

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date:	December 15, 2020
Place:	Virtual – Microsoft Teams Meeting	Start Time:	1:30 pm
Chairpersons:	Greg Tchakmakjian, Chair Susan Lam, Co-Chair Caesar Moreno, Co-Chair	End Time:	2:15 pm
Members Present:	Greg Tchakmakjian, CAESAR MORENO, chloe gomez, Javier Nevarez, Melanie Cain, Hsiang Ling Hsu, Jenny Quach, Joel Solis, Yesenia Zacarias, Jina Tintor, Guadalupe Ceballos, Jenna Radloff, jennifer mitzner, Elizabeth Mota, Elizabeth Hernandez, Michael Olsen, Erica Wirtz. Nicole Santamaria, Quenia Gonzalez, Grace Guzman , Tatiana Rojas. Wendy Mielke, Susan Lam, Cinthia Sanchez, Denise Smith , Daiya Cunnane		
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome/Introductions	Meeting was called to order at 1:30 pm	Introductions were made and new members welcomed,	Caesar Moreno
Chair Updates			
Review & Approval of Minutes	Minutes from September 2020 were reviewed		Caesar Moreno
Quality Improvement			
Presentation: Speaker Bureau	<p><u>Speaker: Sandra T. Chang Ph.D</u></p> <p>New initiative commissioned by Dr Sherin in response to COVID-19 as a means to communicate with underserved communities due to COVID- 19. New project began May 2020 but will continue to function as an available service.</p> <p>100 clinicians serving as subject matter experts (SME) with additional partnerships with Promotores and clinical speciality leads to provide highest quality in clinical and cultural/linguistically appropriate solutions.</p> <p>The subject matter was developed for public speaking, town hall and community meetings using cultural expertise among</p>	Power Point will be sent to group	Sandra Chang, Ph.D.

<p>Presentation: Speaker Bureau</p>	<p>SME. Examples of activities include print, radio, COVID-19 material, consultation, and public service announcements.</p> <p>Examples of Workshop menu: COVID-19, veteran issues, cultural competence/cultural humility, lgbtq+, spirituality, grief and loss, youth, general mental health, trauma, online resources, suicide prevention, workplace and employment, homeless services, wellness and meditation, Spanish and Mandarin language specific presentations.</p> <p>Community can access the Speakers Bureau at the DMH website (https://dmh.lacounty.gov/resources/speakers-bureau/), contact by phone, or complete a request form per surveymonkey at (https://www.surveymonkey.com/r/SBARrequest).</p> <p>What video platforms does the Speakers Bureau work with? What is requesting party utilizing? Zoom, Teams, Skype. Will work with whichever platform.</p> <p>Is there a limit to number that can participate in the trainings? Number of persons in training: depends on platform.</p> <p>Can the sessions be recorded? They are recorded but needs to be checked by each speaker just to be sure that they are aware that being recorded and give their approval.</p> <p>Reminder given about the annual cultural competency training requirement for staff. Speakers Bureau has many trainings that can assist with the requirement.</p>		
<p>Presentation: QI Unit, Outcomes Demographic Profile Adult and Older Adult Populations: December 2020</p>	<p>Speaker: Daiya Cunnane:</p> <p>Data presented comes from QI department annual report. (https://dmh.lacounty.gov/qid/)</p> <p>Population per County Data (Calendar Year 2018): Children 19%, Adults 48%, TAY 14%, Older Adults 19% Shown growth in some numbers for adults but decline in child numbers.</p> <p>Data for those receiving services in County: Children 31.3%, TAY 20.5%, Adults 39.1%, Older Adults 9% (FY 2018-2019)</p>	<p>Will send out Power Point to group.</p>	<p>Daiya Cunnane, Psy.D</p>

<p>Quality Improvement Update</p>	<p>Slight growth in older adult and TAY and children group with some decline. Adult numbers -no change (over 3 year timeframe).</p> <p>Diagnosis data: 2 highest in adults - Mood/affective and Anxiety/Stress. Older adults: Mood/Affective, Anxiety/Stress, and Schizophrenia/Psychosis.</p> <p>Older adults and substance use (65-79 age group): 50% highest</p> <p>If want more information, please contact Greg Tchakmakjian or use the following email address for the QI department (DMHQI@dmh.lacounty.gov)</p> <p>Report concerning last EQRO review has been received and will be presented in January 2021.</p> <p>Policy Review</p> <p>No new policies. One revised (Directly Operated) - 501.01 Client Right to Access PHI and Confidential Data 4 deleted policies 100.01 , 812.01, 812.02 and 1000.02.</p>		<p>Greg Tchakmakjian Ph.D.</p>
<p>Quality Assurance Update</p>	<p>DHCS Updates: There is a waiver requirement change with regard to students in formal graduate psychology programs who will no longer require a formal DHCS waiver to provide services. They must not be under contract with the mental health provider for services such as assessment or testing. Persons still obtaining their doctorate or receiving hours for licensure will still need a waiver with max duration of 5 years. An updated DHCS notice is coming.</p> <p>Legal entity chart reviews: Hillsides, January, Exceptional Children foundation January 2021</p>		<p>Susan Lam, LMFT</p>
<p>Quality Assurance Updates</p>	<p>QA lead coverage: Daiya resuming SPA 1 oversight Annual Legal Entity QA reports (and processes): Due January 31 2021. A memo will be sent out with updated forms. Updated forms will have a December 2020 revision date.</p>		<p>Susan Lam. LMFT</p>

<p>Quality Assurance Updates</p>	<p>E & M codes effective 1/1/2021: 99201 -99215 claims time based on medical decision making or total time of service. Other codes remain the same. What makes codes defined by medical decision making: number of problems reviewed or addressed during the session, the complexity of the data to be reviewed, risk of complications of morbidity or mortality. What makes codes defined by total total of service: Total time – face to face time, review of medication, etc. There will be a QA Bulletin issued to review the changes.</p> <p>Codes will also be determined by type of client and status (new versus established). New procedure codes: 90882 – non billable SI application 90882 (only for Directly Operated) This new code was designed more for tracking purposes with regard to completing SSI applications.</p> <p>NAPPA: There have been modifications to the system as of 12/1/2020. Most obvious change includes use of C-numbers to access the system. if you have a c number please request access to the NAPPA system, however if a staff person does not have a c-number, then that individual would need to apply for one (this would allow access for the person designated to update the NAPPA system). PRM is no longer in use and NAPPA has integrated with IIBHIS which is the new system to register new practitioners.</p> <p>Language has now been added to legal entity contracts to ensure that the NAPPA system is updated on a consistent basis of at least every 30 days. DMH will begin to monitor and track which agencies have updated their information and the likelihood is that if an agency is not updating their information, then DMH may speak with you about challenges.</p> <p>A QA bulletin will be released regarding all updates, including the practitioner tab to indicate if staff are providing Mode 15 services. This option will help to answer question if supervisors should be listed in NAPPA. This option can be used as a method to separate out supervisors who have case loads versus those who do not. When a supervisor bills they need to be added to the NAPPA because it is linked through PRM. Other updates: gender and DSM 5 practice/specialities</p>		<p>Caesar Moreno, LCSW</p> <p>Caesar Moreno, LCSW</p>
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<p>Quality Assurance Updates</p>	<p>Primary reported challenges to NAPPA have been around overall access to the NAPPA system. If an agency is having difficulty with access due to c-number, please create a heat ticket for the DMH Help Desk. There have been delays with processing of c-number application requests and access due to setting up multifactor authentication for accounts.</p> <p>Access To Care: DMH continuing to look at data from August to September 2020 to identify organizations that may be below the 80% threshold/benchmarks. An updated bulletin and FAQ which explains expectations and any other updates will be releaed.</p> <p>PAVE and Medi-Cal Rx: This topic has been discussed in previous meetings. Doctors need to sign up with PAVE and also Medi-cal rx portals after they have been approved by PAVE. Staff should use a personal computer versus a work laptop as there may be firewalls that challenge enrollment.</p> <p>Enrollment for eligible practitioners has been extended from January 1, 2021 to April 1, 2021. It is recommended that eligible practitioners enroll themselves and have all necessary documentation ready to upload as required. PAVE FAQs are currently in the DMH website.</p> <p>Question from group: Are only licensed professionals required to apply for PAVE? If they do not provide direct services, should they stilll enroll in PAVE? Response: Refer to PAVE FAQs for additional informaiton concering who is classified as an eligible practitioner (majority of those eligible are licensed). Greg will ask question about direct service standard.</p> <p>ICC and IHBS: Updates concerning pre-authooization requirement effective 1/21/2021. These include: clams will be denied if there is no authorizatoin beginning 3/1/2021. DMH looking at key documentation components when agnecies submitting for pre-authorization. Main question is are services justified? At this point, documentaiotn mus be submitted, however main review is concerning justification of service request. Eventually, documentation will be mandatory for authorization requests. DMH will work with</p>		<p>Susan Lam, LMFT</p>
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<p>Adjournment</p>	<p>providers to create a work group to review the pre-authorization process.</p> <p>Question from Group: For WRAP providers who have outside clinicians, who is responsible for submitting the preauth? Response: Whomever is billing for IHBS service should be responsible. If the agency itself is responsible for billing, then the preauth should come from them. Greg will verify the protocol.</p> <p>FAQs and QA bulletins: Please refer to any FAQ pages and other QA bulletins for up to date information regarding changes/updates.</p> <p>QA questions and who to contact? If agencies have QA question, these must be routed to Greg as the SPA Chair/Liason.</p> <p>Other Announcements: None</p> <p>Meeting was adjourned at 2:15 pm</p> <p>Respectfully Submitted, Caesar Moreno, LCSW SPA 7 QIC Co-Chair</p>	<p>Next Meeting:</p> <p>March, 2021 (TBD) Microsoft Teams</p>	
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