



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

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
 SERVICE AREA 8 QI/QA COMMITTEE MEETING  
 02/17/2021  
 1:30PM-3:30PM**

<b>Type of meeting:</b>	Virtual monthly meeting via MS Teams
<b>Meeting Recording:</b>	Link to the meeting recording: <a href="http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8905">http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8905</a>
<b>Members Present:</b>	See attached at the end of the minutes

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
<b>Meeting sign-in</b>	Link was provided during the meeting and on the slides to record attendance: <a href="https://tinyurl.com/SA8QualityFeb2021">https://tinyurl.com/SA8QualityFeb2021</a>		
<b>QUALITY ASSURANCE</b>			
<b>QA webpage</b>	<a href="https://dmh.lacounty.gov/qid/">https://dmh.lacounty.gov/qid/</a>		
<b>Central Monthly QA/QI meeting</b>	<p><b>Central QA/QI Meeting recordings:</b>            2/8/21 - <a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8865">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8865</a></p> <p><b>Next Central QA/QI meeting will be held on March 8<sup>th</sup>, 10:30am-12:00pm.</b> Link to the meeting was provided in the slides.</p> <p>Upcoming webinar links were also provided in the slides:            ➤ <b>Legal Entity NAPPA Training</b> – February 17th 9:30 am -11 am</p>		

	<ul style="list-style-type: none"> <li>➤ <b>Pre-Authorization Q&amp;A</b> – February 18th from 11 am - 12 pm</li> <li>➤ <b>QA/QI Central Meeting</b> – March 8th from 10:30 am - 12 pm</li> </ul>
<b>CURES Act</b>	<ul style="list-style-type: none"> <li>• Reminder: Provisions of the final rule that covers data exchange, interoperability, and regulations on information blocking, including the ability of beneficiaries to access health information electronically without “special effort” <ul style="list-style-type: none"> <li>○ CMS has not indicated any flexibility in relaxing requirements – July 2021</li> </ul> </li> <li>• DHCS is in preliminary process of identifying how this impacts Counties and what compliance looks like</li> <li>• CBHDA and CalMHSA/California Health Care Foundation to provide webinars in understanding the requirements – mid to late February</li> <li>• DMH will keep providers updated in the QA/QI Central meetings. When we know more, a QA Bulletin will be issued. <ul style="list-style-type: none"> <li>○ Contractors should discuss with their vendors and review the federal requirements</li> </ul> </li> </ul> <p><a href="#">Interoperability and Patient Access Fact Sheet   CMS</a></p>
<b>PAVE Enrollment &amp; Medi-Cal Rx Provider Web Portal Enrollment</b>	<ul style="list-style-type: none"> <li>• Reminder: PAVE Enrollment is required for eligible licensed disciplines by April 1, 2021</li> <li>• So far, we have about 750 practitioners with approved enrollments</li> <li>• Staff are experiencing it’s taking 1-2 months to get their enrollment approved; if PIN# is incorrectly entered numerous times, it becomes inactivated and then staff have to wait to receive a new PIN# so follow instructions carefully</li> <li>• Discussed challenges with prescribers registering for the Medi-Cal Rx Provider Web Portal Enrollment for a few months after PAVE enrollment. Dr. Borkheim advised to review the PAVE FAQs. Some providers have submitted a heat ticket. Please contact Michelle Young at <a href="mailto:MiYoung@dmh.lacounty.gov">MiYoung@dmh.lacounty.gov</a> for PAVE questions.</li> </ul>
<b>Annual QA Report – Legal Entity (LE)</b>	<p>Thank you to those LEs who submitted their QA Reports &amp; Written QA Processes. LEs that still need to submit, please do so as soon as possible this week.</p>

	<ul style="list-style-type: none"> <li>For new providers that need a sample, please contact Ann Lee and she will share another contract provider's report with their permission.</li> </ul> <p>Direct link to page with required forms, <a href="https://dmh.lacounty.gov/qa/qacrr/">https://dmh.lacounty.gov/qa/qacrr/</a>)</p>
<b>Annual QA Report - Legal Entity</b>	<p><b>Due Date: January 31, 2021</b></p> <ul style="list-style-type: none"> <li>All Legal Entity Contract (LE) Providers; 1 per LE</li> </ul> <p><b>Required Forms:</b></p> <ul style="list-style-type: none"> <li>Annual QA Report for Legal Entities</li> <li>Written QA Process for Legal Entities</li> <li>Corrective Actions Plan (if indicated)</li> </ul> <p><b>Updates:</b></p> <ul style="list-style-type: none"> <li>New questions on QA Report form <ul style="list-style-type: none"> <li>Person responsible for entering/updating NAPPA</li> <li>Person responsible for monitoring access to care</li> </ul> </li> <li>New item on Written QA Process form <ul style="list-style-type: none"> <li>Clinical peer review process – ensuring standard level of quality of care</li> </ul> </li> </ul>
<b>QA Knowledge Assessment</b>	<ul style="list-style-type: none"> <li>175 completed surveys so far</li> <li>Survey link will remain open through February 26<sup>th</sup> <ul style="list-style-type: none"> <li>Anonymous countywide results will be sent out/posted shortly after survey closes</li> </ul> </li> </ul>
<b>Legal Entity (LE) Chart Reviews Update</b>	<ul style="list-style-type: none"> <li>Currently scheduling exit meetings for first batch of chart reviews conducted after resuming process in last quarter of 2020</li> <li>In the process of scheduling next set of reviews <ul style="list-style-type: none"> <li>No dates confirmed at this time</li> </ul> </li> <li>Video on what to expect and how to prepare for a LE Chart Review currently in development <ul style="list-style-type: none"> <li>Anticipated to be available end of March/beginning of April</li> </ul> </li> </ul>
<b>Revised Beneficiary Handbook</b>	<ul style="list-style-type: none"> <li>Please refer to <b>QA Bulletin 21-01</b></li> <li>Link to the <a href="#">Mental Health Plan Beneficiary Handbook</a></li> </ul>

<p><b>Policy &amp; Technical Development</b></p>	<p><b>QA Bulletin <a href="#">20-05R: ICC, IHBS, TBS Services</a> and <a href="#">Pre-Authorization for IHBS/TBS/TFC FAQs</a></b></p> <ul style="list-style-type: none"> <li>Reviewed the bulletin as outlined on slide 15.</li> </ul> <p>Q: For MAT providers, will a preauthorization be necessary for TCM?  A: <i>No. Preauthorization is only required for IHBS and TBS.</i></p> <p><b>Clinical Forms Bulletin <a href="#">21-01: CANS 0-5, CANS IP, PSC 35, SRL, Treatment Plan, Supplemental Assessments</a></b></p> <ul style="list-style-type: none"> <li>Reviewed the bulletin as outlined on slide 16-19</li> </ul>	<p>Ann Lee will follow up on CANS questions related to CF bulletin 21-01 and send via a follow up email or bring up at the next</p>	<p>3/17/2021</p>
<p><b>Policy &amp; Technical Development</b></p>	<p><b>QA Bulletin <a href="#">20-05R: ICC, IHBS, TBS Services Pre-Authorization for IHBS/TBS/TFC FAQs</a></b></p> <ul style="list-style-type: none"> <li>Reviewed the bulletin and FAQs as outlined on slide 15. Question was asked in the chat and answered by the co-chairs.</li> </ul> <p>Q: For MAT providers, will a preauthorization be necessary for TCM?  A: <i>No. Preauthorization is only required for IHBS and TBS.</i></p> <p><b>Clinical Forms Bulletin <a href="#">21-01: CANS 0-5, CANS IP, PSC 35, SRL, Treatment Plan, Supplemental Assessments</a></b></p> <ul style="list-style-type: none"> <li>Reviewed the bulletin as outlined on slides 16-19</li> <li>MH 755 CANS 0-5 (new form). Can be used for 0-5 population to satisfy requirement to conduct a TCM Needs Evaluation. Practitioners must be certified by Praed (same certification as CANS-IP). Once a child turns 6</li> </ul>		

years old, providers must switch to the CANS-IP. The first CANS-IP must be marked as the "Initial". It includes the two new assessment types (Admin Close and Urgent) and the questions to satisfy a TCM Needs Evaluation added to the form.

- Questions about the CANS 0-5 were deferred to this bulletin
- MH 744 Supplemental IHBS Assessment and MH 745 Supplemental TFCS Assessment - Removed statement about clients needing Full Scope Medi-Cal. Added fields to capture referring provider's contact information. Added statement regarding Target Population Criteria to ensure criteria is used as a guide to help determine if a child may benefit from either IHBS or TFCS, not as a requirement. Also included an "other" option so providers could write in other criteria that may exist
- MH 718 Service Request Log (updated) - Removed SRTS fields since no longer a requirement to complete SRTS AND SRL
- MH 636 Annual Client Treatment Plan and MH 636A Update Client Treatment Plan (updated). Revised to align with requirements as listed in the Organizational Providers Manual. Please refer to the bulletin or slides for details on the revisions.

#### **COVID FAQs - Clients Out of State**

- DHCS has given us guidance that they won't necessarily disallow services for clients who are out of state.
- Due to licensing requirements of other states, our recommendation is to be highly cautious in providing and claiming. Every state is different in what they allow
- If the client has actually relocated to another state, best to link/connect them to the MHS in that State

#### **Common Questions regarding updated E&M codes**

- Please see slide 21

#### **NOABD Application for LEs**

- Online application for LE providers to submit NOABDs has been created

	<ul style="list-style-type: none"> <li>• CIOB PAO team is working on identifying resources to onboard providers. More information to come next month</li> <li>• Will be transitioning providers to start using this application around March 2021</li> </ul>
<b>Directly Operated (DO) QA Check-Ins and Chart Reviews</b>	Reviewed upcoming schedule (See slide 23)
<b>QUALITY IMPROVEMENT</b>	
<b>QI webpage</b>	<a href="https://dmh.lacounty.gov/qid/">https://dmh.lacounty.gov/qid/</a>
<b>CPS Online Application Development Update</b>	<p>Dr. Jennifer Regan provided an update on the electronic CPS application:</p> <ul style="list-style-type: none"> <li>❖ The development team worked on the provider portals and prepared the surveys to be submitted for translation. They are also working to make the texting feature available. They will check to determine if consumers who elect to not finish a started survey can skip to the end of the survey with an additional button.</li> <li>❖ QI worked with the Developers to resolve issues with logic, branching, instructions, and survey structure.</li> <li>❖ QI elected to structure the survey in a user friendly format rather than keep the structure of the paper version. The numbers were removed from the questions.</li> <li>❖ QI has been unable to connect with the new State Liaison for additional information regarding the process for submission of survey data or when the survey period will begin.</li> <li>❖ If Internet connection is lost mid-survey, consumers will likely need to start the over again.</li> </ul>
<b>Change of Provider Logs (COP)</b>	Please continue to submit (LEs email <a href="mailto:DMHCOP@dmh.lacounty.gov">DMHCOP@dmh.lacounty.gov</a> ; DOs continue submitting via online app).
<b>NEXT MEETING</b>	Next meeting will be held on March 17, 2021 from 1:30PM-3:30PM.

*Ann Lee PhD*

Minutes Recorded by Ann Lee, DMH SA 8 Administration



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SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING  
02/17/2021  
1:30PM-3:30PM**

**Members Present:**

<b>NAME</b>	<b>PROGRAM/AGENCY</b>
Aaron Icedo	DMH San Pedro
Aminah Ofumbi	Didi Hirsch
Ana Viana	Star View Community Services
Analia Barroso	Telecare LA OA
Angela Lee	DMH TIES for Families-South Bay
Ann Lee (Liaison)	DMH SA 8 Administration
Annketse Desta	DMH
Belinda Williams	Tessie Cleveland Community Services Inc
Brenda Miranda	Alma Family Services
Colette James	SHIELDS for families
Courtney Stephens (co-chair)	MHALA
Cristina Magarin	DMH, CMMD
Danielle Lowe	SHIELDS FOR FAMILIES
Daphne King	South Bay Childrens Health Center
David Worden	SHIELDS for Families
Debra Deleon	SSG/OTTP
Della Clayburg	DMH SFC South County
Denise Shook	Behavioral Health Services
Dr. Tiffany Harvey	Alafia Mental Health Institute
Efrain Marquez	Behavioral Health Services
Ekaete Ekpo	Exodus Recovery
Emilia Ramos (DMH co-chair)	LBMH
Erica Julian	Shields for families
Esther Lee	CMMD DMH
Evelyn Nankanja	Dream Home Care
Gerelyn La Fleur	Personal Involvement Center
Gerardo Avila	Exodus Recovery, Inc.
Helen Chang	Coastal API Family MHC
Janine Solano	Star View Community Services
Jeff Baer	DMH - Long Beach Child and Adolescent Program
Jen Regan (QI Lead)	DMH QI Unit

Jennifer Mitzner	Olive Crest
Jo Ann Freeman	SALT 8 representative
Josie Myles	Dimondale Adolescent
Kari Saenz	Dimondale
Karina Quintero	Shields for Families
Kate Katzban-Beren	The LGBTQ Center Long Beach
Kathleen Villagomez	San Pedro Mental Health
Kim Nguyen Pierce	SFC SA 8 Administration
Kreshawna Anderson	The Guidance Center LB
Kristina Castellanos	Starview Community Services
Layhearb Poon	Long Beach API
Linda Nakamura	Masada Homes
Lisa Sumlin	Counseling4Kids
Marc Borkheim (QA Lead)	DMH QA Unit
Maria Llamas	For The Child
Martin Mcdermott	Bayfront Youth and Family Services
Melinda Kuoch	DMH HOME S8
Michele Munde (co-chair)	Stars Behavioral Health Group
Natalie Anderson	ChildNet
Nicolette Bidlingmeyer	1736 Family Crisis Center
Nizhu Minhaz	Counseling4Kids
Paula Valencia	Star View BHUCC
Ruth Wen	DMH San Pedro
Shahana Osman	
Socorro Elias	Tarzana Treatment Centers
Susan Osborne	Mental Health America of Los Angeles
Susana Lutz	Rite of Passage
Tiffani Tran	Counseling4Kids
Trista Coleman	Rite of Passage
Yessica Brown	Crittenton Services for Children and Families
Yumiko Kodama	DMH Wraparound