



Quality Assurance Bulletin

Quality Assurance Unit

County of Los Angeles – Department of Mental Health

Jonathan E. Sherin, M.D., Ph.D., Director

March 31, 2022

No. 22-02

NEW PROVIDER DIRECTORY

In collaboration with stakeholders, the Los Angeles County Department of Mental Health (LACDMH) Quality Assurance (QA) Unit and the Chief Information Office Bureau (CIOB) have developed a new on-line Provider Directory in-line with Department of Health Care Services (DHCS) Behavioral Health Information Notice (IN) 18-020. The new Provider Directory can be found on the [LACDMH public facing website](#) and also, for Directly Operated staff, on the [LACDMH intranet](#). A [brief training](#) on the new Provider Directory can be found on the [QA Training webpage](#).

Key features of the new Provider Directory include:

1. Refreshes daily with information entered by Providers in the Network Adequacy: Provider and Practitioner Administration (NAPPA) application;
2. Includes key information about each provider site including:
 - a. Provider address, telephone number, email, and web site;
 - b. Services provided (e.g. Day Treatment Intensive, Medication Support Services);
 - c. Working hours (hours of operation);
 - d. Age groups served;
 - e. Languages available;
 - f. Special populations served (e.g. homeless, gender identity, trauma, veterans);
 - g. Programs available (e.g., General Outpatient Care Services, Wraparound).
3. Allows the DMH Help Line (specifically the ACCESS Center) and all providers to quickly and easily search the entire LACDMH Network of Providers for a provider accepting new clients within 15 miles of the requesting party.

If a provider finds any of their information is incorrect in the Provider Directory, the provider can make the corrections directly within NAPPA and the Provider Directory will refresh the following day. If any assistance is needed, please contact NetworkAdequacy@dmh.lacounty.gov.

Per DHCS IN 18-020 and LACDMH's contract with DHCS for Medi-Cal SMHS, providers must make the Provider Directory available in electronic and paper format upon request from the client. LACDMH also requires providers to notify clients upon admission into LACDMH that the Provider Directory is available upon request. Providers are not required to document that the Provider Directory, or Mental Health Plan Beneficiary Handbook, was offered and/or provided to the client in-line with the DHCS CalAIM initiative to reduce administrative burden. Requirements related to the Provider Directory and Mental Health Plan Beneficiary Handbook will be included in LACDMH Policy and Procedures 312.02: Opening and Closing of Service Episodes.

Note: The QA Unit will be issuing a Clinical Forms Bulletin announcing that the MH 710 Medi-Cal Required Informing Materials Beneficiary Acknowledgment of Receipt form (as identified in QA Bulletin 13-06) is obsolete.

LACDMH expects to have the updated printable versions of the Provider Directory available soon. In addition, LACDMH continues to work with stakeholders to make the Provider Directory as user-friendly as possible. The new platform for the Provider Directory will allow LACDMH to quickly make updates to the format and information within the Provider Directory.

If directly-operated or contracted providers have any questions related to this Bulletin, please contact the QA Unit at NetworkAdequacy@dmh.lacounty.gov.

cc: DMH Executive Management
DMH Administration Managers
DMH QA Liaisons
Legal Entity Executive Management

DMH Clinical Operations Managers
DMH Quality Management Division
DMH CIOB Managers
Legal Entity QA contact