



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
 SERVICE AREA 6 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date: 5.26.2022  
 Time: 10am-12pm

<b>Type of meeting:</b>	Virtual meeting
<b>Meeting Link:</b>	Join Microsoft Teams Meeting
<b>Members Present:</b>	<i>Dr. Erica Melbourne, Dr. Socorro Gertmenian, Jasmine Boyden, Ana Gomez-Rodriguez, Andy Vigil, Anell Tercero, Beatrice Perez, Brittany White, Bosco Ho, Brenda Moreno, Carl Levinger, Cedric Smoots, Chloe Gomez, Danielle Lowe, David Worden, Deatra Handy, Elizabeth Luevano, Erika V. Lopez, GERALYN La Fleur, Iling Wang, Jennifer Regan, Julie Elder, Laura Aquino, Mandy Sommers, Martin McDermott, Meghan Gorden, Nikki Collier, Patricia, Robin Moten, Rosemary Stevens, Rozell Robinson, Ruby Medina, Sacha Dovick, Shanna Whitlow, Shannon Wolfe, Sheaton Baskerville, Stephanie Clark, Dr. Tiffany Harvey, Yolanda Robles</i>

<b>AGENDA ITEMS</b>	<b>DECISIONS AND ACTIONS</b>	<b>RESPONSIBLE UNIT/STAFF</b>	<b>DUE DATE</b>
<b>Welcome &amp; Introductions</b>	Dr. Erica Melbourne welcomed everyone and called the meeting to order at 10:00a.m. Newcomers were given the opportunity to introduce themselves and sign-in via electronic sign-in sheet, chat box, over the phone and or by email.	Dr. Erica Melbourne	
<b>Minutes from April 2022</b>	Minutes were emailed to members.	The minutes will stand as emailed, per Dr. Melbourne.	
<ul style="list-style-type: none"> <li><b>Moment of Silence for the Uvalde, Texas Community, and the families of Robb Elementary School</b></li> </ul>	Dr. Melbourne briefly spoke about the tragedy at Robb Elementary and allowed a moment of silence to remember the innocent children and the families involved.		

<p><b>Quality Improvement</b> CPS Updates- Dr. Jennifer Regan</p>	<p>Dr. Jennifer Regan from the Quality Improvement Unit provided members with a brief update on CPS Best Practices.</p> <ul style="list-style-type: none"> <li>Members were given the opportunity to share experiences and feedback from the surveys.</li> </ul>		
<p><b>Quality Assurance</b></p> <ul style="list-style-type: none"> <li>QA on the Air- Documentation Requirements</li> <li>CalAIM <ul style="list-style-type: none"> <li>New Criteria to Access SMHS (<a href="http://file.lacounty.gov/SDSInter/dmh/1119877_QABulletin21-08FAQs.pdf">http://file.lacounty.gov/SDSInter/dmh/1119877_QABulletin21-08FAQs.pdf</a>)</li> <li>Diagnosis Codes <ul style="list-style-type: none"> <li>Final DHCS Info Notice Released</li> <li>QA Proposal</li> </ul> </li> <li>No Wrong Door <ul style="list-style-type: none"> <li>QA Bulletin Coming Soon</li> </ul> </li> <li>Documentation Redesign <ul style="list-style-type: none"> <li>Final DMCS Info Notice (22-019)</li> <li>QA Bulletin/Training Video/Update to Org Manual</li> </ul> </li> <li>Screening/Transition Tools (Jan 1, 2023) <ul style="list-style-type: none"> <li>LACDMH Pilot w/Child Providers- 6/20 to 9/16- email Cesar Franco if interested (<a href="mailto:cefranco@dmh.lacounty.gov">cefranco@dmh.lacounty.gov</a>)</li> </ul> </li> <li>Payment Reform <ul style="list-style-type: none"> <li>DHCS Final Billing Manual</li> </ul> </li> </ul> </li> </ul>	<p>Dr. Erica</p> <ul style="list-style-type: none"> <li>QA on the Air occurs every 4<sup>th</sup> Wednesday each month from 9am to 10am.</li> <li>CalAIM has a new bulletin with FAQs addressing the New Criteria to access SMHS.</li> <li>The notice of Action Status- Department is waiting for DHCS to provide a templet for the beneficiary handbook.</li> <li>Notice of action service delivery form has been finalized and will be released shortly. There will be an updated form for Directly Operated Providers and an application for Legal Entity Providers.</li> <li>There was an update to the training video that's available on the QA website which reviews reimbursement and claiming to reflect the new criteria and medical necessity language.</li> <li>There is another training video which includes evaluating and how to modify other modules.</li> <li>The Legal Entities Chart Review tool has been updated by the training and operations team. Training and</li> </ul>		

<ul style="list-style-type: none"> <li>– Webinar in July</li> <li>• Peer Support Services <ul style="list-style-type: none"> <li>– Effective July 1, 2022</li> </ul> </li> <li>• Training &amp; Operations <ul style="list-style-type: none"> <li>• LE Chart Reviews</li> <li>• QA Knowledge Assessment</li> <li>• Collaborative Documentation <ul style="list-style-type: none"> <li>– <a href="https://dmh.lacounty.gov/qa/collaborative-documentation/">https://dmh.lacounty.gov/qa/collaborative-documentation/</a></li> </ul> </li> <li>• LE Workgroup on Documentation Redesign</li> </ul> </li> <li>• Policy &amp; Technical Development <ul style="list-style-type: none"> <li>• Final QA Bulletin Continuity of Care <ul style="list-style-type: none"> <li>– Emailed 5.5.2022</li> </ul> </li> <li>• Concurrent Review Update</li> <li>• Procedure Codes <ul style="list-style-type: none"> <li>– Summary of upcoming changes</li> </ul> </li> <li>• Access to Care</li> <li>• Upcoming Webinars</li> </ul> </li> </ul>	<p>operations team is in the process of Reviewing the Directly Operated tools.</p> <ul style="list-style-type: none"> <li>• Changes with Access to SMHS will impact Policies 302.14, 401.02, and 312.02.</li> <li>• A final DHCS Info notice was released, primarily regarding Z Codes. Dr. Melbourne will send the bulletin from DHCS to members.</li> <li>• QA is developing a draft proposal which considers concerns ensuring clients needs are met as well as looking into monitoring ways to make certain that non-diagnosing practitioners can't use the diagnosis code other than the Z codes. Non-diagnosing staff may use Z Codes 55-65. Diagnosing Practitioners may use any appropriate valid ICD10 Codes including the Z Codes.</li> <li>• The QA Proposal goal is to prevent clients having to be seen for assessment even though their immediate need is for Crisis Intervention, TCM and or MSS.</li> <li>• No Wrong Door effective July 1, 2022. QA is developing a bulletin regarding NO Wrong Door. <ol style="list-style-type: none"> <li>1. Clinically appropriate and covered SMHS are covered in reimbursable to Medi-Cal when services are provided prior to determination of a diagnosis during the assessment or prior to determination of whether there is non-specialty mental health services or specialty mental</li> </ol> </li> </ul>		
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	<p>health services criteria has to be met.</p> <ol style="list-style-type: none"> <li>2. The Beneficiary has a cooccurring mental health condition and substance use disorder.</li> <li>3. Non-Specialty Mental Health Services and Specialty Mental Health Services are provided concurrently if those services are coordinated and not duplicated.</li> </ol> <ul style="list-style-type: none"> <li>• Updates to come regarding Documentation Redesign. There was a Final DHCS Info Notice that was sent out through the County of Los Angeles email which covers the treatment plans, assessment, problem list, and progress notes. A draft QA Bulletin training video, and updates to the organization manual has been modified through CalAIM. Proposed changes to the forms: Assessments: <ul style="list-style-type: none"> <li>▪ Greater integration of the CANS</li> <li>▪ Requirements will focus on domains that are required and not specific data elements</li> <li>▪ No frequency requirements-update s clinically needed.</li> </ul> Treatment Plans: <ul style="list-style-type: none"> <li>▪ Only required for TCM, ICC, and Peer Support Services</li> </ul> </li> </ul>		
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	<ul style="list-style-type: none"> <li>▪ No specific data element requirements</li> <li>▪ Medication Consent is still required</li> </ul> <p>Problem List:</p> <ul style="list-style-type: none"> <li>▪ Should be updated regularly</li> </ul> <p>Progress Notes:</p> <ul style="list-style-type: none"> <li>▪ Should support the service provided</li> <li>▪ Include narrative describing the service, including how it addressed the identified need</li> <li>▪ Include next steps</li> </ul> <ul style="list-style-type: none"> <li>● The Screening and Transition Tools will be in effect January 1, 2023.</li> <li>● DHCS is requiring the use of a Standardized Screening and Transition Tool across the State to facilitate accurate determination of when care will be better to be delivered by a managed care plan or a mental health plan.</li> <li>● DMH is planning on doing a pilot with child tools with several managed care plans from June 20- September 16. If interested, please email Cesar Franco at <a href="mailto:cefranco@dmh.lacounty.gov">cefranco@dmh.lacounty.gov</a>.</li> </ul> <p>Payment Reform is in draft form.</p> <ul style="list-style-type: none"> <li>● No longer billing by the minute but by 15-minute increments. Only billing for direct patient care.</li> <li>● Utilize add-on procedure codes</li> <li>● Allowed to bill only for Direct Client Care</li> </ul>		
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	<ul style="list-style-type: none"> <li>● Documentation time, travel time, review of record will all be considered administrative time.</li> <li>● Increased use of modifier.</li> <li>● DHCS released the final billing manual and There is an internal work group that is reviewing the manual to provide information to providers. There will be a webinar sometime in July.</li> </ul> <p>Peer Support Services will become effective July 1, 2022, which is a new covered SMHS benefit. Certified Peer support staff will assist eligible individuals seeking services. Peer support services will be available to parents and legal guardians of beneficiaries from the ages 17 years of age and younger. Services will be provided under the direction of a Californian licensed, registered, or wavered behavioral health professional.</p> <p>Legal Entity Chart Reviews were conducted for:</p> <ul style="list-style-type: none"> <li>● Counseling for Kids</li> <li>● Saint Ann's</li> <li>● Helpline Youth Counseling</li> </ul> <p>More chart reviews and information to come for the chart reviews in June and July.</p> <p>Training and Operations:  QA Knowledge Assessment #5 was emailed to members by Dr. Melbourne.  <a href="https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/">https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/</a></p> <p>Patricia and Nikki Collier briefly shared information in detail regarding the QA</p>		
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	<p>Knowledge Assessment Survey #5 with attendees.</p> <p>The Collaborative Documentation schedule will be available in June. If interested, please contact Wanta Yu <a href="mailto:Wyu@dmh.lacounty.gov">Wyu@dmh.lacounty.gov</a> or go to <a href="https://dmh.lacounty.gov/qa/collaborative-documentation/">https://dmh.lacounty.gov/qa/collaborative-documentation/</a></p> <p>The Final QA Bulletin for Continuity of Care was emailed out on 5/5/2022.</p> <p>DMH is planning to implement concurrent review requirements for psychiatric health facilities, crisis residential services, and adult residential services starting in July.</p> <p>There will be a summary of upcoming changes regarding telehealth, codes specific for QI Assessment and short-term residential treatment plan for aftercare. There is more information to come.</p> <p>Network adequacy is a key factor to Access to Care. If there are not enough providers accepting new clients, then time access will suffer. NAPPA, the Provider Directory, and the SRL/SRTS are core to Network Adequacy and Access to Care.</p>		
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<p><b>Questions/Announcements</b></p>	<p>If you're having any trouble locating information, please email:  <a href="mailto:EMelbourne@dmh.lacounty.gov">EMelbourne@dmh.lacounty.gov</a>  and/or <a href="mailto:Socorro@wellnestla.org">Socorro@wellnestla.org</a></p> <p>Quality Assurance Mailbox:  ▶ General QA:  <a href="mailto:QualityAssurance@dmh.lacounty.gov">QualityAssurance@dmh.lacounty.gov</a></p> <p>▶ IBHIS Error Connection:  <a href="mailto:IBHISErrorCorrection@dmh.lacounty.gov">IBHISErrorCorrection@dmh.lacounty.gov</a></p> <p>▶ Training Inquiries for Directly Operated Programs:  <a href="mailto:QADOTraining@dmh.lacounty.gov">QADOTraining@dmh.lacounty.gov</a></p> <p>▶ Professional Waivers:  <a href="mailto:Waivers@dmh.lacounty.gov">Waivers@dmh.lacounty.gov</a></p> <p>▶ Network Adequacy &amp; Access to Care:  <a href="mailto:NetworkAdequacy@dmh.lacounty.gov">NetworkAdequacy@dmh.lacounty.gov</a></p> <p>▶ Service Request Tracking System:  <a href="mailto:SRTS@dmh.lacounty.gov">SRTS@dmh.lacounty.gov</a></p>		
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**NEXT MEETING:** Date: Thursday, June 23, 2022, Time: 10am-12pm, via Microsoft Teams