



LOS ANGELES COUNTY
**DEPARTMENT OF
 MENTAL HEALTH**
 hope. recovery. wellbeing.

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA 8 QI/QA COMMITTEE MEETING
 11/18/2020
 1:30PM-3:30PM**

| | |
|---------------------------|---|
| Type of meeting: | Virtual monthly meeting via MS Teams |
| Meeting Recording: | Link to the meeting video: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8731 |
| Members Present: | See attached at the end of the minutes |

| AGENDA ITEMS | DECISIONS AND ACTIONS | RESPONSIBLE UNIT/STAFF | DUE DATE |
|---|---|-------------------------------|-----------------|
| Meeting electronic sign-in link: | Link was provided during the meeting and on the slides to record attendance: https://tinyurl.com/SA8QualityNov2020 | | |
| QUALITY ASSURANCE | | | |
| QA webpage | https://dmh.lacounty.gov/qid/ | | |
| Central Monthly QA/QI meeting | Combined QI and QA meeting video recording link 11/9/2020: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8671 | | |
| Legal Entity (LE) Chart Reviews Update | <ul style="list-style-type: none"> • Watts Labor Community Action Committee (WLCAC) - Next Week (11/16) • United American Indian Involvement (UAI) – Next Week (11/18) • Hillsides - January | | |
| Training Updates | <ul style="list-style-type: none"> • Collaborative Documentation for Legal Entities • TCM & Rehab module • Updated Assessment Module | | |

| | |
|--|---|
| | <ul style="list-style-type: none"> • Interactive training tools/exercises <p>QA Knowledge Assessment –Survey #3 coming soon</p> |
| DHCS Updates | <p>Discussed Act of Congress and Final Rule</p> <ul style="list-style-type: none"> • Final rule essentially supports the use of modern day technology to meet the need of patients and providers. • Sets in place new provisions for certified health IT developers to establish secure and standardized APIs (Application Program Interfaces). • A separate law that does not supersede current state and federal health record access laws, under the HIPAA Privacy rule, Cal H & S codes and CMIA. • Another piece of the Act deals with the responsibility of authorized prescribers of controlled drugs and substances, to prevent abuse and misuse of controlled drugs. |
| Health Information Management (HIM) | <p><u>Updated compliance and enforcement dates:</u></p> <ul style="list-style-type: none"> • New compliance and enforcement date is now April 5, 2021 for open notes and information blocking. This would have been 11/2/20. • There is an extended compliance date of December 31, 2022 for the 2015 edition of health IT certification and new standardized API functionality. <p><u>Open Notes:</u></p> <ul style="list-style-type: none"> • Outlaws any information blocking including patient data access • Health care organizations must provide patients access to their electronic health information and data, free of charge. • The difference with current laws is that access to data, under this Act, is immediate, and into devices such as smartphones or thumb drives. • Notes must be shared with health systems for coordination of care. • Psychotherapy notes are exempt from sharing. • DMH does not maintain psychotherapy notes as part of clients' health record <p><u>Types of Patient Data to be available:</u></p> |

| | |
|--|--|
| | <ul style="list-style-type: none"> • Diagnosis, Functional status, Treatment plan, Progress notes, Symptoms, Prognosis, Progress to date, Consultations, and Pathology and lab report narrative <p><u>Groups Referred to Actors under this Act:</u></p> <ul style="list-style-type: none"> • Healthcare providers • Health Information Exchanges and Networks • Health IT Developers of certified health IT (EHR vendors) |
| <p>Access To Care Monitoring Updates</p> | <ul style="list-style-type: none"> • All emails have been sent out to providers who are below 80% • Still waiting to receive POCs from some Legal Entity providers • QA in the process of reviewing POCs • Will be scheduling calls with Legal Entity providers • Will discuss findings from POCs and calls at tomorrow's Network Adequacy/Access to Care Webinar • Will be looking at data for the next "quarter" – August/September |
| <p>Policy & Technical Development</p> | <p><u>Upcoming FAQs</u></p> <ul style="list-style-type: none"> • Working on developing FAQs related to QA Bulletins where there are multiple repeat questions from providers • FAQs will be posted on the QA Webpage next to the respective QA Bulletin <p><u>QA Bulletin 20-07: PAVE & Medi-Cal Rx:</u> Key Information:</p> <ul style="list-style-type: none"> • Eligible practitioners listed in QA Bulletin 20-07 must enroll in PAVE prior to 1/1/21 • Practitioners need to enroll themselves and upload copies of their current professional licenses (state issued copy) and current state-issued ID <ul style="list-style-type: none"> ○ 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. <p><u>QA Bulletin 20-07: PAVE FAQs</u></p> <ul style="list-style-type: none"> • Reviewed the bulletin and reviewed the FAQs (see slides 16-20) |

| | |
|---|---|
| | <ul style="list-style-type: none"> • Additional FAQs will be posted this week <p><u>QA Bulletin 20-06: CANS Requirements</u></p> <p>LACDMH is working on finalizing a paper version of the CANS 0-5 form</p> <ul style="list-style-type: none"> • For DO providers, will be working to get the 0-5 form in IBHIS. • For DO providers, will be incorporating the needs eval questions into the CANS form in IBHIS • Will be adding an “administrative discharge” and “crisis” assessment type to both CANS forms • Additional information will be coming with when to use these options <p><u>Reviewed FAQs:</u> TCM needs eval, QA Bulletin 20-05: ICC FAQs (see slides 22-26)</p> <ul style="list-style-type: none"> • There was a Preauthorization of IHBS, TBS, TFC Webinar on 11/12/20 from 2-3 pm that addressed requirements, Provider Connect, forms, documentation, etc. <p><u>MAA Update (Directly Operated only)</u></p> <p>DMH directly operated providers should submit ALL paper MAA DMH Forms that were claimed between FY 2010/2011 and FY 2015/16 to FSB.</p> <ul style="list-style-type: none"> • Only MAA forms completed on paper should be sent • Submit the paper MAA DMH Forms via: <ul style="list-style-type: none"> ○ Email to Tracy T Namkung (TNamkung@dmh.lacounty.gov) and Sara Lee Dato (SLDato@dmh.lacounty.gov) ○ Drop off copies to (or send via county mail) to FSB on the 11th floor at 550 S. Vermont Ave. ○ If you have any questions please contact Tracy T Namkung TNamkung@dmh.lacounty.gov |
| <p>Directly Operated (DO) QA Check-Ins and Chart Reviews</p> | <ul style="list-style-type: none"> • Reviewed upcoming schedule (See slide 27-28) • DO virtual back to basics schedule (see slide 29) |

| QUALITY IMPROVEMENT | |
|----------------------------------|---|
| QI webpage | https://dmh.lacounty.gov/qid/ |
| QI Updates | <ol style="list-style-type: none"> 1. Cultural Competency Plan Presentation - <i>Hyun Kyung Lee, Ph.D., Clinical Psychologist II, LACDMH Cultural Competency Unit</i> 2. Consumer Perception Survey – No Fall surveys 3. Monthly Electronic Consumer Perception Survey (CPS) Development Report –10/05/20 <ul style="list-style-type: none"> • The development team, including CIO and QI, meets weekly on Tuesdays to develop the online survey application. • The team agreed that consumers could receive the survey through email or text. The survey may also be provided by an admin staff or clinician over the phone. CIO is working to develop the necessary fields in the application. • The application will be accessed by an Initiator (starter of the survey, an Admin or Clinician) and a Reviewer (Supervisor/Licensed Clinician) who have C Numbers (LE and DO). • CIO is working to create multiple translations of the surveys. • Ann Lee will keep committee updated on the progress of the application 4. EQRO – week of 9/28/20 – 10/1/20 <ul style="list-style-type: none"> • SAs 2 & 5 • There’s been an increase in contacts and decrease in missed appointments 5. QI Workplan – CY 2020 was distributed via email and reviewed during the meeting |
| Access To Care Monitoring | <ul style="list-style-type: none"> • Reviewed slides from the QI chairs monthly meeting (see slides 44-45) |
| ACCESS Center | <p>Clinics temporarily not accepting referrals – none listed for SA 8</p> <ul style="list-style-type: none"> • Please make sure to update NAS to push most current information into the Provider Directory including whether or not the agency is accepting new referrals. |

| | |
|--------------------------------------|--|
| | Call Center Modernization and Centralization of Scheduling for appointments coming in to ACCESS – discussed updates. Will keep committee notified of updates. |
| Policy Updates | Reviewed Policy Update Bulletin 20-09 and 20-10 Public Portal (compliancebridge.com) . |
| Change of Provider Logs (COP) | Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app). |
| NEXT MEETING | No meeting in December. Next meeting will be held on January 20, 2021 from 1:30PM-3:30PM. Happy holidays and New Year! |

Ann Lee PhD

Minutes Recorded by Ann Lee, DMH SA 8 Administration



LOS ANGELES COUNTY
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**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING
11/18/2020
1:30PM-3:30PM**

Members Present:

| NAME | PROGRAM/AGENCY |
|------------------------------|------------------------------------|
| Aaron Icedo | DMH San Pedro |
| Amy Sutherland | Aspiranet |
| Angela Lee | DMH TIES for Families-South Bay |
| Ann Lee (SA 8 QI/QA Liaison) | DMH SA 8 Administration |
| Anna Galindo | Personal Involvement Center |
| Anya Juvasvat | Dream Home Care Inc. |
| Brittany White | Personal Involvement Center, Inc. |
| Carina Hernandez | Star View Community Services |
| Cherrelle Harris | Personal Involvement Center |
| Courtney Stephens (Co-Chair) | MHALA |
| Dalia Diaz | Helpline Youth Counseling Inc. |
| Daphne King | South Bay Childrens Health Center |
| Debra Deleon | SSG/OTTP |
| Della Clayburg | DMH SFC |
| Demitri Richmond | 1736 Family Crisis Center |
| Denise Shook | Behavioral Health Services, Inc. |
| Dexter Jefferson | Tarzana Treatment Centers |
| Dora Anderson | 6859 & 7738 |
| Dr. Tiffany Harvey | Alafia Mental Health Institute |
| Ekaete Ekpo | Exodus Recovery |
| Elva Gutierrez | The Guidance Center |
| Enriqueta Allred | Didi Hirsch Mental Health Services |
| Esther Lee | DMH CMMD |
| Eugenia Cervantes | DMH volunteer |
| Evelyn Nankanja | Dream Home Care Inc |
| Gerelyn La Fleur | Personal Involvement Center |
| Gerardo Avila | Exodus Recovery, Inc. |
| Griselda Vega | Alma Family Services |
| Hala Masri | SSG Alliance |
| Helen Chang | DMH-Coastal API Family MHC |

| | |
|-------------------------------|----------------------------------|
| Irasema Sandoval | CA Mentor |
| Irma Velasquez Flores | DMH CAF participant |
| Jamie Chess | Exodus Recovery |
| Janine Solano | Starview Community Services |
| Jeff Baer | DMH - LBCAP |
| Jennifer Regan | DMH QI Unit |
| Jesica Sandoval | AADAP, Inc. |
| Jocelyn Aguilar | For The Child |
| Joel Solis | Medi-Cal Certification Unit |
| Jonathan Figueroa | Exodus Recovery |
| Kathleen Villagomez | San Pedro Mental Health |
| Kristina Castellanos | Star View Community Services |
| Layhearb Poon | Long Beach API |
| Linda Nakamura | Masada Homes |
| Lisa Ngo-Meza | Alma Family Services |
| Lisa Sumlin | Counseling4kids |
| Makesha Jones-Chambers | LAC DMH CMMD |
| Maria Llamas | For The Child, Inc. |
| Marissa Cabral | Tarzana Treatment Centers |
| Martha Cota | Latinos In Action (Long Beach) |
| Martin McDermott | Bayfront Youth & Family Services |
| Melinda Kuoeh | DMH HOME S8 |
| Michele Munde (Co-Chair) | Star View Behavioral Health |
| Natalie Anderson | ChildNet |
| Nicole Santamaria | Helpline Youth Center |
| Nizhu Minhaz | Counseling4Kids |
| Paula Valencia, QA Specialist | Star View BHUCC-LB |
| Ruth Wen | DMH San Pedro |
| Seung Won Hong | Children's Bureau Long Beach |
| Stephanie Canales | Stars Behavioral Health Group |
| Susan Osborne | MHALA |
| Yessica Brown | Crittenton Services |

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE MEETING VIA MS TEAMS

November 18, 2020

1:30PM - 3:30PM

- ▶ [Join Microsoft Teams Meeting](#)
- ▶ [+1 323-776-6996](#); Conference ID: 691 014 664#

Electronic sign-in – please click the link to complete the sign-in survey:

<https://tinyurl.com/SA8QualityNov2020>





SA 8 Countywide Activity Fund (CAF) Participants

SA 8 QI/QA meetings are approved for CAF reimbursement

Effective October 1st, 2020, Countywide Activity Funds (CAF) were officially reinstated.

- *New participants – eligible for reimbursement after your application is approved.*
- *Renewing participants – eligible for meetings starting 10/1/20; application was due by 10/31/20 for renewal.*

Questions about the program or to receive CAF book, application, and forms: please email CAF@dmh.lacounty.gov

Questions about SA 8 approved meetings and to obtain signature for meetings attended, please contact SA 8 CAF Liaison: Ann Lee alee@dmh.lacounty.gov

❖ **Meeting sign-in is required.** Sign-in options:

- ❖ Use electronic sign-in option on the previous slide;
- ❖ Enter your full name into the chat/conversation box; OR
- ❖ Call Ann Lee's voicemail at (562) 256-1270 and leave a message or email alee@dmh.lacounty.gov that you attended today's meeting.

Agenda

**I. 1:30-2:00 Cultural Competency Presentation:
Speaker's Bureau**

*Hyun Kyung Lee, Ph.D., Clinical Psychologist II,
LACDMH Cultural Competency Unit*

II. 2:00-3:00 QA

III. 3:00-3:30 QI

Central QA/QI meeting link and SA 8 QI/QA Meetings

➤ **11/9/20 – video recording link**

http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8671

➤ **SA 8 will continue to hold meetings via TEAMS** until safe to meet in person.

- **Electronic sign-in survey form** – Please submit to record your attendance. Link below and will also be emailed after this meeting with the meeting recording:

<https://tinyurl.com/SA8QualityNov2020>

Training & Operations

➤ QA Chart Reviews

- Watts Labor Community Action Committee – 11/16
- United American Indian Involvement – 11/18
- Hillside - January

➤ Training

- In Development
 - Collaborative Documentation for Legal Entities
 - TCM & Rehab module
 - Updated Assessment Module
 - Interactive training tools/exercises

➤ QA Knowledge Assessment – Survey #3 coming soon

Health Information Management (HIM)

- **21ST CENTURY CURES ACT** –Interoperability, Information Blocking and Open Notes
 - **Overview** (next slide)

Overview

This Act of congress was originally passed in 2016.

Final rule essentially supports the use of modern day technology to meet the need of patients and providers.

Sets in place new provisions for certified health IT developers to establish secure and standardized APIs (Application Program Interfaces).

A separate law that does not supersede current state and federal health record access laws, under the HIPAA Privacy rule, Cal H & S codes and CMIA.

Another piece of the Act deals with the responsibility of authorized prescribers of controlled drugs and substances, to prevent abuse and misuse of controlled drugs.

Updated Compliance and Enforcement Dates

New compliance and enforcement date is now April 5, 2021 for open notes and information blocking.

This would have been 11/2/20.

There is an extended compliance date of DECEMBER 31, 2022 for the 2015 edition of health IT certification and new standardized API functionality.

Updated extensions, according to ONC, is to allow providers in the health care ecosystem, to deal with serious issues and concerns around COVID-19.

Open Notes

The Act outlaws any kind of information blocking, including patient data access.

Health care organizations must provide patients access to their electronic health information and data, free of charge.

The difference with current laws is that access to data , under this Act, is immediate, and into devices such as smartphones or thumb drives.

Notes must be shared with health systems for coordination of care.

Psychotherapy notes are exempt from sharing.

DMH does not maintain psychotherapy notes as part of clients' health record.

Types of Patient Data To Be Available

Diagnosis

Functional status

Treatment plan

Progress notes

Symptoms

Prognosis

Progress to date

Consultations

Pathology and lab report narratives

Groups Referred to Actors, Under this act

Health care providers

Health Information Exchanges and Networks

Health IT developers of certified health IT (EHR vendors).

References

45 CFR part 171

45 CFR 170.315(g)(10)

45 CFR 170.401, 402 (a)

Cal H&S Code 11165.1(a)(1)

QA Policy & Technical Development

Access To Care Monitoring Updates

- All emails have been sent out to providers who are below 80%
- Still waiting to receive POCs from some Legal Entity providers
- QA in the process of reviewing POCs
- Will be scheduling calls with Legal Entity providers
- Will discuss findings from POCs and calls at tomorrow's Network Adequacy/Access to Care Webinar
- Will be looking at data for the next "quarter" – August/September

QA Policy & Technical Development

Upcoming FAQs

- QA is working on developing FAQs related to QA Bulletins where there are multiple repeat questions from providers
- FAQs will be posted on the QA Webpage next to the respective QA Bulletin

QA BULLETINS

A A A

[20-06: TCM Needs Evaluation](#)

[20-05: ICC, IHBS, TBS Services](#)

Pre-Authorization FAQs

[20-04: QAQI Meeting](#)

[20-03: Updates to the Included & Allowable ICD-10-CM Diagnoses Lists](#)

[20-02: Co-Occurring Mental Health & Substance Use Disorders – Documentation and Claiming Reminders](#)

[20-01: Provision of SMHS During COVID-19](#)

COVID-19 FAQs

QA Policy & Technical Development

QA Bulletin 20-07: PAVE & Medi-Cal Rx

Keys Information:

- Eligible practitioners listed in QA Bulletin 20-07 must enroll in PAVE prior to 1/1/21
- 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.

QA Policy & Technical Development

QA Bulletin 20-07: PAVE FAQs

Q: Do interns and trainees need to register in PAVE? How about LPTs and nurses?

A: Only the following practitioners listed in QA Bulletin 20-07 must enroll in PAVE:

- Licensed clinical social workers
- Licensed marriage and family therapists
- Licensed Professional Clinical Counselors
- Licensed Psychologists
- Occupational Therapists
- Medical Doctors (MD) and Osteopaths (DO)
- Physician Assistants
- Registered pharmacists and Pharmacists
- Speech Therapists

If a discipline is not specifically listed, then that practitioner does not need to enroll in PAVE.

QA Policy & Technical Development

QA Bulletin 20-07: PAVE FAQs

Q: For Legal Entities, do our practitioners register and affiliate with LACDMH or our organization?

A: Legal Entities practitioners should register and affiliate with their own Legal Entity provider. There is no option in PAVE for all LA County providers to register under LACDMH.

Q: Do staff who do not provide treatment to Medi-Cal beneficiaries or claim to Medi-Cal need to enroll in PAVE? For example, administrators and managers?

A: No, for now, only practitioners who provide direct treatment services to Medi-Cal beneficiaries should register in PAVE.

QA Policy & Technical Development

QA Bulletin 20-07: PAVE FAQs

Q: Do staff include all locations they are working within the county including any Medi-Cal providers outside of the department?

A: Within the Ordering/Referring/Prescribing (ORP) section in the PAVE application, practitioners should provide the addresses of all practices and/or clinics where that practitioner provides services to Medi-Cal beneficiaries. At this time, we do not know how this may impact claiming or how frequently this information needs to be updated

QA Policy & Technical Development

QA Bulletin 20-07: PAVE FAQs

Q: Do staff include all locations they are working within the county including any Medi-Cal providers outside of the department?

A: Within the Ordering/Referring/Prescribing (ORP) section in the PAVE application, practitioners should provide the addresses of all practices and/or clinics where that practitioner provides services to Medi-Cal beneficiaries. At this time, we do not know how this may impact claiming or how frequently this information needs to be updated

QA Policy & Technical Development

QA Bulletin 20-07: PAVE FAQs

Q: QA Bulletin states that eligible practitioners must enroll in PAVE by January 1, 2021, but the attachment mentions that DHCS might take 90 days to review physicians' applications and 180 days for non-physicians' applications. Do practitioners need to enroll by 1/1/21 or have their applications approved by 1/1/21?

A: Practitioners are encouraged to enroll in PAVE as soon as possible but not past 1/1/21. LACDMH recognizes that approval takes time and is not expecting approval by 1/1/21. However, keep in mind that for prescribers, any delay in enrollment could impact enrollment in the Medi-Cal Rx Portal which includes the ability to submit TARS and review prescription history.

The DHCS has stated that counties should not hold claims while waiting for approval.

QA Policy & Technical Development

QA Bulletin 20-06: CANS Requirements

- **LACDMH is working on finalizing a paper version of the CANS 0-5 form**
 - Providers can use this form for now:
file:///N:/CA_CANS_IP%20Rating%20Sheet_1.0_CW_ENGLISH.pdf
 - For DO providers, will be working to get the 0-5 form in IBHIS.
- For DO providers, will be incorporating the needs eval questions into the CANS form in IBHIS
- Will be adding an “administrative discharge” and “crisis” assessment type to both CANS forms
 - Additional information will be coming with when to use these options

QA Policy & Technical Development

TCM Needs Eval FAQ

- **1. If a new category of need arises a few months after conducting an initial comprehensive needs evaluation (NET or CANS) where should it be documented?**
Keep in mind – this addresses the clinical loop / golden thread – so you want to document it on some form of assessment
 - a. Ages 21 & Up – Needs Evaluation Tool (or Assessment Addendum)
 - b. Ages 0 through 20 – Assessment Addendum (if outside the 6-month timeframe) or CANS (if within 6-month timeframes)
- **2. To fully satisfy the TCM needs evaluation requirement, there must be documentation in the clinical record of the (1) history and current status of need(s); (2) any relevant information from other sources; and (3) any barriers to getting needs met - Where should this be documented?**
 - On the NET, these items are at the bottom of the form
 - On the CANS, can be added to the form OR on a progress note OR on the Assessment Addendum

QA Policy & Technical Development

QA Bulletin 20-05: ICC FAQs

Q: If the client meets the criteria for both ICC and IHBS, can ICC be billed prior to IHBS being authorized?

A: Yes. ICC does not require pre-authorization.

Q: For non-intensive programs, is there a requirement for training on ICC?

A: No, for non-intensive programs, there is no set requirement. We recommend watching the ICC Training Module from DMH

http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8584

Additional ICPM training resources can also be found on the CDSS webpage:

<https://www.cdss.ca.gov/inforesources/theintegrated-core-practice-model/training-resources>

Keep in mind that for Intensive programs like FSP and Wraparound, they should refer to their own program's training requirements.

QA Policy & Technical Development

QA Bulletin 20-05:

Pre-Authorization of IHBS, TBS, TFC

- Webinar was held on 11/12/20 from 2-3 pm
- Addressed requirements, Provider Connect, forms, documentation, etc.
- QA confirming with the State regarding the procedure codes to use while providers are waiting for approval for preauthorization
- QA and Child Welfare will continue looking into how to streamline intensive program enrollment and pre-authorization requirements
- Authorization is at the legal entity level, not at the program level
- Approval date will never be back-dated

QA Policy & Technical Development

QA Bulletin 20-05: Pre-Authorization FAQs

Q: Who can complete the supplemental assessments?

A: Practitioners of any discipline can complete supplemental assessments; however, an Authorized Mental Health Discipline (AMHD) must sign them.

Q: Do services under our Therapeutic Foster Care funded program require pre-authorization?

A: The requirement for pre-authorization is based on the specific service provided, not the funded program. If you do not provide Therapeutic Foster Care services (i.e. services provided by a foster parent), IHBS or TBS, there is no pre-authorization requirement.

Q: Should TBS Supplemental Assessment be completed every 6 months (vs. every 3 months)?

A: Yes, the pre-authorization and the treatment plan requirement is now aligned at 6 months.

QA Policy & Technical Development

MAA Update (For Directly Operated Only)

- In order to efficiently respond to MAA audits, Quality Assurance (QA) and the Finance Services Bureau (FSB) are asking DMH directly operated providers to submit ALL paper MAA DMH Forms that were claimed between FY 2010/2011 and FY 2015/16 to FSB.

- Only MAA forms completed on paper should be sent

- You can either submit the paper MAA DMH Forms via:
 - o Email to Tracy T Namkung TNamkung@dmh.lacounty.gov and Sara Lee Dato SLDato@dmh.lacounty.gov
 - o Drop off copies to (or send via county mail) to FSB on the 11th floor at 550 S. Vermont Ave.
 - o If you have any questions please contact Tracy T Namkung TNamkung@dmh.lacounty.gov

QA Policy & Technical Development

D.O. QA Check-Ins and Chart Reviews

November

- 1938 Compton Family MHS
- 7707 Compton MHC FSP

December

- 7853 Telemental Health and Consultation

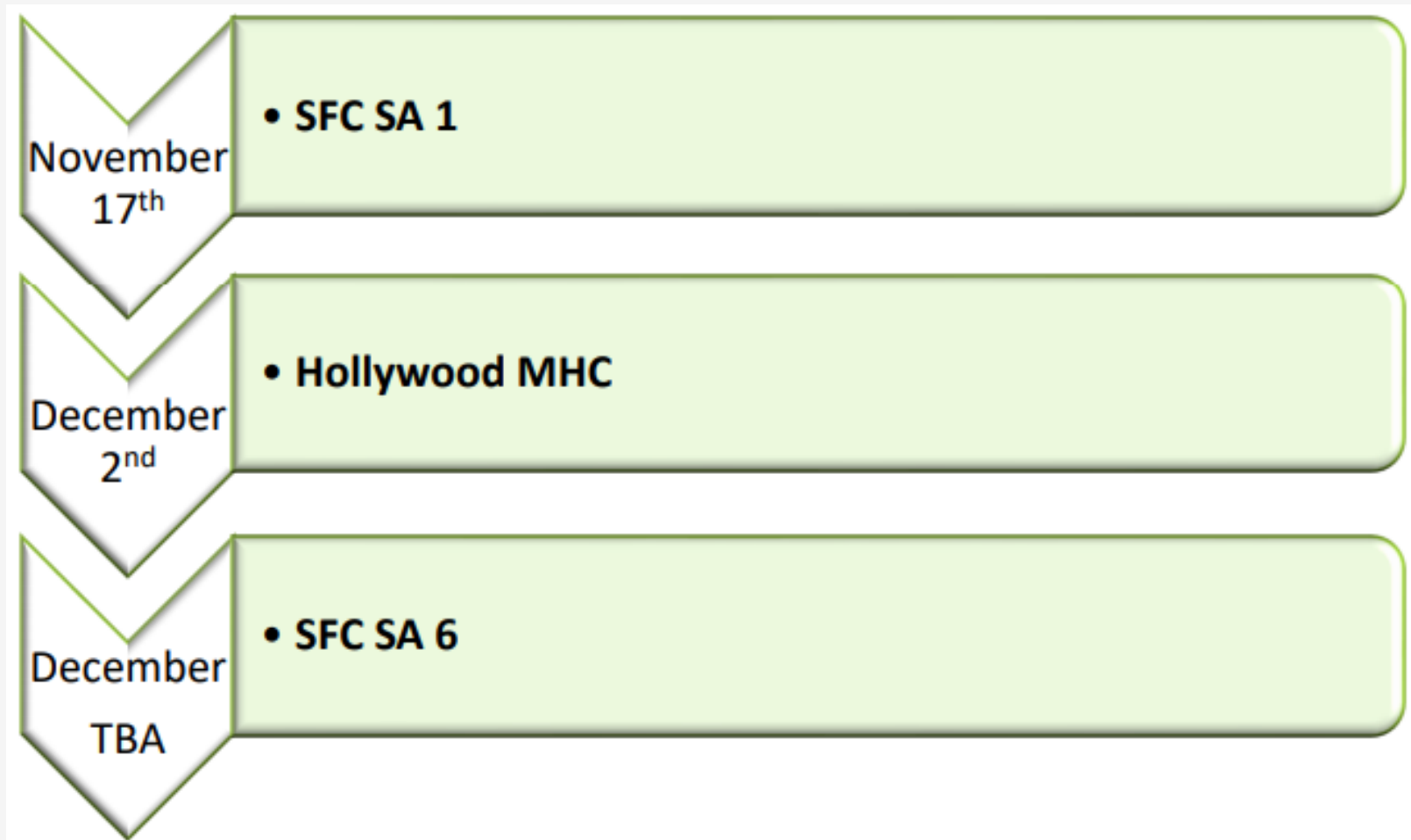
QA Policy & Technical Development

D.O. QA Check-Ins and Chart Reviews 2021

| Month | DO Programs |
|-----------|---|
| January | 1906 & 7769 Edmund Edelman MHC and Wellness Center |
| February | 7777 & 7705 East San Gabriel MHC and SA 3 FSP Program |
| April | 6859 & 7738 Harbor and Wellness |
| May | 7468 San Antonio Family Center |
| July | 7057 & 7706 Downtown MHC and FSP Program |
| September | 1908 & 7955 West Central MHC and Wellness Field Based |
| October | 1935 South Bay MHC and Wellness Center |
| November | 1905 Santa Clarita |
| December | 7421 & 7784 American Indian and FSP Program |

QA Policy & Technical Development

D.O. Virtual Back To Basics



QA Policy & Technical Development

Training Updates (Snapshot of slides from Central QA/QI meeting on 11/9/20)

TRAINING

<https://dmh.lacounty.gov/qa/qa-training/online-training-for-directly-operated-programs/>

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 \(PDF\)](#)

Video Training Module Coming Soon

ICC Training Module
and TCM NET ppt now
available

QA Policy & Technical Development

Contacts

IBHIS Error Correction:

DMH IBHIS Error Correction

IBHISErrorCorrection@dmh.lacounty.gov

Training Inquiries for Directly-Operated Programs:

DMH QADO Training QADOTraining@dmh.lacounty.gov

Network Adequacy & Access to Care:

Network Adequacy NetworkAdequacy@dmh.lacounty.gov

QA Policy & Technical Development

Webinars

Network Adequacy/Access to Care – Webinar held 11/10/20 from 9-10 am. View recording:

https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8674

Pre-Authorizations – 11/12/20 from 2-3 pm. View meeting:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmMwNTM0MmltMTNiMy00ZTU1LWExYTctYWUwYTlzNTA4YzZI%40thread.v2/0?context=%7b%22Tid%22%3a%2207597248-ea38-451b-8abe-a638eddbac81%22%2c%22Oid%22%3a%22c9e8b6ba-ba68-4db1-b969-3088057cf91f%22%2c%22IsBroadcastMeeting%22%3atrue%7d

QA/Error Correction (DO Only) –11/19/20 from 9-10 am

Next QA/QI Meeting –12/14/20 from 10:30 am –12 pm (link coming soon)

QA Policy & Technical Development

Next ATC/NA Webinar:

December 8, 2020

9 - 10:00 AM [LINK](#) or go to:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_NTIINTQzYTU%26NDhkOC00M2ZkLTljN2M%26OTUyNDY5M2QzNWl0%40thread.v2/0?context=%7b%22tid%22%3a%2207597248-ea38-451b-8abe-a638eddbac81%22%2c%22oid%22%3a%226829d411-dcc3-4715-9a94-fa36ac9c9e4c%22%2c%22isBroadcastMeeting%22%3atrue%7d

Contact Howard Washington to be added to invite list:

Hwashington@dmh.lacounty.gov

QA Policy & Technical Development

(Snapshot of slides from Central QA/QI meeting on 10/5/20)

POLICY & TECHNICAL DEVELOPMENT CONTACTS

IBHIS Error Correction – IBHISErrorCorrection@dmh.lacounty.gov

Training Inquiries for Directly-Operated Programs –
DMHQADO@dmh.lacounty.gov

Network Adequacy & Access to Care – **New!**
NetworkAdequacy@dmh.lacounty.gov

QA Training and Operations

(Snapshot of slides from Central QA/QI meeting on 10/5/20)

Training & Operations Contacts

- Nikki Collier ----- ncollier@dmh.lacounty.gov
- Robin Washington ----- rwashington@dmh.lacounty.gov
- Marc Borkheim ----- mborkheim@dmh.lacounty.gov
- Wanta Yu ----- wyu@dmh.lacounty.gov
- Patricia Lopez ----- plopez@dmh.lacounty.gov
- Ilda Aharonian ----- iaharonian@dmh.lacounty.gov
- Dennis Lam ----- dnlam@dmh.lacounty.gov

QA Training and Operations

(Snapshot of slides from Central QA/QI meeting on 10/5/20)

QUESTIONS

General QA questions: QualityAssurance@dmh.lacounty.gov

IBHIS/Documentation questions: ibhiserrorcorrection@dmh.lacounty.gov

Training for DO: QADOTraining@dmh.lacounty.gov

Network Adequacy and access to care questions: NetworkAdequacy@dmh.lacounty.gov
(New!!)

Requests for additional telehealth and/or telephone procedure codes: Su Kim
sjkim@dmh.lacounty.gov (New!!)

SA 8 Q&A

1. COS

HELPFUL QA LINKS:

QA Website:

<https://dmh.lacounty.gov/qa/>

Webinars link (past meetings and other trainings):

<https://dmh.lacounty.gov/qa/qaw/>

CANS training questions – check out webpage first for info:

<https://dmh.lacounty.gov/for-providers/clinical-tools/training-workforce-development/cans/>

- Please contact Adam Benson (Workforce Development Division) at Abenson@dmh.lacounty.gov

OTHER HELPFUL LINKS:

[HTTPS://DMH.LACOUNTY.GOV/PC/CP/](https://dmh.lacounty.gov/pc/cp/)

CLIENT SERVICE – FREQUENTLY ASKED QUESTIONS

<https://dmh.lacounty.gov/pc/cp/faqs/>

[837P 5010 Companion Guide v1.16](#)

[MSO Denial & Adjustment Cheatsheet](#)

[LE Monthly Payment Schedule 2019-2020](#)

QI AGENDA TOPICS

Monthly Electronic Consumer Perception Survey (CPS) Development Report – 10/05/20

- The development team, including CIO and QI, meets weekly on Tuesdays.
- QI provided the team with the questions from each of the four CPS surveys.
- The development team drafted the Initiation page for the application where consumer information is entered and the appropriate survey(s) are selected.
- The team agreed that consumers could receive the survey through email or text. The survey may also be provided by an admin staff or clinician over the phone. CIO is working to develop the necessary fields in the application.
- The specific application used for development was approved for the QOTD budget.
- The application will be accessed by an Initiator (starter of the survey, an Admin or Clinician) and a Reviewer (Supervisor/Licensed Clinician) who have C Numbers (LE and DO).
- CIO is working to create multiple translations of the surveys.
- Refused categories are being added. The Other category will be expanded to allow the entry of an Other Reason, i.e., consumer did not complete the survey by the deadline date.

QUALITY IMPROVEMENT (QI)

www.dmh.lacounty.gov/qid

QI AGENDA TOPICS

- 1. EQRO Overview**– Service Areas 2 and 5
 - Number of Contacts increased
 - Decreased # of missed appointments (“no shows”)
- 2. Consumer Perception Surveys** – no fall surveys. Next period will be held in Spring 2021
- 3. Monthly Report on Electronic Portal**

QI AGENDA TOPICS

4. QI Workplan Update - [CY 2020](#)

- Provider Appeals - Concurrent Authorization

| Domain | No. | Goal |
|------------------|------|--|
| Provider Appeals | V1.1 | DMH will conduct concurrent review of treatment authorizations for all psychiatric inpatient hospital services and psychiatric health facility services. |

- Timeliness Monitoring

| Domain | No. | Goal |
|--|------|--|
| Accessibility of Services II.1. DMH will monitor timely access to care and services. | II.1 | DMH will monitor timely access to care and services. |

QI AGENDA TOPICS

(Snapshot of slides from Monthly QI unit meeting on 10/26/20)

Access to Care - Monitoring

Process

- Monitoring all DO and LE providers quarterly
- Data was reviewed for monitoring period **May – July 2020**
- Metrics being monitored:
 - Percent of untimely appointments
 - NOA-E issuance (as of 10/1/20 – NOABD-Timely Access)
 - Timely submissions, SRLs in draft, dispositions
- Emails were sent out to Program Manager (for DO) and QA Rep (for LE)

| % Timely | QA Response | # Providers |
|--------------|---|--|
| 80% and over | <ul style="list-style-type: none">• Great work! No notification from QA | <ul style="list-style-type: none">• 219 – Routine• 10 – Urgent• 71 – Discharge |
| 70% - 79% | <ul style="list-style-type: none">• Notification email | <ul style="list-style-type: none">• 25 – Routine• 3 - Discharge |
| 60% - 69% | <ul style="list-style-type: none">• Notification email• Template to complete (identifying issues and corrective action plan) | <ul style="list-style-type: none">• 9 – Routine• 2 – Discharge |
| Below 60% | <ul style="list-style-type: none">• Notification email• Template to complete (identifying issues and corrective action plan)• Scheduled call with QA• Will be monitored monthly until numbers improve to above 60% | <ul style="list-style-type: none">• 27 – Routine• 7 – Urgent• 3 - Discharge |

QI AGENDA TOPICS

(Snapshot of slides from Monthly QI unit meeting on 10/26/20)

POCs Received – Common Internal & External Issues

- **Internal**

- Staffing issues: Interns ending; SA1 obtaining/retaining staff; lack of clerical support; not enough staff to provide ongoing treatment (e.g., therapy) so delays in scheduling intakes
- Training issues – re: Access to Care timelines; and overall workflow; Some providers requesting training for Short-Term Therapies

- **External**

- Increase in referrals from other agencies
- EPSDT – logistical issues re: coordinating care with other agencies such as Wraparound; delays in obtaining consent; providers not marking 'date of agreement' (which would start the clock at a later point from the 'date of request')
- Transitioning to telehealth with COVID – delayed intakes
- ACCESS – sometimes marking as 'urgent' when should have been routine; referring 'urgent' requests on Fridays (urgent – 48 hours)

QI AGENDA TOPICS

(Snapshot of slides from Monthly QI unit meeting on 10/26/20)

Modernization of the Call Center – looking into Centralization of Scheduling

- Centralization of Scheduling:
 - Not all appointments – just the ones coming into ACCESS
- Reason:
 - Requests coming directly to providers
 - DO – 80% result in an appointment
 - LE – 75% result in an appointment
 - Requests that are transferred (SRTS)
 - Transfers (SRTS) - 25% result in an appointment
- DO – IBHIS Scheduling Calendar
- LE – Scheduling Calendar in the SRTS

QI AGENDA TOPICS

5. Cultural Competency Update

- DMH Speaker's Bureau

QI AGENDA TOPICS

(Snapshot of slides from Monthly QI unit meeting on 10/26/20)

LACDMH SPEAKERS BUREAU



- Implemented in May 2020 as a resource to serve the community during and beyond COVID-19 times
- Approximately 100 licensed clinicians serving as Subject Matter Experts (SME)
- Enriched by partnerships with LACDMH Health Promoters/Promotores de Salud, Faith-Based Liaisons, and Clinical Specialty Treatment Leads
- Speakers Bureau members identify with the underserved communities served by LACDMH because they are active, engaged members of these communities and thus reflect the concerns, culture and language of their respective communities
- Speakers Bureau members facilitate culturally competent interventions, problem solve, and assist communities in navigating the complexities often associated with access to competent care and resources, during and beyond the COVID-19 pandemic

QI AGENDA TOPICS

(Snapshot of slides from Monthly QI unit meeting on 10/26/20)

THE SPEAKERS BUREAU'S MISSION STATEMENT



- To provide highest quality in clinical, culturally and linguistically appropriate solutions. To identify and develop Subject Matter Experts for public speaking, media, Town Hall and community meeting, and other public speaking interventions.
 - Identify and support relevant and competent solutions to the COVID-19 pandemic and other mental health emergencies that will decrease human suffering, social isolation, and stigma.
 - Provide reliable information and practical tools necessary for individuals, families, and communities to practice mental/physical safety and experience emotional wellbeing.
 - Ensure access to available resources by connecting community members to crisis intervention and mental health services to ameliorate the incidence of trauma; cultural and health disparities, domestic, child, and/or elderly abuse; depression; anxiety; addiction; and other mental health concerns.

QI AGENDA TOPICS

(Snapshot of slides from Monthly QI unit meeting on 10/26/20)

SPEAKERS BUREAU CULTURAL AND LINGUISTIC EXPERTISE



- Arabic
- Armenian
- Cambodian
- Cantonese
- English
- Farsi
- Korean
- Mandarin
- Russian
- Spanish
- Tagalog
- Vietnamese
- American Sign Language
- Thai
- Urdu

QI AGENDA TOPICS

(Snapshot of slides from Monthly QI unit meeting on 10/26/20)

SPEAKERS BUREAU CULTURAL AND LINGUISTIC EXPERTISE



The Speakers Bureau strategically and intentionally includes specialized cultural representation of other underserved communities.

The cultural expertise reflects, not only communities experiencing health disparities, but also communities that have been historically and systemically oppressed and disempowered available cultural areas of expertise include the following:

- African American
- American Indian and Alaska Native
- Spirituality and Faith-based
- Lesbian, Gay, Bisexual, Transgender, Queer and Questioning, Intersex, Asexual and Two-Spirit Communities (LGBTQIA2S)
- Multi-Racial and Multi-Ethnic
- Older Adults
- Persons Experiencing Homelessness
- Persons with Physical Disabilities

QI AGENDA TOPICS

(Snapshot of slides from Monthly QI unit meeting on 10/26/20)

SPEAKERS BUREAU ACTIVITIES



Examples of Speakers Bureau activities include:

- Participation in Town Halls and Board of Supervisors press conferences
- Community events sponsored or co-sponsored by LACDMH
- Print, radio and television media interviews
- Production of Public Service Announcements
- Presentations and trainings in the community
- Development of COVID-19 and other content materials
- Language translation of COVID-19 and other materials
- Consultation services
- Mental support (COVID-19 and beyond) for Community-Based and Faith-Based Organizations

QI AGENDA TOPICS

(Snapshot of slides from Monthly QI unit meeting on 10/26/20)

HOW TO ACCESS SPEAKERS BUREAU INFORMATION AND SERVICES



- ❖ DMH website: <https://dmh.lacounty.gov/resources/speakers-bureau/>
- ❖ Contact Speakers Bureau
 - (213) 351-6444 or
 - Email: DMHSpeakersBureau@dmh.lacounty.gov
- ❖ Request SB services at <https://www.surveymonkey.com/r/SBARequest>
 - The link to the SB request form can be accessed directly via the above SB website as well

QI AGENDA TOPICS

(Snapshot of slides from Monthly QI unit meeting on 10/26/20)

| SPEAKERS BUREAU ACTIVITY DASHBOARD | | | | | | | | | | | | |
|---|-----------|-------------|-----------|-------------|----------------|----------------|-----------|-------------|------------|--------------|---|----|
| | Jul | Aug | Sep | Oct | Total # of Act | Total # of Aud | | | | | | |
| Activity Type (excludes media activities) | # of Act | # of Aud | # of Act | # of Aud | # of Act | # of Aud | # of Act | # of Aud | # of Act | # of Aud | | |
| Clinical - Group | | | 1 | 13 | | | | | | | 1 | 13 |
| Consultation | 25 | 3018 | 30 | 3115 | 22 | 3083 | 18 | 2179 | 95 | 11395 | | |
| Contact | 10 | 0 | 33 | 0 | 8 | | 2 | | 53 | 0 | | |
| Information on Mental Health Resources | | | | | | | | | | | | |
| Interpretation | | | | | | | | | | | | |
| Material(s) development | 6 | 12 | 8 | 160 | 6 | 32 | 4 | 450 | 24 | 654 | | |
| Outreach - Group | 3 | 3 | 1 | 55 | 1 | 6 | 1 | 2 | 6 | 66 | | |
| Outreach - Individual | 8 | 8 | 4 | 4 | | | | | 12 | 12 | | |
| Presentation/Training - Community Event Speaker | | | 2 | 95 | 4 | 178 | | | 6 | 273 | | |
| Presentation/Training - Conference/Seminar Keynote | | | 1 | | | | | | 1 | | | |
| Presentation/Training - Conference/Seminar Workshop | | | 2 | 600 | 13 | 3195 | 3 | 210 | 18 | 4005 | | |
| Presentation/Training - Standalone Workshop | 5 | 69 | 3 | 122 | 5 | 410 | 1 | 30 | 14 | 631 | | |
| Translation - Reviewed Translations | 2 | 200 | 7 | 601 | 16 | 701 | 2 | 200 | 27 | 1702 | | |
| Translation - Translated materials | 2 | 100 | 1 | 114 | 1 | 180 | | | 4 | 394 | | |
| Grand Total | 61 | 3410 | 93 | 4879 | 76 | 7785 | 31 | 3071 | 261 | 19145 | | |

QI AGENDA TOPICS

6. Quarterly Policy Bulletin

Email: Compliance@dmh.lacounty.gov to receive bulletins

| | | | |
|------------------------------------|-----------|-----------------------------------|--------------|
| September 30, 2020 | 20-09_DMH | Directly Operated and Contractors | Sep 30, 2020 |
| October 30, 2020 | 20-10_DMH | Directly Operated and Contractors | Oct 30, 2020 |

QI AGENDA TOPICS

POLICY BULLETIN 20-08-DMH

September 30, 2020

This bulletin announces changes to the Los Angeles County Department of Mental Health Policies and Procedures Manual.

| Document ID | Title | Clinical/ Administrative | Distribution Level |
|---|--|-----------------------------|-----------------------------------|
| NEW POLICY (3) | | | |
| 306.25 | Risk Evaluation and Mitigation Strategies | Clinical | Directly Operated |
| 306.26 | Point-of-Care Pregnancy Testing | Clinical | Directly Operated |
| 813.05 | Reporting Overpayments Resulting from Waste, Fraud, and Abuse | Administrative | Directly Operated and Contractors |
| REVISED POLICY (0) | | | |
| | | | |
| TEMPORARILY SUSPENDED POLICY (0) | | | |
| | | | |
| DELETED POLICY (2) | | | |
| 303.04 | Reporting Prescription Forgery/Suspected Lost or Stolen Controlled Substances or Prescription Forms and Illegal Use of DEA Numbers | Clinical | Directly Operated |
| 307.03 | Los Angeles County Conditional Lanterman-Petris-Short Authorization (Inter-County) | Clinical | Directly Operated and Contractors |

QI AGENDA TOPICS

POLICY BULLETIN 20-10-DMH

October 30, 2020

This bulletin announces changes to the Los Angeles County Department of Mental Health Policies and Procedures Manual.

| Document ID | Title | Clinical/ Administrative | Distribution Level |
|---|---|-----------------------------|-----------------------------------|
| NEW POLICY (0) | | | |
| | | | |
| REVISED POLICY (1) | | | |
| 501.01 | Client's Right To Access Protected Health Information and Confidential Data | Clinical | Directly Operated |
| TEMPORARILY SUSPENDED POLICY (0) | | | |
| | | | |
| DELETED POLICY (4) | | | |
| 111.01 | Clinical Policy Development and Review | Clinical | Directly Operated |
| 812.01 | Recovery Of Cash Flow Advances Following Receipt And Processing Of The Twelfth Month Claims | Administrative | Directly Operated and Contractors |
| 812.02 | Cash Flow Advance Funds Access Criteria | Administrative | Directly Operated and Contractors |
| 1000.02 | Underutilization of Agreement Services | Administrative | Directly Operated |

QI Reminders:

7. Change of Provider Logs (COP) – Please continue to submit by the 10th of each month. Contract providers email to DMHCOP@dmh.lacounty.gov

8. Access Center – List of Clinics Not Accepting Referrals

- No updates received since last meeting
- Please contact Dr. Jessica Walters jwalters@dmh.lacounty.gov if you have any changes or updates to this list

HELPFUL QI LINKS <https://dmh.lacounty.gov/qid/>

POLICIES AND PARAMETERS:

[LAC-DMH Policies and Procedures](#)

[DMH Practice Parameters](#)

SA 8 QI/QA MEETING INFO

No meeting in December

NEXT MEETING:

January 20th from 1:30PM-3:30PM via teams

(Meeting reminder and link will be sent about a week before the next meeting)

CO-CHAIRS:

- ❖ Emily Ramos eramos@dmh.lacounty.gov
- ❖ Michele Munde mmunde@starsinc.com
- ❖ Courtney Stephens cstephens@mhala.org

SA 8 LIAISON:

Ann Lee alee@dmh.lacounty.gov

***ELECTRONIC SIGN-IN
REMINDER***

Don't forget to complete the electronic sign-in survey if you participated in today's meeting.

<https://tinyurl.com/SA8QualityNov2020>



Link will also be sent out via email after this meeting.

Wishing You

Happy Holidays



**HAPPY
NEW YEAR
2021**