in DHCS Information Notice 19-026.</p> <p>Any claims for IHBS, TBS or TFC with dates of service on or after January 1, 2021 will be denied without a pre-authorization.</p>		
<p>QA Bulletin 20-06: TCM Needs Evaluation</p>	<p>Beginning October 1, 2020 with full implementation expected by January 1, 2021 - Conduct annual TCM needs evaluations for clients receiving Targeted Case Management Services (TCM).</p> <ul style="list-style-type: none"> • <u>New client</u>: Complete prior to development of CTP. • <u>Existing client receiving TCM services</u>: A needs evaluation should be completed on or before the date of the client's next treatment plan. • A TCM needs evaluation is not required for existing clients who are not receiving TCM services; however, providers are strongly encouraged to complete one to ensure TCM services are not needed. 	<p>Emailed and available at https://dmh.lacounty.gov/qa/qa/bul/</p>	
<p>Clinical Forms Bulletin 20-04</p>	<p>Reviewed the following forms:</p> <ul style="list-style-type: none"> • New: MH742 Needs Evaluation Tool; MH743 Intensive Care Coordination Eligibility; MH744 Supplemental Intensive Home Based Services Assessment; MH745 Supplemental Therapeutic Foster Care Services Assessment; MH746 through MH754 Notice of Adverse Benefit Determination. 	<p>Emailed. Bulletin available at https://dmh.lacounty.gov/qa/cfbul/</p> <p>Clinical Forms available at https://dmh.lacounty.gov/qa/qa/cf/</p>	

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	<ul style="list-style-type: none"> • Updated: MH661 Supplemental Therapeutic Behavioral Assessment. • Obsolete: MH506 Community Functioning Evaluation; MH729 Katie A Subclass Membership Form; MH726 Notice of Action- Assessment; Form 727 Notice of Action – Lack of Timely Services. 		
<p>Network Adequacy/Access to Care</p>	<p>New Name: Network Adequacy: Provider and Practitioner Administration (NAPPA)</p> <ul style="list-style-type: none"> • Will need C# to access NAPPA • Update NAPPA on a monthly basis <p>Access to Care Monitoring –delayed, emails are still going out.</p> <p>NOABD Forms to be faxed to patient’s rights. Spanish forms not available yet.</p> <p>QA Bulletin re: Access to care expectations – ETA late October</p> <p>Email questions to : NetworkAdequacy@dmh.lacounty.gov</p>		
<p>Training and Operations</p>	<p>ICC Training Video Module/PowerPoint and TCM Needs Evaluation PowerPoint are now available.</p> <p>For Directly operated Programs – Online Trainings Coming Soon: Medical Necessity, Med Consent/Treatment Plan & Vitals; Understanding</p>	<p>https://dmh.lacounty.gov/qa/qa-training/</p>	

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	<p>Medical Necessity / Community Functioning Evaluation; Treatment and Progress Notes for Nurses and LPTs</p> <p>Provider Connect Manual for IHBS and TBS Process now available at https://dmh.lacounty.gov/pc/cp/provider-connect/</p>		
Other Issues	<p>Announcements:</p> <ul style="list-style-type: none"> • As new QA/QI information becomes available, Kristin Gray will notify QIC members. • Promotores to present next month regarding their program and experience with test calls. • Discussion regarding recent bulletins and requirements. 		
Handouts	<ul style="list-style-type: none"> • Previous Minutes for meeting on 09/18/2020 • PowerPoint Slides 10/21/2020 • Clinical Forms Bulletin 20-04 • Updated Medi-Cal Certification Checklist • QA Bulletins 20-05 and 20-06 • Star Behavioral Health Group Brochure 	Emailed	
Next Meeting	Next Meeting is November 18, 2020 via Microsoft Teams.		

Respectfully Submitted, Darlene Medina, Department of Mental Health