



LOS ANGELES COUNTY
**DEPARTMENT OF
 MENTAL HEALTH**
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**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA 8 QI/QA COMMITTEE MEETING
 10/21/2020
 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=8613
Members Present:	See attached at the end of the minutes

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Meeting sign-in	Link was provided during the meeting and on the slides to record attendance: https://tinyurl.com/SA8QualityOct2020		
QUALITY ASSURANCE			
QA webpage	https://dmh.lacounty.gov/qid/		
Central Monthly QA/QI meeting	Combined QI and QA meeting on 10/5/20 – recording link was not yet available		
DHCS Updates	<u>PAVE</u> <ul style="list-style-type: none"> • See last months Central QA/QI meeting slides. Additional guidance will be coming from the State. DMH QA is in discussion regarding how to implement the requirements <u>Professional License Waivers</u> <ul style="list-style-type: none"> • Still waiting for DHCS guidance • State info notice will come out 		

	<p><u>Peer Support Services Certification (SB 803)</u></p> <ul style="list-style-type: none"> • Workgroup will work on coding etc • No changes for no change in documentation/claiming
<p>Policy & Technical Development</p>	<p>Upcoming Federal CPT Code Changes coming January 1, 2021</p> <ul style="list-style-type: none"> • Mainly impacts Evaluation & Management codes • Eliminates history and physical exam as elements for code selection • Allows selection of the code based off medical decision making level OR total time • Deletes 99201. Will advise closer to January regarding what other codes we can use instead of 99201 <p>Needs Evaluation Reminders – Targeted Case Management (TCM)</p> <ul style="list-style-type: none"> • References: QA Bulletin 20-06 and Clinical Forms Bulletin 20-04 (effective 10/1/20; full implementation by 1/1/21) • Complete upon at initial assessment and annual for all clts receiving TCM <ul style="list-style-type: none"> ○ Adult clients ages 21yrs and over, Needs Evaluation Tool (replaces Community Functioning Evaluation) ○ Children ages 6-20 use CANS IP for needs evaluation ○ Children 0-5 use CANS-IP or CANS 0-5 • Existing clients – complete at the next Client Treatment Plan • Newly active clients – complete at the assessment <p>New TCM Need Arises:</p> <ul style="list-style-type: none"> • If a new category of TCM needs arises that impacts treatment, there must be documentation in the clinical record that justifies the need for services. <ul style="list-style-type: none"> ○ Documentation should be on a form other than just a progress note so it can easily be located in the clinical record ○ It may be on an Assessment Addendum, Needs Evaluation Tool or other appropriate form ○ Please note, the CANS should not be used to document these updates due to the DHCS outcomes reporting requirements (we can expand on the 4-8 months window)

	<p><u>Claiming:</u> Reviewed claiming guidelines based on purpose and scope of practice</p> <p><u>ICC Update Reminders:</u> QA Bulletin 20-05 and 20-04 were discussed. Policy change is effective 10/1/20.</p>
Notice of Adverse Benefits Determination	<ul style="list-style-type: none"> • New NOABD forms that will replace NOA forms will be available 10/1/20 • 9 types of NOABD forms were discussed (see slide #15) <ul style="list-style-type: none"> ○ Service Delivery – replaces the NOA-A for not meeting medical necessity ○ Timely Access – replaces the NOA-E for untimely services.
Directly Operated (DO) QA Check-Ins and Chart Reviews	Reviewed upcoming schedule (See slide 16)
Legal Entity (LE) Chart Reviews Update	Reviewed scheduled reviews (See slide 20)
ACCESS To Care & Network Adequacy	<p>Webinar held 10/13/20</p> <ul style="list-style-type: none"> • Will send out meeting recording once link is available • Contact Howard Washington to be added to invite list: Hwashington@dmh.lacounty.gov
Q&A	<p><u>Signature requirements related to COVID</u></p> <ul style="list-style-type: none"> • CTP and Consents – verbal is acceptable. Signature not required • Financial forms are separate – different requirements
QUALITY IMPROVEMENT	
QI webpage	https://dmh.lacounty.gov/qid/
QI Updates	<ol style="list-style-type: none"> 1. Consumer Perception Survey – No Fall surveys 2. EQRO – week of 9/28/20 – 10/1/20 <ul style="list-style-type: none"> • SAs 2 & 5 • DMH response to COVID-19 • Updates: DMH Strategic Plan • Access and Timeliness

ACCESS Center	Clinics temporarily not accepting referrals – none listed for SA 8 <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.
Change of Provider Logs (COP)	Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app).
NEXT MEETING	Next meeting will be held on November 17, 2020 from 1:30PM-3:30PM.

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
10/21/2020
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	DMH SA 8 Administration (LIAISON)
Anna Galindo	Personal Involvement Center
Anya Juvasvat	
Carina Hernandez	Star View Community Services
Cheryl malinowski	TELECARE MHUCC
Courtney Stephens (Co-chair)	MHALA
Dalia Diaz	Helpline Youth Counseling Inc
David Worden	SHIELDS for Families
Debra DeLeon	SSG/OTTP
Della Clayburg	DMH SFC SA8
Demitri Richmond	1736 Family Crisis Center
Dora Anderson	Harbor 6859 and 7738
Emily Roman	TIES for families
Erica Julian	Shields For Families
Eugenia Cervantes	DMH WOW volunteer
Gabriela Rodriguez	DMH
Geralyn La Fleur	Personal Involvement Center
Griselda Vega	Alma Family Services
Hala Masri	SSG Alliance
Helen Chang	DMH-Coastal API
Irasema Sandoval	CA Mentor
Janine Solano	Starview Community Services
Jeannie Thompson	Tarzana Treatment Center
Jeff Baer	DMH - Long Beach Child and Adolescent Program
Jennifer Campos	Salt 8 project return/san pedro mental health
Jennifer Mitzner	Olive Crest
Jennifer Regan	DMH QI Unit

Jesica Sandoval	AADAP, Inc.
Jocelyn Aguilar	For the Child
Joel Solis	DMH QA/ Medi-Cal Certification
Karina Quintero	Shields for Families
Kathleen Villagomez	DMH San Pedro Mental Health
Kreshawna Anderson	The Guidance Center LB
Kristina Castellanos	Starview Community Services
Layhearb Poon	Long Beach API Family MHC
Linda Nakamura	Masada Homes
Lisa Ngo-Meza	Alma Family Services
Lisa Sumlin	Counseling4kids
Marc Borkheim	DMH QA Division
Maria Llamas	For The Child, Inc
Mariela Gorosito	Telecare Corporation
Marina Eckart	Didi Hirsch Mental Health Services
Marissa Cabral	Tarzana Treatment Centers
Martin McDermott	Bayfront Youth & Family Services
Melinda Kuoch	DMH HOME SA8
Michele Munde (Co-chair)	Star View Behavioral Health
Natalie Anderson	ChildNet
Nicole Santamaria	Helpline Youth Counseling
Paula Valencia	SV BHUCC
Rebecca Yumul	LACDMH
Rosa Diaz	Alma Family Services
Ruth Wen	Dmh San Pedro
Sangita Shukla	Aspiranet Wraparound
Stephanie Canales	Stars Behavioral Health Group
Stephanie Yamada	Pacific Asian counseling services
Susan Osborne	MHALA
Tiffani Miller	For The Child
Tiffany Harvey	Alafia Mental Health Institute
Yessica Brown	Crittenton Services

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE MEETING VIA SKYPE

October 21, 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/SA8QualityOct2020>



SA 8 Countywide Activity Fund (CAF) Participants

SA 8 QI/QA Committee meetings are approved for CAF reimbursement

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

- *New participants – eligible for reimbursement after your application is approved.*
- *Renewing participants – eligible for meetings starting 10/1/20 but still need to reapply.*

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 conversation box; OR
 - ❖ Call Ann Lee at (562) 256-1270 and leave a message or email Ann alee@dmh.lacounty.gov that you attended today's meeting.

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

- **10/5/20 – video recording link (did not yet receive but you can use the meeting link to view the meeting)**
- **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/SA8QualityOct2020>

QA Policy & Technical Development

DHCS Updates

- PAVE
 - See last months Central QA/QI meeting slides. Additional guidance will be coming from the State. DMH QA is in discussion regarding how to implement the requirements
- Professional License Waivers
 - Still waiting for DHCS guidance
 - State info notice will come out
- Peer Support Services Certification (SB 803)
 - Workgroup will work on coding etc
 - No changes for no change in documentation/claiming

QA Policy & Technical Development

Upcoming Federal CPT Code Changes coming January 1, 2021

- Mainly impacts Evaluation & Management codes
- Eliminates history and physical exam as elements for code selection
- Allows selection of the code based off medical decision making level OR total time
- Deletes 99201. Will advise closer to January regarding what other codes we can use instead of 99201

QA Policy & Technical Development

NEEDS EVALUATION REMINDERS – TARGETED CASE MANAGEMENT (TCM)

- References: QA Bulletin 20-06 and Clinical Forms Bulletin 20-04 (effective 10/1/20; full implementation by 1/1/21)
- Complete upon at initial assessment and annual for all cits receiving TCM
 - Adult clients ages 21 yrs and over, Needs Evaluation Tool (replaces Community Functioning Evaluation)
 - Children ages 6-20 use CANS IP for needs evaluation
 - Children 0-5 use CANS-IP or CANS 0-5
- Existing clients – complete at the next Client Treatment Plan
- Newly active clients – complete at the assessment

QA Policy & Technical Development

TCM Needs Evaluation – FORMS. Regarding when new ancillary needs arise

NEW TCM NEED ARISES:

- If a new category of TCM needs arises that impacts treatment, there must be documentation in the clinical record that justifies the need for services.
 - Documentation should be on a form other than just a progress note so it can easily be located in the clinical record
 - It may be on an Assessment Addendum, Needs Evaluation Tool or other appropriate form
 - Please note, the CANS should not be used to document these updates due to the DHCS outcomes reporting requirements (we can expand on the 4-8 months window)

QA Policy & Technical Development

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

TCM Needs Evaluation – Claiming

Completing the TCM Needs Evaluation

- Claiming based on (1) purpose, and (2) scope of practice:
 - Purpose: to inform the mental health assessment
 - Completed by practitioner -
 - Within scope to do a mental health assessment – **90791 / 90792** (MHS Assessment)
 - Not within scope to do a mental health assessment – **H2000** (MHS Assessment)

 - Purpose: to determine TCM needs (i.e. stand-alone needs evaluation)
 - Completed by any practitioner –
 - **T1017 / T1017HK** (TCM/ICC Assessment)

QA Policy & Technical Development

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

TCM Needs Evaluation – Claiming

Developing the Treatment Plan (stand-alone)

- Claiming based on type(s) of service that you're including in the plan:
 - Adding only TCM interventions –
 - **T1017** or **T1017HK** (TCM / ICC Plan Development)
 - Adding MHS only or MHS and TCM / ICC interventions –
 - **H0032** (MHS Plan Development)

Reminder: conducting a needs evaluation does not require a treatment plan as it is for the purpose of assessment

QA Policy & Technical Development

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

ICC Update Reminders

QA Bulletin 20-05 and Clinical Forms Bulletin 20-04

Policy Change

(effective 10/1/20)

- All providers who currently provide TCM will be expected to be able to provide ICC to all EPSDT clients for whom it is appropriate and medically necessary

Forms to Use

(available 10/1/20)

- **ICC Eligibility form**
 - Complete prior to a Client Treatment Plan & any time the Client Treatment Plan is being considered for updates based on significant changes in the client's condition or status
 - No longer need to use the Katie A Subclass form

Training

- PowerPoint posted here: <https://dmh.lacounty.gov/qa/qa-training/>

QA Policy & Technical Development

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

ICC – Claiming

ACTIVITY	DOCUMENTATION	TYPE OF SERVICE	SERVICE COMPONENT(S)	PROCEDURE CODE
Meet with the client and family for the initial assessment	Full Clinical Assessment CANS-IP PSC35 Progress Note	MHS	Assessment	90791
Meet with the client and family to review the assessment findings and begin developing the treatment plan (e.g., Individual therapy and ICC)	CANS-IP ICC Eligibility Form Client Treatment Plan Progress Note	MHS	Plan Development	H0032
Meet with client and family to discuss the ICPM and identify CFT members	Progress Note	ICC	Planning and Assessment of Strengths and Needs	T1017HK
Contact CFT members by phone and describe the CFT process	Progress Note	ICC	Planning and Assessment of Strengths and Needs	T1017HKSC
Facilitate the initial CFT Meeting	Client Treatment Plan Progress Note	ICC	Planning and Assessment of Strengths and Needs	T1017HK

QA Policy & Technical Development

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

Pre-Authorization Reminders

QA Bulletin 20-05 and Clinical Forms Bulletin 20-04

Policy Change

(effective 10/1/20)

- The following services require prior authorization for service delivery:
 - Intensive Home Based Services (IHBS), Therapeutic Behavioral Services (TBS), and Therapeutic Foster Care (TFC)
 - Pre-authorization will be required every 6 months

Forms to Use

(available 10/1/20)

- **Supplemental IHBS Assessment, Supplemental TFC Assessment, and Updated Supplemental TBS Assessment**
 - Complete to request pre-authorization

Implementation

- **90-day grace** period to allow providers to fully implement the pre-authorization process
 - Starting **1/1/21** claims will be denied w/o pre-authorization
- Existing clients – ASAP; appropriateness of services post 10/1/20 until request date + pre-authorization going forward
- Newly active clients – ASAP; authorization will cover start date of IHBS

Process & Training

- To request pre-authorization, submit the supplemental assessment form, assessment, CANS and treatment plan
 - Webinar re: policy/documentation from 9/28 will be posted on webinar page <https://dmh.lacounty.gov/qa/qaw/>

QA Policy & Technical Development

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

Pre-Authorization FAQ's

FAQs are being developed based on the webinar and will be issued ASAP

Billing

- How do we bill for the assessment and treatment plan prior to authorization?
 - Services would be claimed using the appropriate procedure code (e.g. 90791, H0032, 90887)
- Can IHBS and TBS services be provided while waiting for approval of the pre authorization?
 - No (beginning January 1, 2021). Pre-authorization must be obtained prior to the delivery of IHBS, TBS and TFC
- If a staff member provides IHBS/TBS multiple times in a day should they lump into one note? We've been denied claims by Medi-Cal for a staff member doing two or more IHBS/TBS services in a day
 - A duplicate service override modifier is needed for claims that may appear to be duplicates (refer to guidance on the QA website)

Assessment & Treatment Plan

- Are we able to include IHBS language in the CTP prior to receiving authorization to avoid our staff having to go back and update CTPs once service are authorized?
 - Absolutely. It is expected that you will have discussed the services and added them to the treatment plan prior to requesting authorization.
- Should TBS Supplemental Assessment be completed every 6 months (vs. every 3 months)?
 - Yes, the pre-authorization schedule and the treatment plan requirement is now aligned at 6 months

QA Policy & Technical Development

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

Pre-Authorization FAQ's

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QA Policy & Technical Development

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

NOABD Reminders

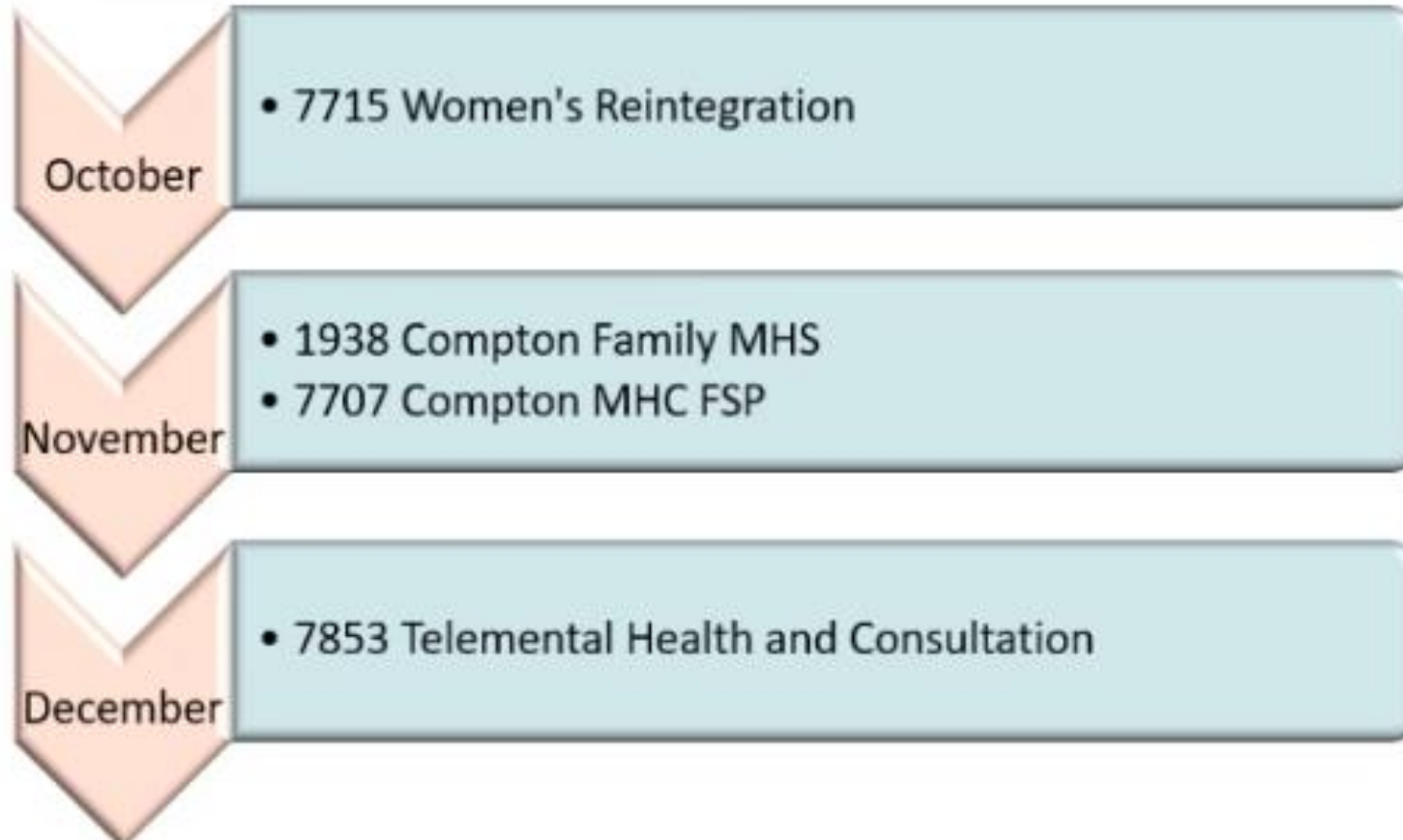
Clinical Forms Bulletin 20-04

- **Notice of Adverse Benefit Determination (NOABD)** forms have been replaced by the Notice of Action (NOA) forms
- **NOABD Types:**
 1. Denial Notice – *replaces the NOA-B for denying request for authorization*
 2. Payment Denial
 3. Service Delivery – *replaces the NOA-A for not meeting medical necessity*
 4. Modification - *replaces the NOA-B for modifying request for authorization*
 5. Termination - *replaces the NOA-B for terminating a previously authorized service*
 6. Authorization Delay - *replaces the NOA-B for not responding to authorization request timely (standard 5 business days)*
 7. Timely Access – *replaces the NOA-E for untimely services*
 8. Financial Liability
 9. Grievance and Appeal – *replaces the NOA-D; issued by Patients Rights*
- Reminder: Providers are to provide an NOABD when specialty mental health services are being denied due to lack of medical necessity or when a beneficiary is provided with an untimely appointment

QA Policy & Technical Development

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

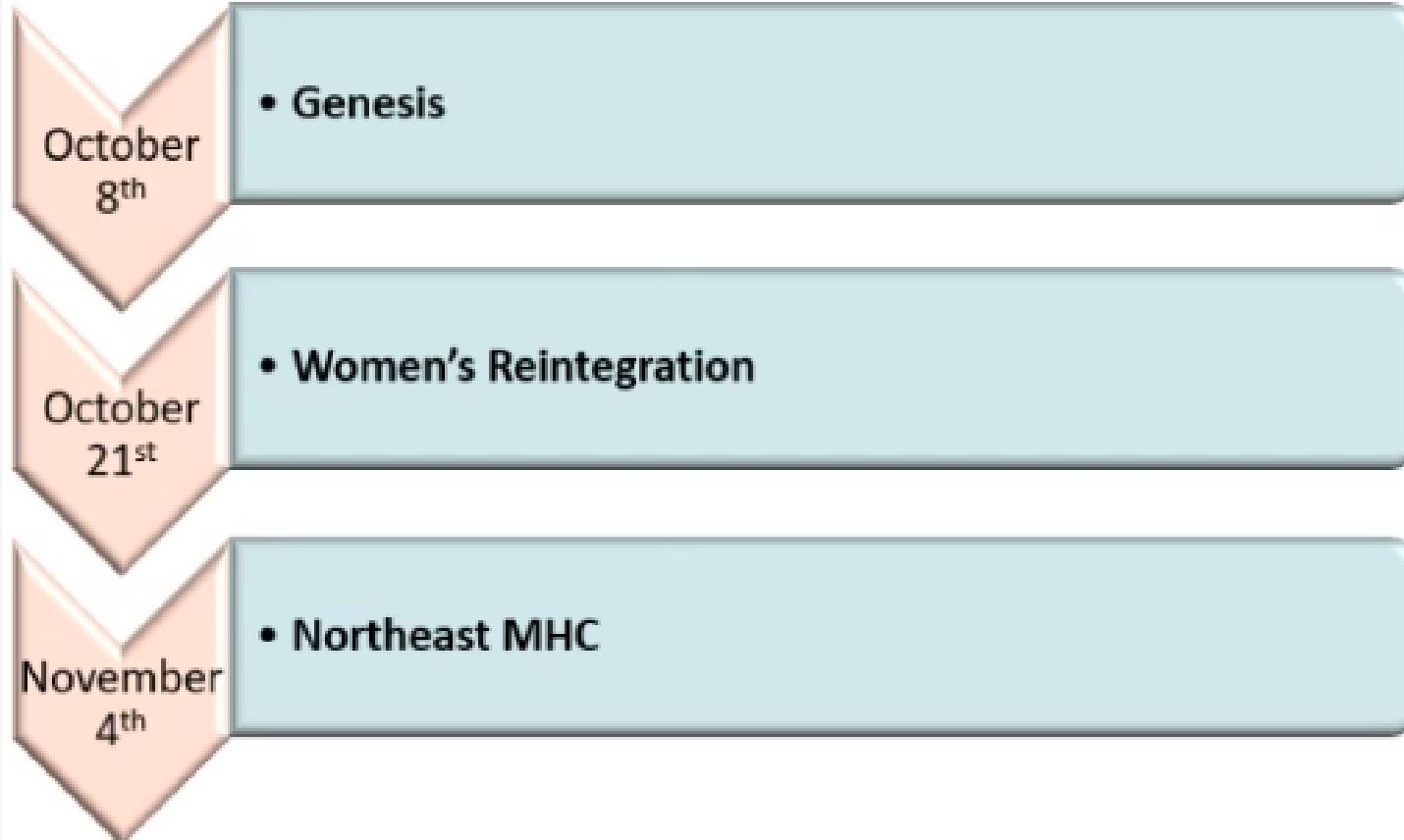
DO QA Check-Ins & Chart Reviews



QA Policy & Technical Development

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

DO Virtual Back to Basics



QA Policy & Technical Development

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

ONLINE TRAINING "MASTERY IN IBHIS & DOCUMENTATION" FOR DIRECTLY OPERATED PROGRAMS

Quality Assurance – Policy & Technical Development Team is pleased to announce online training, "Mastery in IBHIS & Documentation" for practitioners within DMH directly-operated programs. The on-line training modules allow practitioners to access and repeat the online lectures at any time to identify the essential elements of documentation and prepare to accurately complete an Assessment, Client Treatment Plan and Progress Note within IBHIS, as well as selecting appropriate Procedure Codes.

You are required to complete the entire online training module series for your discipline in order to get authorized access to IBHIS. To begin the training, find the training modules related to your scope of practice/discipline below. (*Optional modules are not required for certain disciplines). We recommend new practitioners initially complete the modules in the order they are presented below.

Upon completion of each module, there is a quiz. Once the quiz is submitted, you will receive a confirmation email of completion. Please keep the email as proof of your training completion.

TRAINING EVALUATION: Upon completion of all training modules related to your scope of practice/discipline, please complete the training evaluation via <https://tinyurl.com/IBHISDocEval>

If you want to practice navigating and using IBHIS, please use the training environment: [IBHIS Practice Site](#). The Local User Administrator (LUA) at your program can help set your account.

For any questions on the Mastery in IBHIS & Documentation training, please contact QA Unit at QAQOTraining@dmh.lacounty.gov.

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

In Development

- Crisis Intervention

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)

Legal Entity Chart Reviews - Update

Currently in Process

- Child & Family Center
- David & Margaret Homes
- Asian American Drug Abuse Program (AADAP) – Starts Today

Upcoming

- United American Indian Involvement (UAI) – November
- Watts Labor Community Action Committee (WLCAC) - November

QA Lead Coverage During Reviews

- Direct questions to QA Mailbox
- QA Leads will inform of other coverage details/email auto-reply

QA Training and Operations

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

Upcoming

Training – Early in Development

- Online Interactive Training Exercises/Tools
- Documenting & Claiming for TCM & Rehab – Online Version

QA Knowledge Assessment Survey

- Resuming before the end of 2020

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!!)

QA Policy & Technical Development

ACCESS To Care and Network Adequacy – Webinar held 10/13/20

- Will send out meeting recording once link is available
- Contact Howard Washington to be added to invite list: Hwashington@dmh.lacounty.gov

Q&A

Signature requirements related to COVID

- CTP and Consents – verbal is acceptable. Signature not required
- Financial forms are separate – different requirements

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

1. Consumer Perception Survey – No Fall surveys

2. EQRO – week of 9/28/20 – 10/1/20

- SAs 2 & 5
- DMH response to COVID-19
- Updates: DMH Strategic Plan
- Access and Timeliness

QI AGENDA TOPICS

EQRO Review

Review Covered:

New County Initiatives – Therapeutic Transport, HOME Outpatient Conservatorship Pilot, Help Line, FSP 2.0, and Community Ambassador Network

Special Focus -

- Response to Covid – assuring access to care
- Timeliness
- Network Adequacy
- Technology use in service delivery

LACDMH 24/7 HELP LINE

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**Need to be
connected to
mental health
services?**

Call 800-854-7771

(ext. 1) for mental health referrals
and crisis services.



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**¿Necesita que
le transfieran
a servicios de
salud mental?**

Llame al 800-854-7771

(ext. 1) para referencias de salud
mental y servicios de crisis.



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LACDMH 24/7 HELP LINE

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Feeling overwhelmed
about COVID-19?

If you or someone you know is having difficulty coping with the added stress of COVID-19, help is available from the Los Angeles County Department of Mental Health's Help Line.

Call 800-854-7771 (ext. 2) for emotional support services available 9am-9pm, 7 days a week.



Feeling anxious or overwhelmed?

Call 800-854-7771
(ext. 2) for emotional support.

 LOS ANGELES COUNTY
**DEPARTMENT OF
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If you are calling in, please put your phone on MUTE. Do NOT use the hold feature since many phone systems play music and this may be distressing to you.

LACDMH 24/7 HELP LINE

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Veteran Line for Mental Health Support and Connection to [Veteran Programs](#) – available 9 a.m. to 9 p.m. daily (option 3 when calling the Help Line 800-854-7771)

If you are calling in, please put your phone on MUTE. Do NOT use the hold feature since many phone systems play music and this disrupts the meeting. You will be exited from the meeting should you put the call on hold.

QI AGENDA TOPICS

4. Access Center – List of Clinics Not Accepting Referrals

- None in SA 8
- Please contact Dr. Jessica Walters jwalters@dmh.lacounty.gov if you have any changes or updates to this list

QI AGENDA TOPICS

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

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

NEXT MEETING:

November 18th from 1:30PM-3:30PM via teams

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/SA8QualityOct2020>



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