

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC	Date	1/19/2022																																																																																								
Place	Microsoft Teams Call-in Number: (323) 776-6996 Conference ID: 951 266 390# https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9715	Start Time:	9:30 am																																																																																								
Chairperson Co-Chairs	Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian	End Time:	11:00 am																																																																																								
Members Present	<table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Lisa Ngo-Meza</i></td> <td style="width: 25%;"><i>Alma Family Services</i></td> <td style="width: 25%;"><i>Rebecca Schaal</i></td> <td style="width: 25%;"><i>Haynes</i></td> </tr> <tr> <td><i>Tierra Patterson</i></td> <td><i>Bourne, Inc.</i></td> <td><i>Veronica Rocha</i></td> <td><i>Haynes/David & Margaret</i></td> </tr> <tr> <td><i>David Palmer</i></td> <td><i>Boys Republic</i></td> <td><i>Patricia Tyler</i></td> <td><i>Heritage Clinic</i></td> </tr> <tr> <td><i>Mark Rodriguez</i></td> <td><i>Bridges, Inc.</i></td> <td><i>Erica Wirtz</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Cindy Luna</i></td> <td><i>Bridges, Inc. Project Independence</i></td> <td><i>Casey Meinster</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Misook Nierodzik</i></td> <td><i>CIFHS</i></td> <td><i>Beth Foster</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Renee Lee</i></td> <td><i>DMH- Med-Cal Certification</i></td> <td><i>Sybil Chacko</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Marina Barrios</i></td> <td><i>DMH - ESGV</i></td> <td><i>Leana Olague</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Sarah Sullivan</i></td> <td><i>DMH – ESGV FSP</i></td> <td><i>Rebecca DeKeyser</i></td> <td><i>San Gabriel Children’s Center</i></td> </tr> <tr> <td><i>Kristin Gray</i></td> <td><i>DMH – SA3 Admin</i></td> <td><i>Dawn Dades</i></td> <td><i>Social Model</i></td> </tr> <tr> <td><i>Robin Washington</i></td> <td><i>DMH - QA</i></td> <td><i>Lan Nguyen-Chawkins</i></td> <td><i>SSG/APCTC Alhambra</i></td> </tr> <tr> <td><i>Daiya Cunnane</i></td> <td><i>DMH - QI</i></td> <td><i>Jennifer Escorcia</i></td> <td><i>Starview</i></td> </tr> <tr> <td><i>Vickie Xu</i></td> <td><i>DMH</i></td> <td><i>Margaret Faye</i></td> <td><i>Sycamores</i></td> </tr> <tr> <td><i>Frances Liese</i></td> <td><i>DMH – Child Well-Being Program</i></td> <td><i>Isa Ayala</i></td> <td><i>Tri-City Mental Health</i></td> </tr> <tr> <td><i>Rosalba Trias-Ruiz</i></td> <td><i>DMH – SA3 Admin</i></td> <td><i>Samuel Moore</i></td> <td><i>Trinity Youth Services</i></td> </tr> <tr> <td><i>Bertha Berumen</i></td> <td><i>East San Gabriel Valley MHC - DMH</i></td> <td><i>Adrienne Bruce</i></td> <td><i>Trinity Youth Services</i></td> </tr> <tr> <td><i>Michael Olsen</i></td> <td><i>ENKI</i></td> <td><i>Janee Young</i></td> <td><i>Trinity Youth Services</i></td> </tr> <tr> <td><i>Kim Tran</i></td> <td><i>Ettie Lee Homes, Inc.</i></td> <td><i>Edith Herrejon</i></td> <td><i>Uplift Family Services</i></td> </tr> <tr> <td><i>Eunice Kim</i></td> <td><i>Ettie Lee Youth & Family Services</i></td> <td></td> <td></td> </tr> <tr> <td><i>Cheri Noone</i></td> <td><i>Five Acres</i></td> <td></td> <td></td> </tr> <tr> <td><i>Jennifer Butler</i></td> <td><i>Five Acres</i></td> <td></td> <td></td> </tr> <tr> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> <td></td> <td></td> </tr> </table>			<i>Lisa Ngo-Meza</i>	<i>Alma Family Services</i>	<i>Rebecca Schaal</i>	<i>Haynes</i>	<i>Tierra Patterson</i>	<i>Bourne, Inc.</i>	<i>Veronica Rocha</i>	<i>Haynes/David & Margaret</i>	<i>David Palmer</i>	<i>Boys Republic</i>	<i>Patricia Tyler</i>	<i>Heritage Clinic</i>	<i>Mark Rodriguez</i>	<i>Bridges, Inc.</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>	<i>Cindy Luna</i>	<i>Bridges, Inc. Project Independence</i>	<i>Casey Meinster</i>	<i>Hillsides</i>	<i>Misook Nierodzik</i>	<i>CIFHS</i>	<i>Beth Foster</i>	<i>Hillsides</i>	<i>Renee Lee</i>	<i>DMH- Med-Cal Certification</i>	<i>Sybil Chacko</i>	<i>Maryvale</i>	<i>Marina Barrios</i>	<i>DMH - ESGV</i>	<i>Leana Olague</i>	<i>Pacific Clinics</i>	<i>Sarah Sullivan</i>	<i>DMH – ESGV FSP</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children’s Center</i>	<i>Kristin Gray</i>	<i>DMH – SA3 Admin</i>	<i>Dawn Dades</i>	<i>Social Model</i>	<i>Robin Washington</i>	<i>DMH - QA</i>	<i>Lan Nguyen-Chawkins</i>	<i>SSG/APCTC Alhambra</i>	<i>Daiya Cunnane</i>	<i>DMH - QI</i>	<i>Jennifer Escorcia</i>	<i>Starview</i>	<i>Vickie Xu</i>	<i>DMH</i>	<i>Margaret Faye</i>	<i>Sycamores</i>	<i>Frances Liese</i>	<i>DMH – Child Well-Being Program</i>	<i>Isa Ayala</i>	<i>Tri-City Mental Health</i>	<i>Rosalba Trias-Ruiz</i>	<i>DMH – SA3 Admin</i>	<i>Samuel Moore</i>	<i>Trinity Youth Services</i>	<i>Bertha Berumen</i>	<i>East San Gabriel Valley MHC - DMH</i>	<i>Adrienne Bruce</i>	<i>Trinity Youth Services</i>	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Janee Young</i>	<i>Trinity Youth Services</i>	<i>Kim Tran</i>	<i>Ettie Lee Homes, Inc.</i>	<i>Edith Herrejon</i>	<i>Uplift Family Services</i>	<i>Eunice Kim</i>	<i>Ettie Lee Youth & Family Services</i>			<i>Cheri Noone</i>	<i>Five Acres</i>			<i>Jennifer Butler</i>	<i>Five Acres</i>			<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>		
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Call to Order & Introductions	The meeting was called to order and followed with self-introductions by presenting staff.		
Review of Minutes	Motion to approve the December 2021 meeting minutes by David Palmer and second by Sybil Chacko.		
Quality Improvement			
Consumer Perception Survey (CPS)	<p>CPS Data from Spring 2021 is now available and will be distributed soon to providers.</p> <p>CPS Period 2022 will occur in May. There will only be one survey period per year moving forward. Reminder that the state selects the survey period each year. Please make sure provider staff that will be part of the CPS period have an active C number - brief discussion followed on renewing C numbers.</p>		
Policy Bulletins	<p><u>Policy Bulletin 21-12 (December 31, 2021)</u></p> <ul style="list-style-type: none"> • New – 200.06: Electroconvulsive Therapy (DO and Contractors) • Revised – 302.03: Coordination of Care (DO and Contractors) <p>401.01: Clinical Records Maintenance (DO and Contractors)</p> <p>501.02: Designated Record Set (DO Only)</p> <p>Continue to check the Policy & Procedures website for updates each month.</p>	<p>https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=app.main&msg=</p>	

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<p>Medi-Cal Certification</p>	<p>Renee Lee reviewed updates to the Medi-Cal Certification Checklists, which will be sent out soon. Updates include:</p> <ul style="list-style-type: none"> • Will continue to conduct desk reviews of policies and procedures remotely, and electronic Provider policies will be collected. • New information under Physical Plan inspection list. • New guideline for document submission. <p>Further reviewed the requirements for fire clearance. If Fire Department is requesting 850 Form, can contact Renee Lee and she will assist.</p>	<p>https://dmh.lacounty.gov/qa/qampc/</p>	<p>Renee Lee, LMFT</p>
<p>Quality Assurance</p>			
<p>CalAIM Bulletin 21-07</p>	<p>Important CalAIM Updates:</p> <ul style="list-style-type: none"> • Criteria to Access Specialty Mental Health Services (SMHS) – January 2022 • Documentation Redesign for SMHS – July 2022 • Co-Occurring Treatment – July 2022 • No Wrong Door – July 2022 • Standardized Screening & Transition Tools – January 2023 • Behavioral Health CPT Coding Transition (Payment Reform) – July 2023 	<p>https://dmh.lacounty.gov/qa/qabul/</p>	
<p>Criteria to Access SMHS Bulletin 21-08</p>	<p><u>As Outlined in the DHCS Bulletin 21-073:</u> Updated Criteria to Access SMHS for Beneficiaries 21+</p> <ul style="list-style-type: none"> • Beneficiary has one or both: 	<p>https://dmh.lacounty.gov/qa/qabul/</p>	

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	<ul style="list-style-type: none"> ○ Significant impairment, where impairment is defined as distress, disability, or dysfunction in social, occupational, or other important activities AND/OR ○ A reasonable probability of significant deterioration in an important area of life functioning. ○ AND the condition is due to either: ○ A diagnosed mental health disorder, according to the criteria of the DSM and the ICD OR ○ A suspected mental disorder, not yet diagnosed. <p>Criteria for Beneficiaries Under 21 years of age (either Criteria 1 or Criteria 2)</p> <ul style="list-style-type: none"> • <u>Criteria 1</u>: The beneficiary has a condition placing them at high risk for a mental health disorder due to experience of trauma evidenced by any of the following: <ul style="list-style-type: none"> ○ Scoring in the high-risk range under a trauma screening tool approved by DHCS ○ Involvement in the Child Welfare System ○ Juvenile Justice Involvement ○ Experiencing homelessness • <u>Criteria 2</u> – The beneficiary meets both of the following requirements: <ul style="list-style-type: none"> ○ The beneficiary has at least one of the following: <ul style="list-style-type: none"> ▪ A significant impairment AND/OR ▪ A reasonable probability of significant deterioration in an important area of life functioning AND/OR 		

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	<ul style="list-style-type: none"> ▪ A reasonable probability of not progressing developmentally as appropriate AND/OR ▪ A need for SMHS, regardless of presence of impairment, that are not included within the mental health benefits that a Medi-Cal managed care plan is required to provide. <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> ○ The beneficiaries' condition, as described above, is due to one of the following: <ul style="list-style-type: none"> ▪ A current diagnosed mental health disorder, according to criteria of the current editions of the DSM and ICD OR ▪ A suspected mental health disorder that has not yet been diagnosed OR ▪ Significant trauma placing the beneficiary at risk of a future mental health condition based on the assessment of a licensed mental health professional. <p><u>Medical Necessity for Services</u> – Medical Necessity now applies to the service (i.e. is the service medically necessary). As part of CalAIM, medical necessity for both SMHS and non-SMHS is now defined as:</p> <ul style="list-style-type: none"> • <u>Medical Necessity Clients 21 +</u> - A service is “medically necessary” or a “medical necessity” when it is reasonable and necessary to protect life, to prevent significant illness or significant disability, or to alleviate severe pain. 		
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	<ul style="list-style-type: none"> • <u>Medical Necessity Clients Under Age 21</u> – A service is “medically necessary” or a “medical necessity” when needed to correct or ameliorate a mental health condition. (Note: Services do not need to be curative or restorative to ameliorate a mental health condition per CMS) 		
<p>QA Bulletin 21-09 Organizational Provider’s Manual Updates</p>	<p><u>Chapter 1</u> (Medi-Cal Medical Necessity)</p> <ul style="list-style-type: none"> • Removed the Medi-Cal Medical Necessity Description, Medical Necessity Criteria, and Documentation for Medical Necessity – The Clinical Loop. • Removed the URL link for the List of Outpatient “Included” Diagnoses. <p><u>Chapter 2</u> (Intensive Care Coordination & Intensive Home-Based Services)</p> <ul style="list-style-type: none"> • Removed the reference to the ICC Eligibility Form <ul style="list-style-type: none"> ○ The ICC Form is no longer required effective 12/13/21 ○ QA will be issuing an updated Clinical Forms Bulletin and QA Bulletin to address Katie A DPI Indicator. 	<p>https://dmh.lacounty.gov/qa/qabul/</p>	
<p>Quality Assurance Updates</p>	<ul style="list-style-type: none"> • As of January 2022, MR Grant will no longer provide audits for DMH. • LE Chart reviews for February & March are being coordinated. • Collaborative Documentation <ul style="list-style-type: none"> ○ No general trainings scheduled for January 2022 ○ 6 follow-up consulting and technical assistance sessions scheduled for January 2022 	<p>https://dmh.lacounty.gov/qa/collaborative-documentation/</p>	

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	<ul style="list-style-type: none"> ○ Wanta Yu is the contact for questions: Wyu@dmh.lacounty.gov <p>QA On the Air Webinars:</p> <ul style="list-style-type: none"> • January 18th and 20th from 2 to 3pm • January 24th and 28th from 11am to 12pm • Send Questions ahead of time to: https://forms.office.com/g/pfnJUE84Bb • Pre-register: https://forms.office.com/g/y8NrZpz1Rz <p>Further discussed updates to come related to Procedure Codes, NOABD forms, and Beneficiary Handbook.</p>		
<p>DHCS Updates</p>	<p>Two Draft information notices developed, set to take effect July 1, 2022 (subject to change):</p> <ol style="list-style-type: none"> 1. “No Wrong Door for Mental Health Services Policy” includes: <ul style="list-style-type: none"> • SMHS allowed during the assessment period prior to determination of a diagnosis or SMHS criteria met • Co-Occurring substance use disorders are reimbursable • Concurrent Non SMHS and SMHS are allowable 2. Documentation Requirements for all SMHS, DMC-ODS and DMC Services highlights include (not a complete list of requirements/changes): <ul style="list-style-type: none"> • CANS may have an expanded role in assessments; may serve as the assessment for clients under 21; no review frequency requirements for assessments. 		

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	<ul style="list-style-type: none"> • Appears to be consistent with our understanding of removing treatment plan requirements as we have known them to be • Increased use and reliance on the Problem List • Progress notes must describe the service provided, support the procedure code used, next steps and any applicable updates to the Problem List • Progress notes will have completion timelines set by DHCS • DTI and DR will require daily notes (no more weekly summary for DTI or weekly note for DR) <p>Documentation Redesign input/feedback form - https://forms.office.com/g/X0BAWEXY0k</p>		
<p>Legal Entity Annual Report & Written QA Process</p>	<p>QA Lead, Robin Washington, reviewed necessary forms due January 31, 2022 to QA:</p> <ul style="list-style-type: none"> • Annual Quality Assurance Report Form (revised 12/29/21) • Written QA Process Form • Corrective Action Plan forms, if indicated • New Supplemental Form on monitoring medication practices – Due February 4th. 	<p>https://dmh.lacounty.gov/qa/qa_crr/</p>	
<p>Network Adequacy/Access to Care</p>	<p><u>Access to Care Updates</u></p> <ul style="list-style-type: none"> • Access to Care monitoring team (QA Policy & Technical Development Team) is finishing up monitoring July 2021 – September 2021. • Managed Care Plan streamlined referral process was discussed in detail at Network Adequacy meeting. A few highlights include: 	<p>https://dmh.lacounty.gov/qa/na/</p> <p>Email questions to: NetworkAdequacy@dmh.lacounty.gov</p>	

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	<ul style="list-style-type: none"> ○ The state is developing screening and transition tools to be used by the MCPs and MHPs in California – scheduled to come out in January 2023. ○ For referral to MCP use form 707 – Provider Communication Form <ul style="list-style-type: none"> ▪ Fax (or email when applicable) to the appropriate Health Plan or Behavioral Health Organization ▪ Also email to ICDCCT@dmh.lacounty.gov ○ Health Plan/Behavioral Health Organization to notify referring provider of the scheduled non-SMHS appointment within 10 business days. ● Reviewed difference between SMHS Services and non-specialty mental health services. <p><u>NAPPA Updates</u></p> <ul style="list-style-type: none"> ● Currently 149 locations in NAPPA showing as not accepting new beneficiaries – please continue to review and make sure information is up to date for your agency. Further reviewed process of what to do if not accepting new beneficiaries. ● Provider Directory Updates coming February 1, 2022 		
Handouts	<ul style="list-style-type: none"> ● January SA3 QIC PPT ● Previous Meeting Minutes for December 2021 ● Meeting agenda 		
Next Meeting	Next Meeting is February 16, 2022 via Microsoft Teams.		