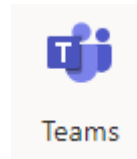


COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
 ANTELOPE VALLEY – SA1

Quality Improvement Council Meeting –

A G E N D A

January 5th, 2021  
 1:00 – 2:30 p.m.



Marylune Im, LMFT, Chair  
 Barbara Paradise, LMFT, Co-Chair

I.	Introductions – Welcome to Team Meeting!	QIC Members
III.	Quality Improvement Updates <ul style="list-style-type: none"> <li>EQRO-findings been sent to providers from the September review.</li> </ul>	M. Im B. Paradise
III.	Improvement Division - Consumer Perception Surveys <ul style="list-style-type: none"> <li>Presentation on Adults and Older Adult Population</li> </ul>	Daiya Cunnane
IV.	Policy & Technical Development *Clinical Forms Bulletins <ul style="list-style-type: none"> <li>PAVE (medi-cal)- date extended until 4/1/2021</li> <li>NAPPA</li> <li>Guide to Procedure Codes for Specialty Mental Health Services</li> </ul>	M.Im B. Paradise
V.	Quality Assurance Updates <ul style="list-style-type: none"> <li>ACCESS to Care</li> <li>Pre-Authorization for IHBS, TBS, TFC (reminder)</li> </ul>	M. Im B. Paradise
VI.	Training & Operations <ul style="list-style-type: none"> <li>Training for directly operated providers using IBHIS</li> <li>General Training for Legal Entities and Juvenile Justice Halls/Camps</li> <li>Intensive Care Coordination (ICC) Training Module and Power-point</li> <li>Targeted Case Management (TCM) Needs Evaluation Intro Power-point</li> </ul>	M. Im B. Paradise
VII.	Medi-Cal Certification <ul style="list-style-type: none"> <li>Updated Medi-Cal Certification (Revised 11/16/20)</li> </ul>	M. Im B. Paradise I.Wang
VIII.	Cultural Compliance Committee- No report Patient Right's- No updates	M. Im B. Paradise

**Next Meeting: March 2<sup>nd</sup>, 2021 1:00PM-2:30PM**

***Please keep the SA-1 Liaison updated with changes to you agency's QIC Liaison or Change of Provider contact(s).***



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA (1) QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date: 01/05/21  
Time: 1:00 PM-2:30 PM

<b>Type of meeting:</b>	Virtual meeting
<b>Meeting Link:</b>	<a href="https://web.microsoftstream.com/video/f9e4d27b-65e7-4322-a2c3-bb5bec64f6c4">https://web.microsoftstream.com/video/f9e4d27b-65e7-4322-a2c3-bb5bec64f6c4</a>
<b>Members Present:</b>	Barbara Paraise, Daiya Cunnane, Ilda Aharonian, Marylune Im, Percy Brown, Debra Berzon-Leitelt, Kathleen Baker, Jennifer Evans, April Poyner, Paul Ha, Hanika Foster, Sandra Ponce, Lora Cofield, Deborah Curry, Deborah Hansen, Makiko Hoichi, Lilia Siordia, Yvette Perez, Crystal Isom

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Introductions		All QIC members	
Demographic Profile Adult & Older Adult Populations	Data from past survey period presented  *Power-point sent to QIC members	D.Cunnane	
Policy & Technical Development <ul style="list-style-type: none"> <li>Bulletins</li> </ul>	<ul style="list-style-type: none"> <li>PAVE (medical)- date extended until 4/1/2021</li> <li>NAPPA</li> <li>Guide to Procedure Codes for Specialty Mental Health Services</li> <li>ACCESS to Care</li> </ul>	M. Im & B. Paradise	

	<ul style="list-style-type: none"> <li>• Pre-Authorization for IHBS, TBS, TFC (reminder)</li> </ul> <p>*Updates emailed to QIC members and links on the PowerPoint</p>		
Training and Operations	<ul style="list-style-type: none"> <li>• Training for directly operated providers using IBHIS</li> <li>• General Training for Legal Entities and Juvenile Justice Halls/Camps</li> <li>• Intensive Care Coordination (ICC) Training Module and Power-point</li> <li>• Targeted Case Management (TCM) Needs Evaluation Intro Power-point</li> </ul>	M. Im and B. Paradise	

Training information link [\\*https://dmh.lacounty.gov/qa/qa-training/](https://dmh.lacounty.gov/qa/qa-training/)

Medi-cal certification information link [\\*https://dmh.lacounty.gov/qa/qampc/](https://dmh.lacounty.gov/qa/qampc/)

**NEXT MEETING:** March 2<sup>nd</sup>, 2021 1:00 PM-2:30PM

Respectfully approved by QIC members Percy Brown and Yvette Brown and Marylune Im



# SPA 1 QIC Meeting

Marylune Im, Chair

Barbara Paradise, Co-Chair

January 5<sup>th</sup>, 2021

DEPARTMENT OF MENTAL HEALTH

hope. recovery. wellbeing.

# Agenda

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III.	Quality Improvement Updates <ul style="list-style-type: none"> <li>EQRO-findings been sent to providers from the September review.</li> </ul>	M. Im B. Paradise
III.	Improvement Division - Consumer Perception Surveys <ul style="list-style-type: none"> <li>Presentation on Adults and Older Adult Population</li> </ul>	Daiya Cunnane
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Next Meeting: March 2<sup>nd</sup>, 2021 1:00PM-2:30PM

# Introductions

- ▶ Name
- ▶ Agency/Role
- ▶ Type Name/Agency in the CHAT BOX
- ▶ Happy NEW YEAR! What are you looking forward to in 2021?



# DMH QA/QI Monthly Meeting

- ▶ If you would like to attend the monthly QA/QI Live meetings that DMH has please register at this link: Next meeting will occur January 11<sup>th</sup>, 2021 at 10:30AM.
- ▶ Must register prior to the training and will get an invite.

<https://tinyurl.com/QA-QI-Meeting-Invite>



# Quality Improvement Update

- ▶ During the QA/QI meeting in December, only update for QI is the EQRO-findings been sent to providers from the September review.

\*No other information at this time for us to report.



# Demographic Profile Adult & Older Adult Populations

Office of Administrative Operations  
Quality, Outcomes, and Training Division  
Quality Improvement Unit

Presented by: Daiya Cunnane

# Purpose

- ▶ To provide a brief description and illustration of Adult and Older Adult beneficiaries within the Los Angeles County Department of Mental Health.



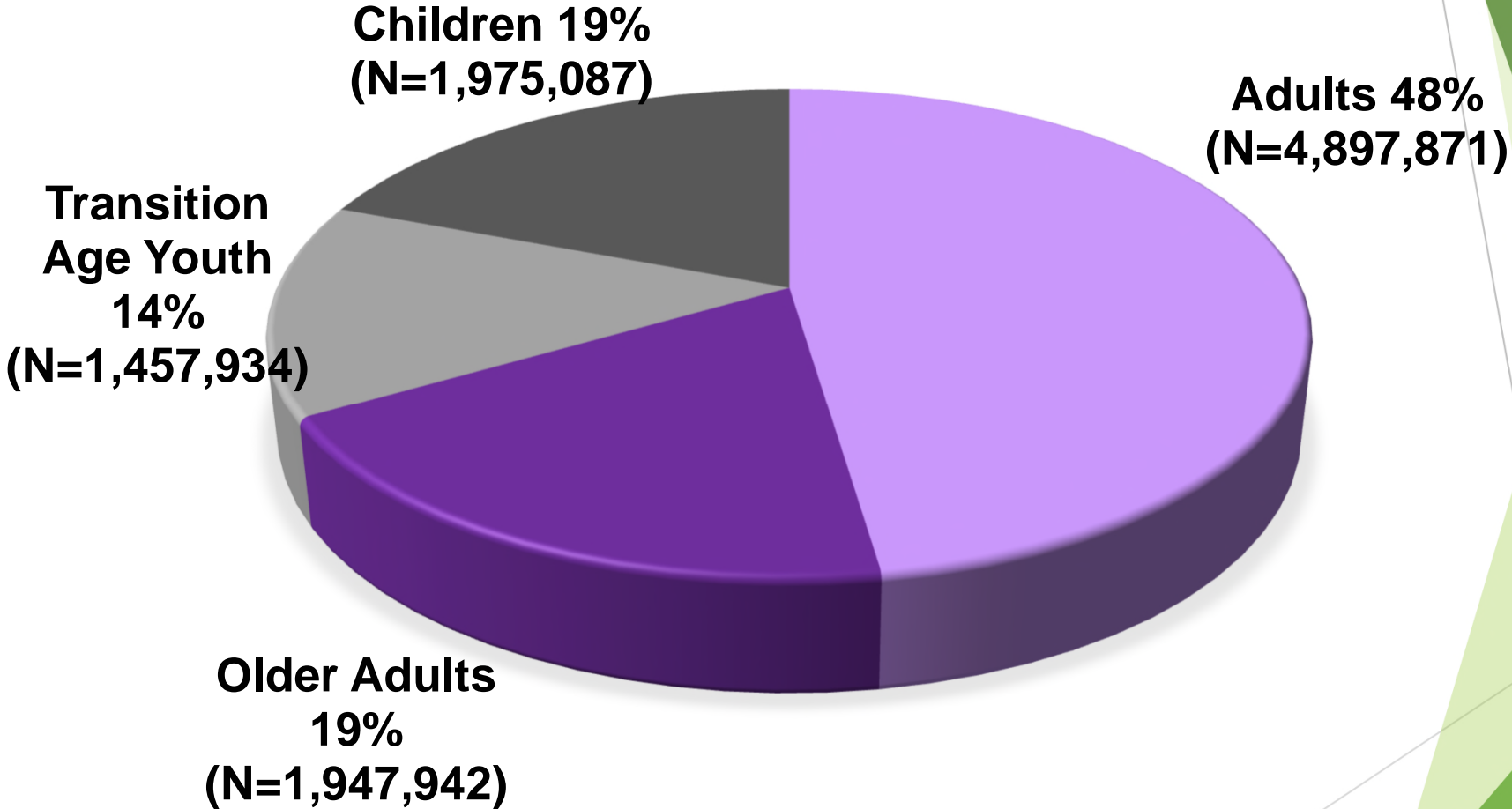
# Data Source

## ▶ Annual QI Report

- ▶ Produced annually and posted on the QI website:  
<https://dmh.lacounty.gov/qid/>
- ▶ QI Report highlights
  - ▶ QI and Cultural Competency Unit (CCU) activities
  - ▶ Population Needs Assessment
  - ▶ QI Work Plan Evaluation Report
  - ▶ Next Calendar Year (CY) Work Plan Goals
- ▶ Contributors include:
  - ▶ QI Unit and Chief Information Office (CIO)

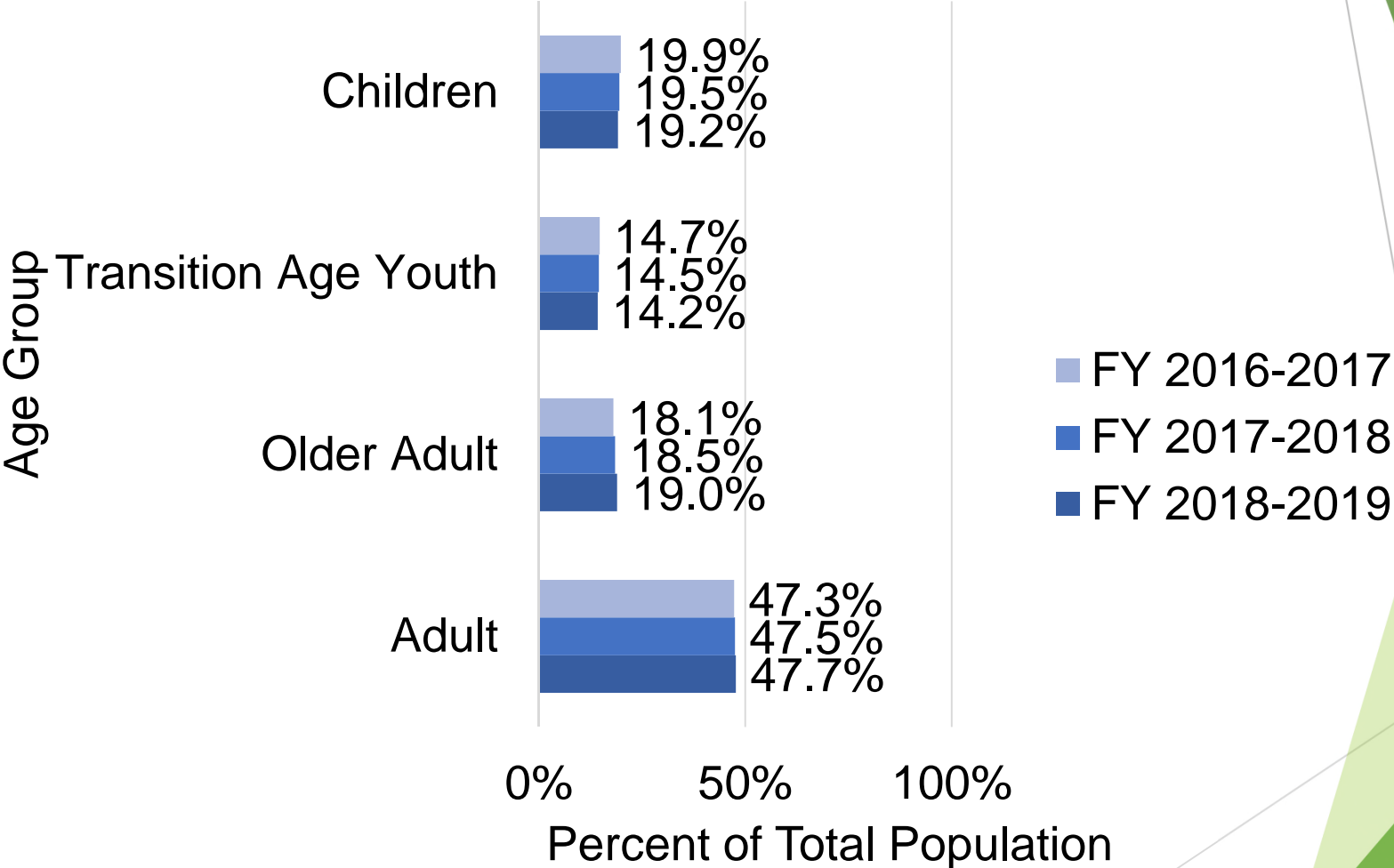
# Population Data

**Figure 1: Total Population by Age Group for  
Los Angeles County  
CY 2018**



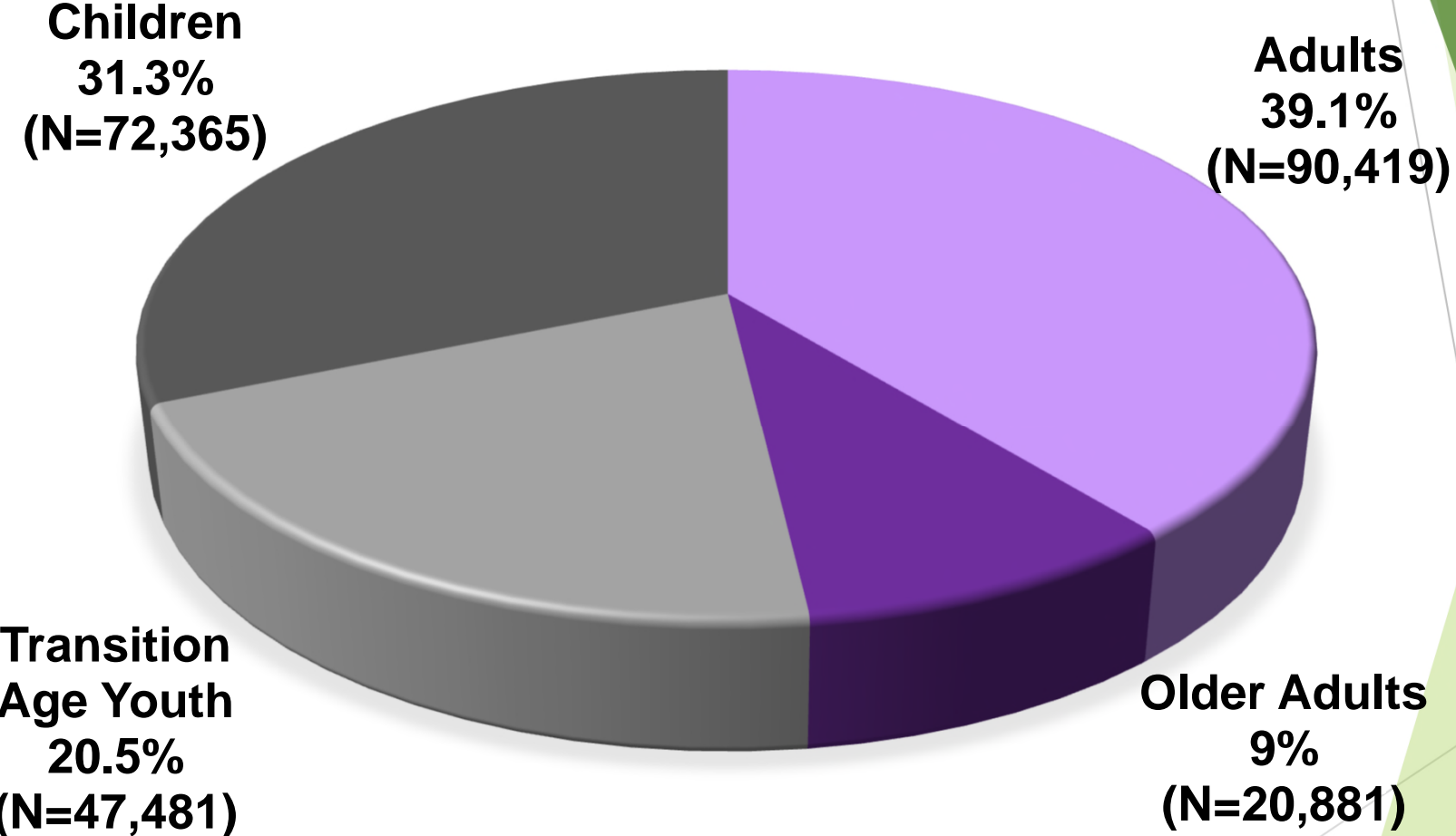
Data Source: American Community Survey (ACS), US Census Bureau and Hedderson Demographic Services, 2019. Please note rounding and estimated numbers may apply in some categories.

**Figure 2: Three-Year Trend in Total Population by Age Group  
FY 2016-2017 to FY 2018-2019**



# Consumers Served in Outpatient Programs Data

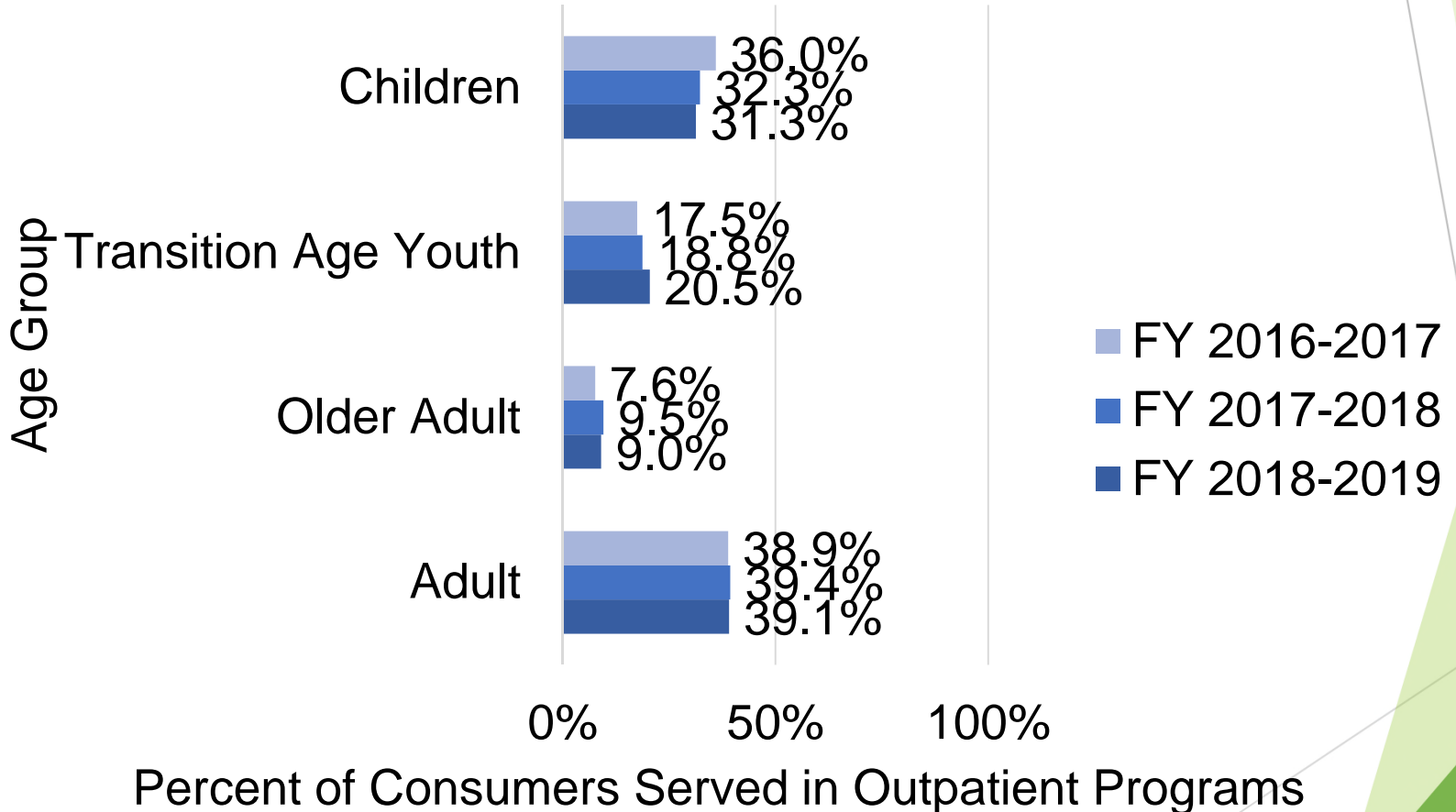
**Figure 3: Consumers Served  
in Outpatient Programs by Age Group  
FY 2018-2019**



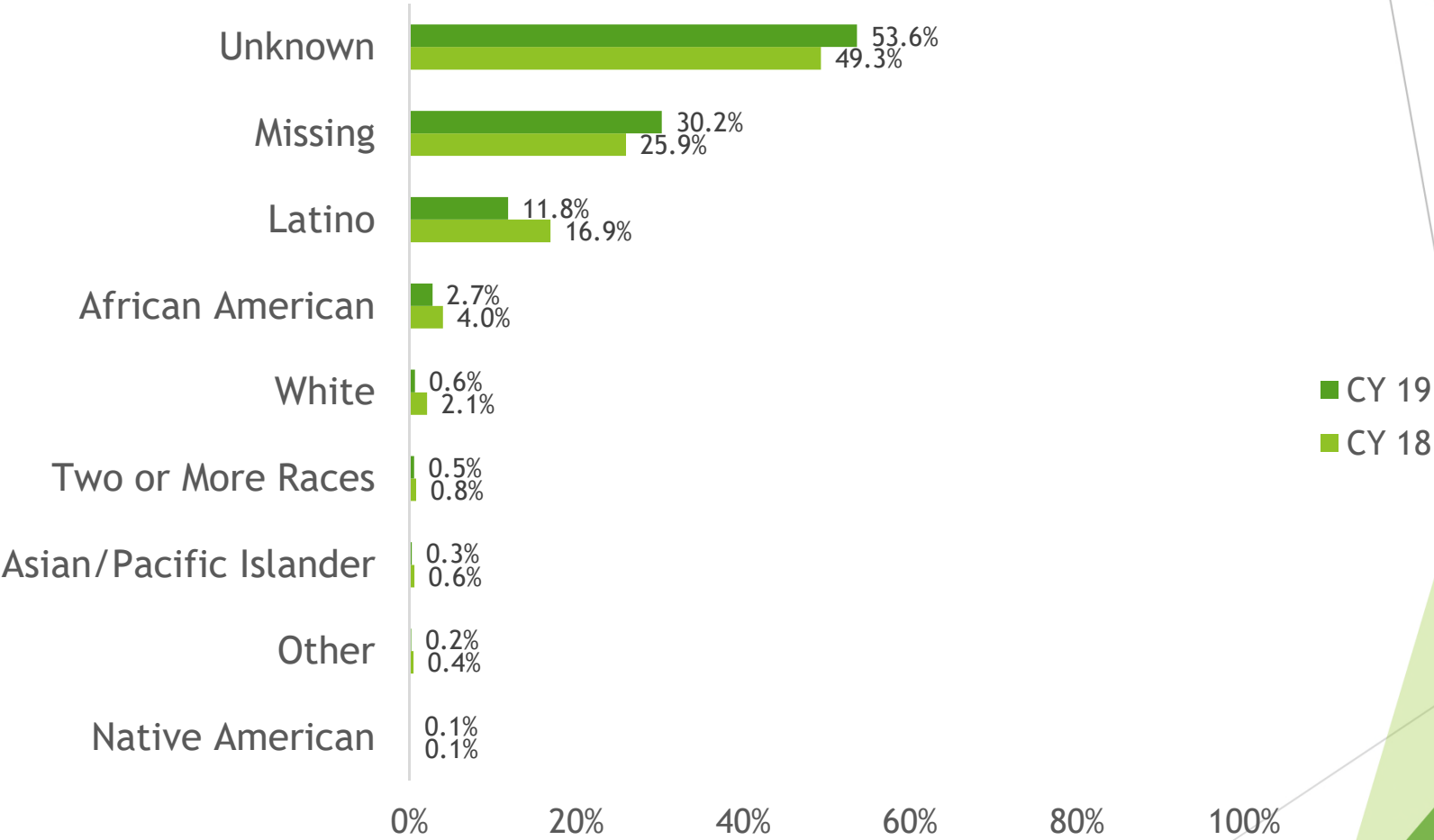
Data Source: LACDMH-IS-IBHIS, September 2019. Please note rounding and estimated numbers may apply in some categories.



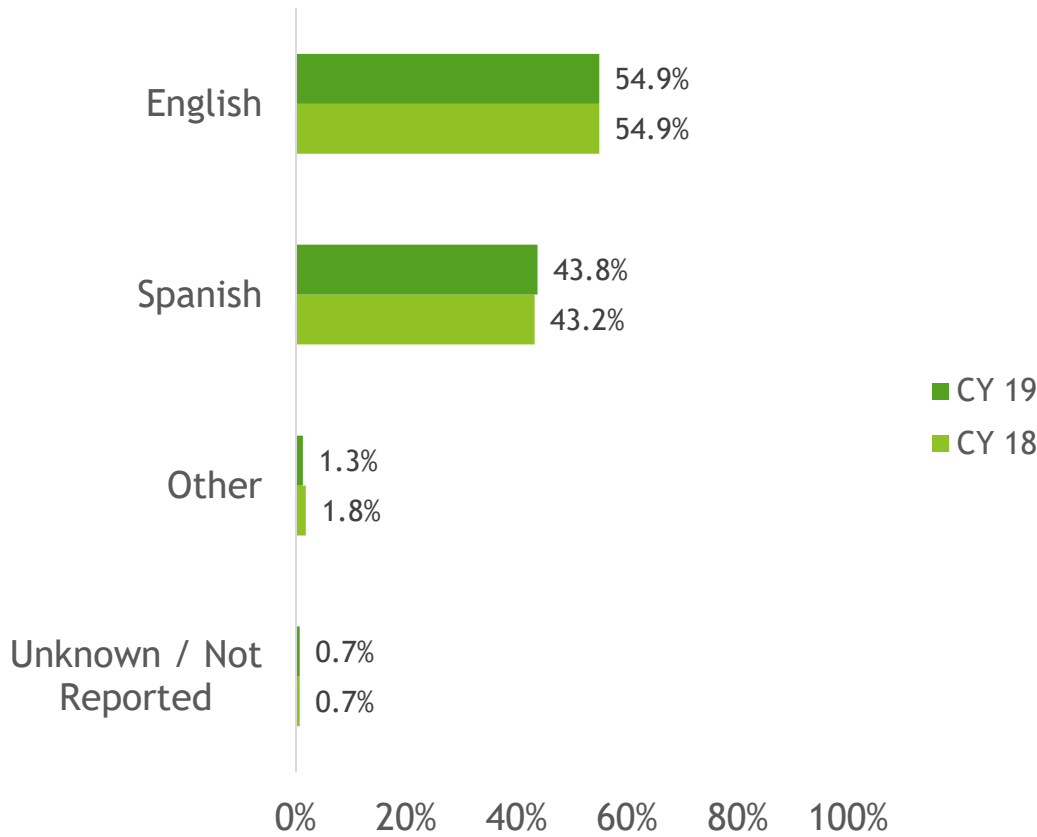
**Figure 4: Three-Year Trend in Consumers Served in Outpatient Programs by Age Group  
FY 2016-2017 to FY 2018-2019**



**Figure 5: Race/Ethnicity of Consumers Served in DHS DMH Collaboration Programs CY 2018 and 2019**

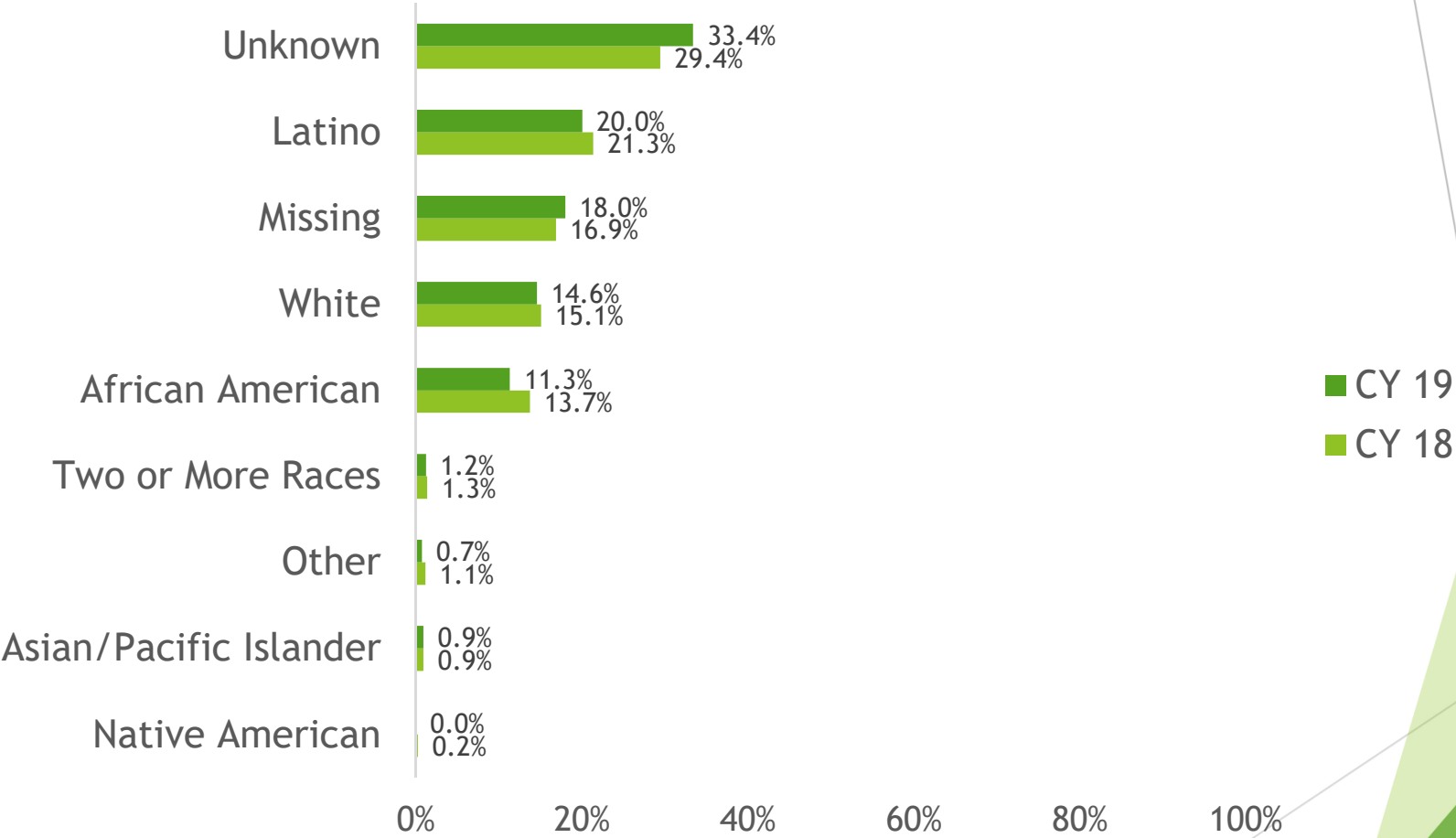


**Figure 6: Primary Language of Consumers Served in DHS DMH Collaboration Programs CY 2018 and 2019**

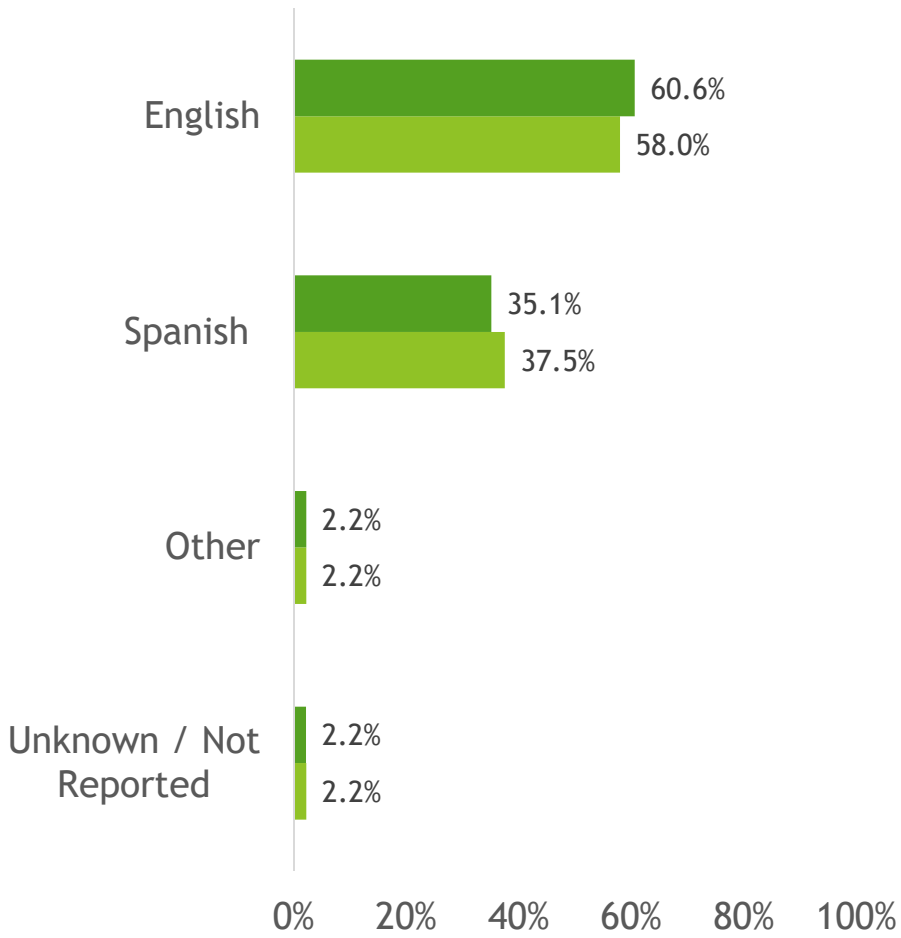


Other Language	CY 18 N	CY 19 N
Armenian	1	0
Bengali	1	0
Cantonese	1	1
Farsi	3	2
Korean	0	1
Mandarin	0	1
Other	1	1
Russian	3	0
Tagalog	1	0
Thai	0	1
Unknown/Not Reported	6	2

**Figure 7: Race/Ethnicity of Consumers Served in GENESIS Program CY 2018 and 2019**



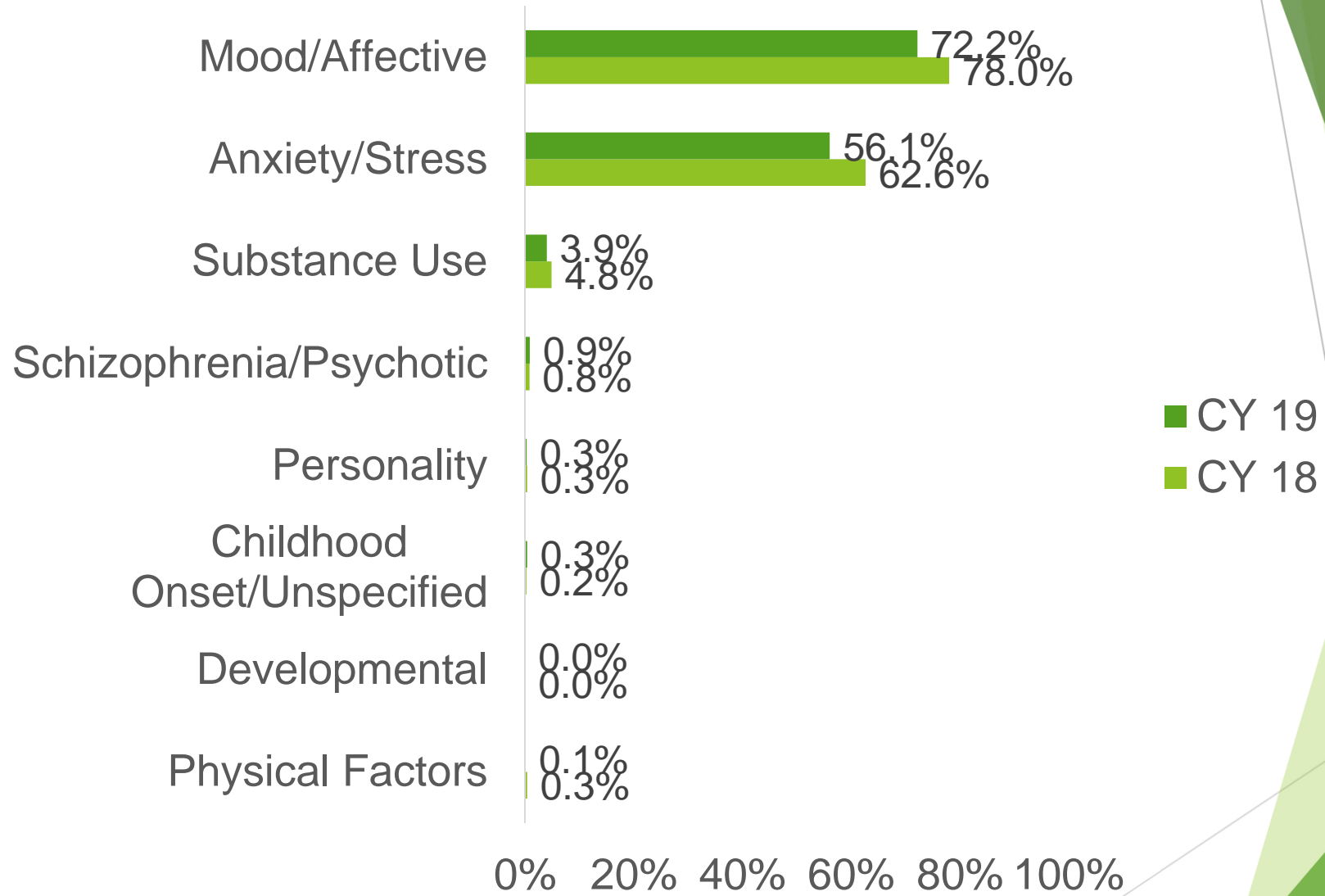
**Figure 8: Primary Language of Consumers Served in GENESIS Program CY 2018 and 2019**



Other Language	CY 18 N	CY 19 N
Armenian	2	2
Bulgarian	0	1
Cambodian	1	0
Farsi	0	1
French	0	1
Hungarian	0	1
Korean	1	1
Other	1	1
Tagalog	3	4
Thai	1	1
Turkish	1	0
Unknown/ Not Reported	10	12

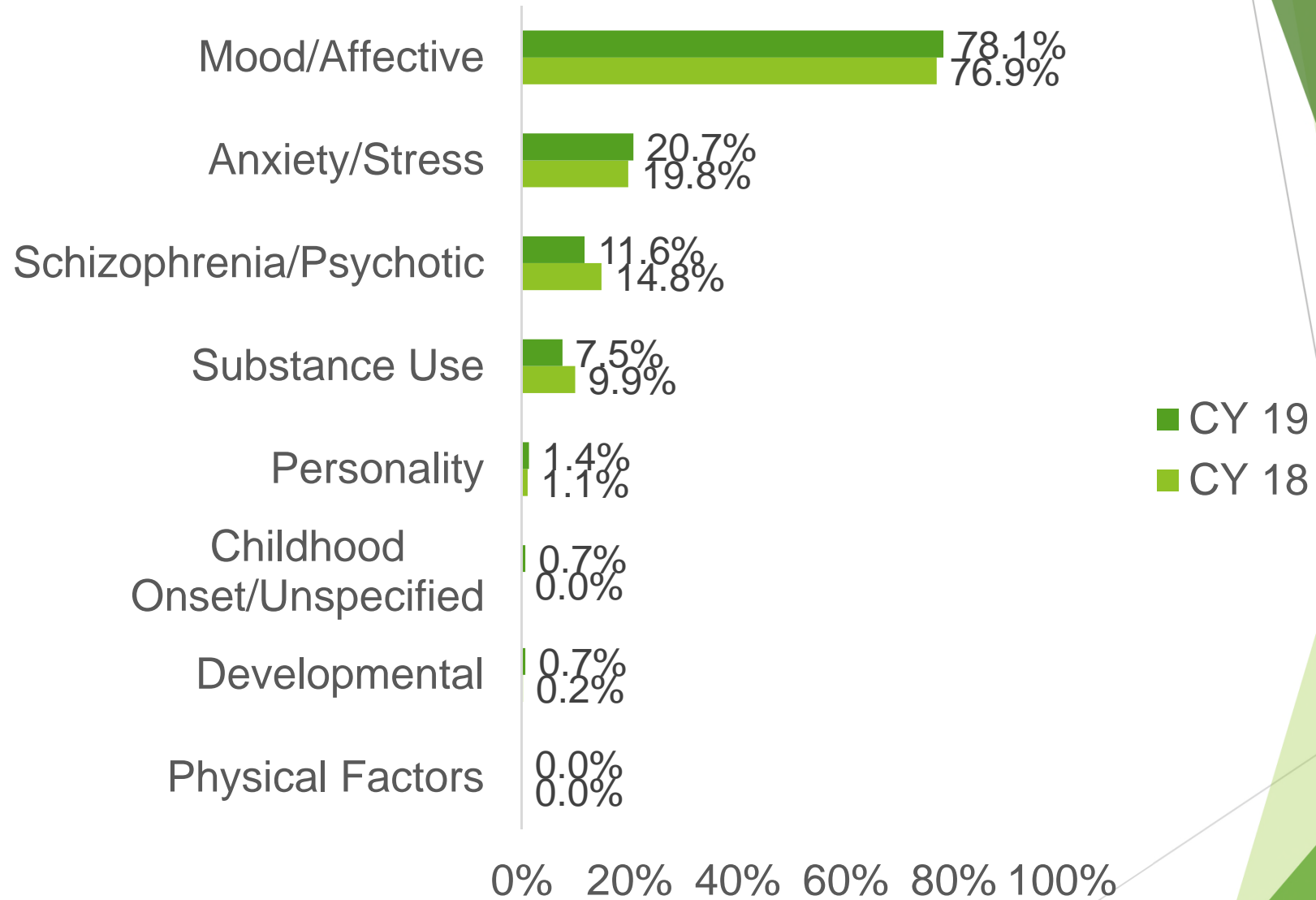
# Diagnosis Data

**Figure 9: Percent of DMH/DHS Consumers with Any Diagnosis**



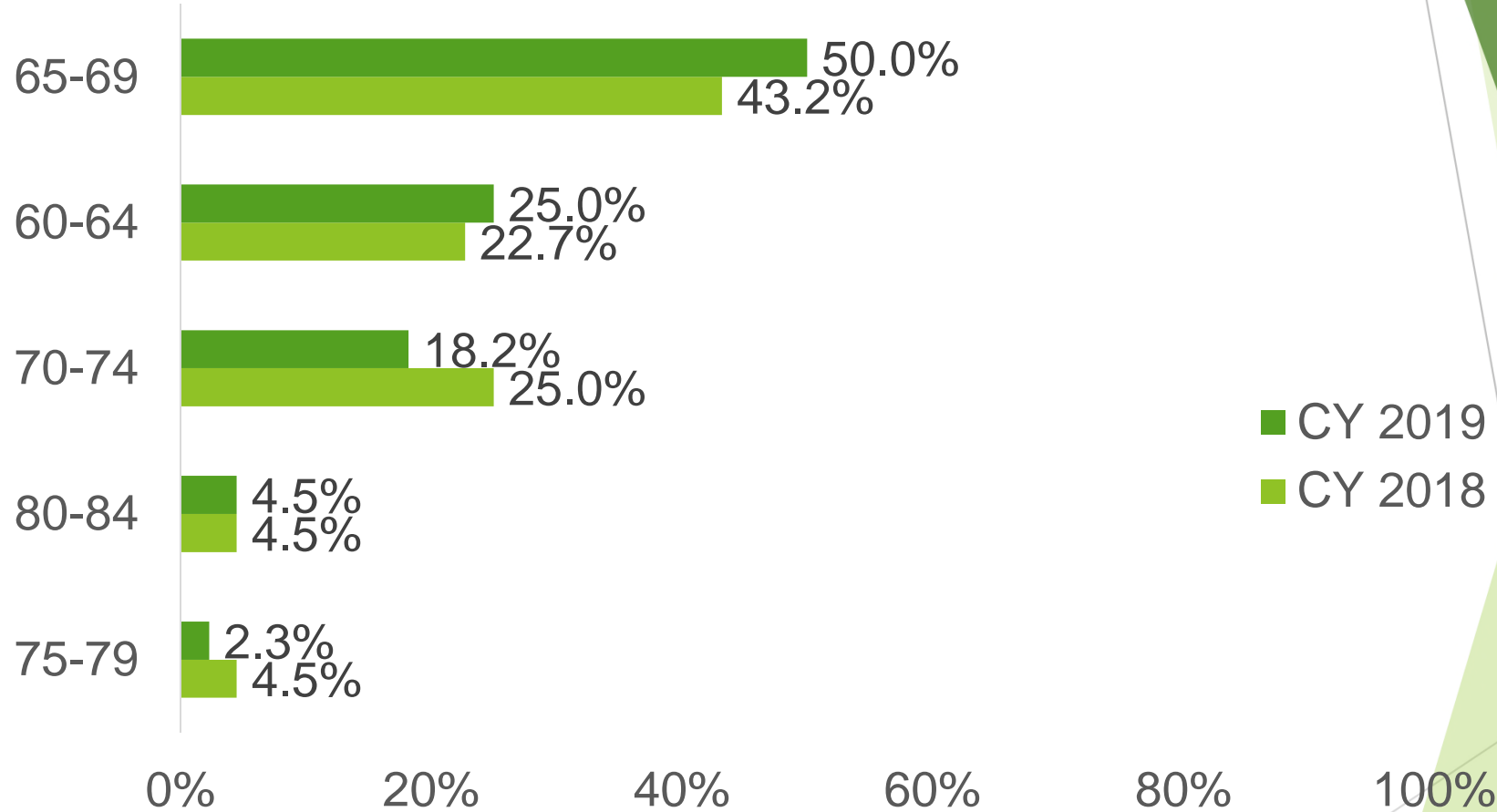
Included provider numbers: 19AHB, 7807, 7818, 7801, 7867, 7841, 7803, 7804, 7892.  
N (CY 18) = 910; N (CY 19) = 1165

Figure 10: Percent of GENESIS Consumers with Any Diagnosis





**Figure 11: Age Breakdown of GENESIS Consumers with Substance Use Disorder Diagnoses**



Questions?

Thank you!

For General QI inquiries, please contact us at [DMHQI@dmh.lacounty.gov](mailto:DMHQI@dmh.lacounty.gov)

# Policy and Technical Development: PAVE

- ▶ **New Date enrollment deadline:**
- ▶ •Eligible practitioners must enroll in PAVE, and if applicable, Medi-Cal Rx prior to 4/1/21.
- ▶ **Reminders:**
- ▶ •Practitioners need to enroll themselves and upload copies of their current professional licenses (state issued copy) and current state-issued ID
- ▶ Prescribing practitioners must also register in Medi-Cal Rx Portal
- ▶ Prescribers will have to enroll in PAVE prior to enrolling in Medi-Cal Rx
- ▶ •LACDMH is still waiting on more information from DHCS. An Info Notice is in development.

# PAVE continue...

## **Provider Application and Validation for Enrollment (PAVE)**

The Federal Cures Act (42 CFR 438.602(b)) requires states to screen, enroll and periodically re-validate all network providers of managed care organizations, including County Mental Health Plans. To meet this requirement, DHCS is requiring all County Mental Health Plans to utilize PAVE, a web-based application designed to simplify and accelerate enrollment processes, to enroll practitioners. Practitioners should utilize the portal to complete and submit applications, report changes to existing enrollments, and respond to DHCS initiated requests for continued enrollment or revalidation.

The following eligible practitioners must enroll into the PAVE System prior to **April 1, 2021**:

*Note: DHCS has extended the deadline which was originally prior to January 1, 2021.*

- ✓ 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
- ✓ Speech Therapists

Any discipline not listed above does not need to enroll in PAVE. This includes but is not limited to Psychiatric Technicians, Clinical Nurse Specialists, and Registered Nurses. Students and trainees do not need to enroll in the PAVE System.

# Network Adequacy: Provider & Practitioner Application (NAPPA)

- ▶ Modifications to NAPPA were released on December 1, 2020. Impacts both DO and LE!
- ▶ •Service Location -Track ability to see new clients at the age group and program level (QA Bulletin will be issued soon with instructions)
- ▶ •Practitioner -
- ▶ •Indicate if Mode 15 Services provided regularly
- ▶ •Gender
- ▶ •Ethnic Origin
- ▶ •Race
- ▶ •Category (tracks discipline at a more specific level e.g. Licensed Social Worker vs Registered Social Worker)
- ▶ •DSM5 Practice Focus
- ▶ **All providers must keep NAPPA up-to-date; check every 30 days**
- ▶ Language has been added into the LE Contract requiring NAPPA to be updated
- ▶ •DMH will start contacting providers who have not been accessing the system and keeping information up-to-date

# Guide to Procedure Codes for Specialty Mental Health-Effective 1/1/2021

## ▶ Changes in Evaluation & Management (E&M) Codes

### ▶ Inactive:

- ▶ •99201 -Deleted
- ▶ •To report, use 99202 or other appropriate codes

### ▶ New:

- ▶ •90882 -Non-Billable SSI Application
- ▶ ◦*For Directly Operated providers only, this is a non-billable procedure code that can be used to track time spent writing up the Social Security Income (SSI) application.*
- ▶ •99441 -Telephone E&M with Established Patients (5-10 mins)
- ▶ •99442 -Telephone E&M with Established Patients (11-20 mins)
- ▶ •99443 -Telephone E&M with Established Patients (21+ mins)
- ▶ •Time is based on the duration of the telephone call
- ▶ •There is no need to use the telephone (SC) modifier on these codes.
- ▶ •Only used for established clients (seen w/in past 3 years at the LE).For telephone E&M services with a new client (e.g., Initial Med Eval), continue to use H2010SC.

# Guide to Procedure Codes for Specialty Mental Health-Effective 1/1/2021

The below table summarizes the “old” and “new” procedure codes usage:

What you did	Old Code	New Code
Provided medication evaluation and management over the telephone for an existing client	H2010SC	99441, 99442, or 99443
Provided medication evaluation and management face to face to a new client	99201	99202 or other appropriate E&M code based on medical decision making or time
Wrote and completed the SSI application (Directly-Operated Only)	00000	90882

# ACCESS to CARE

- ▶ QA is currently looking at data for August -September 2020
- ▶ DMH-QA Will be contacting providers who are below 80% who have not already been contacted for the May -July benchmarks
- ▶ QA Bulletin will be issued in January with access to care expectations, reminders and other important information!



# Pre-Authorization of IHBS, TBS, TFC

- ▶ Pre-authorization requirements are effective January 1, 2021.
- ▶ Claims will be denied without pre-authorization starting March 1, 2021.
- ▶ Extension in order for the grace period to match the 6 month authorization period and prevent all authorizations being due on the same date
- ▶ To ensure clients currently receiving the services continue receiving the services, the analysis of the requests will be phased in with more detailed analysis
- ▶ Emphasis will be on not denying services
- ▶ Will initially look at key clinical components and ensuring requirements for the service are met
- ▶ If documents are missing but justification for services can be inferred, will approve without the documents
- ▶ Will eventually phase in stricter adherence to document submission and other items
- ▶ Will be pulling together a workgroup of providers to discuss the process

# Reminder:

## ► Intensive Care Coordination (ICC) updates

### **MH 743 – Intensive Care Coordination (ICC) Eligibility form**

IBHIS Form (DO ONLY):	N/A
Implementation Date:	10/1/20
Type of Form (LE ONLY):	Required Data Elements
Implementation:	For DO: 10/1/20 For LE: 10/1/20

#### **PURPOSE:**

- To determine if a client meets criteria to receive Intensive Care Coordination (ICC) services (*Refer to QA Bulletin 20-05*) and if the client meets Katie A Subclass criteria in order to add the DPI segment on the claim

#### **REFERENCES/INSTRUCTIONS:**

- To be completed for all clients who meet EPSDT eligibility any time the treatment plan is due or being considered for updates based on significant changes to the client's condition or status
- This form may be completed by staff of any discipline

# Reminder:

## ► Supplemental Intensive Home Based Services (IHBS)

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### **MH 744 – Supplemental Intensive Home Based Services (IHBS) Assessment**

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IBHIS Form (DO ONLY):	N/A
Implementation Date:	10/1/2020
Type of Form (LE ONLY):	Required Data Elements
Implementation:	For DO: 10/1/20 For LE: 10/1/20

#### **PURPOSE:**

- To request prior authorization for Intensive Home Based Services (IHBS)

#### **REFERENCES/INSTRUCTIONS:**

- To be completed for eligible clients for whom IHBS is indicated; must be completed prior to service delivery of IHBS
  - This form is to be submitted to the CCR Authorization Unit for prior authorization
  - Must be completed every six-months and submit for prior authorization for clients continuing to receive IHBS
  - This form can be completed by any discipline but must be signed by an Authorized Mental Health Discipline (AMHD)
-

# Reminder:

## ► Supplemental Therapeutic Foster Care Services

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### MH 745 – Supplemental Therapeutic Foster Care Services (TFCS) Assessment

---

IBHIS Form (DO ONLY):	N/A
Implementation Date:	10/1/2020
Type of Form (LE ONLY):	Required Data Elements
Implementation:	For DO: 10/1/20 For LE: 10/1/20

#### **PURPOSE:**

- To request prior authorization for Therapeutic Foster Care (TFC) Services. *(Refer to QA Bulletin 20-05)*

#### **REFERENCES/INSTRUCTIONS:**

- To be completed for eligible clients for whom TFC is indicated; must be completed prior to service delivery of TFC
- This form is to be submitted to the CCR Authorization Unit for prior authorization
- Must be completed every six-months and submit for prior authorization for clients continuing to receive TFC
- This form can be completed by any discipline but must be signed by an Authorized Mental Health Discipline (AMHD)

# Training and Operations

- ▶ General documentation & claiming training modules and other training resources now available.
  - ▶ <https://dmh.lacounty.gov/qa/qa-training/> [Click on link to access]

## TRAINING

A A A

[Training for Directly Operated Providers using IBHIS](#)

[General Training for Legal Entities and Juvenile Justice Halls/Camps](#)

[Intensive Care Coordination \(ICC\) Training Module](#)

[Intensive Care Coordination \(ICC\) Training PowerPoint \(PDF\)](#)

[TCM Needs Evaluation Intro PowerPoint \(PDF\)](#)

# Medi-cal Certification

- ▶ Forms provided through Email and available on-line.
  - ▶ <https://dmh.lacounty.gov/qa/qampc/> [Click on link to access]
- ▶ Updated forms (11/16/20) for Directly Operated and Contract Providers

## **MEDI-CAL PROVIDER CERTIFICATION**

A A A

### **CONTRACT-OPERATED PROVIDERS AND DIRECTLY-OPERATED PROVIDERS**

#### **BECOMING A SD/MC CERTIFIED PROVIDER**

[Overview and Instructions for New Certification](#)

[Provider Site Certification Protocol](#)

[SDMC Certification Application](#) (For Directly-Operated Providers Only)

[Medi-Cal Certification Checklist for Directly Operated Providers](#) (updated 11/16/20)

[Medi-Cal Certification Checklist for Contracted Providers](#) (updated 10/08/20)

[Staff Roster for Medi-Cal Certification](#)

# Announcements/Questions

- ▶ Open for discussion by QIC members



# Next SPA 1 QIC Meeting

- ▶ ON TEAMS (March 2nd, 2021 at 1:00 PM - 2:30 PM)

