



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

Date: 3.24.2022
 Time: 10am-12pm

Type of meeting:	Virtual meeting
Meeting Link:	Via Microsoft Teams
Members Present:	<i>Dr. Erica Melbourne, Dr. Socorro Gertmenian, Jasmine Boyden, Ana Gomez-Rodriguez, Anell Tercero, Anna Galindo, Annie Jackson, Beatrice Perez, Brittany White, Bosco Ho, Carl Levinger, Colette Harley, Dr. Daiye Cunnane, David Worden, Deatra Hundy, Elizabeth Echevarria, Emily Dobluis, Enrique Zuniga, Evelyn Gutierrez, Jeanna-Marie Pollard, Jennifer Palma, Jenny Rodriguez, Julie Elder, Katherine Webb, Laura Aquino, Lizbeth Alvarad, Martin McDermott, Nicole Cuevas, Robin Moten, Rocio Rodriguez,, Sacha Dovick, Coco Satoko Luce, Stephanie Castillo, Dr. Tiffany Harvey, Victoria Kim</i>

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Welcome & Introductions	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	
Minutes from February 2022	Minutes were emailed to members.	Dr. Socorro Gertmenian motioned the approval of the minutes and Dr. Tiffany Harvey seconded.	
COVID 19 <ul style="list-style-type: none"> Changes with the mask mandate- How is it impacting your Clinics? 	Dr. Melbourne gave members a moment to speak on the changes with the mask mandate and how it is impacting the Clinics.		

PRESENTATION	Yvette Willcock, Chief of Social Services presented on the Transition of Care Process: DMH SMHS & Medi-Cal Managed Care Plan (MCP).		
Quality Improvement CPS Updates- Dr. Daiya Cunnane	Dr. Daiya Cunnane from the Quality Improvement Unit provided members with the general CPS updates. <ul style="list-style-type: none"> • The CPS survey will take place once a year. The dates are Monday, May 16th – Friday, May 20th. • The request deadline for the C Numbers is April 29th, with no exceptions. • The General CPS overview will take place on Tuesday, 3/29/22 from 2p.m. - 3:30p.m. • CPS leads and or Coordinators are encouraged to attend. The CPS Paper and Portal Walk- Though trainings will take place sometime in April. 	Dr. Daiya Cunnane dcunnane@dmh.lacounty.gov	
Quality Assurance <ul style="list-style-type: none"> • QA on the Air • CalAIM <ul style="list-style-type: none"> • New Criteria to Access SMHS- January 1, 2022 <ul style="list-style-type: none"> • https://file.lacounty.gov/SDSInter/dmh/1117880_QABulletin21-08UpdatedCriteriaToAccessSMHS.pdf • https://file.lacounty.gov/SDSInter/dmh/1119877_QABulletin21-08FAQs.pdf • No Wrong Door- July 1, 2022 	<ul style="list-style-type: none"> • Dr. Erica Melbourne mentioned that QA on the Air will be provided every 4th Wednesday of every month from 9a.m. - 10a.m. The first presentation was Wednesday, March 23rd via Documentation Redesign. Dr. Melbourne will forward the recording and slides to QIC members. There will be a follow up on QA on the Air, addressing documentation redesign on Wednesday, March 30th. • Dr. Melbourne shared with members that the New Criteria to Access Specialty Mental Health Services and Medical 		

<ul style="list-style-type: none"> • Screening/Transition Tools- January 1, 2023 • Payment Reform/CPT Code Transition- July 1, 2023 <ul style="list-style-type: none"> • Redesign Planning: https://forms.office.com/g/XOB AWEXYOk • Screening & Transition Tools ~ January 1, 2023 • Payment Reform/CPT Codes ~ July 1, 2023 • Training & Operations <ul style="list-style-type: none"> • LE Chart Reviews • QA Knowledge Assessment- 3-15-2022 <ul style="list-style-type: none"> ▪ https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvgY47dusgXwUe-3KhutAq2Er6QHqJo9UQIMxNzRYNEVCWTFQTdZNTBQMDQ3MUo1RC4u ▪ Other Surveys: https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/ • Collaborative Documentation 	<p>Necessity went into effect, January 1, 2022.</p> <ul style="list-style-type: none"> • Dr. Melbourne mentioned that the Policy to open and close cases is in the process of being amended. Dr. Melbourne encouraged members to review QA Bulletin 21-08. A few future updates from the Department include: the Beneficiary Handbook, DHCS template, NOABD Service Delivery form in Spanish, and the chart review tools. • Dr. Melbourne mentioned that the No Wrong Door Policy will go into effect July 1, 2022. The three main tenets are: Services are provided prior to the determination of a diagnosis during an assessment period, or prior to determination of whether non-specialty mental health services or specialty mental health services criteria are met, the beneficiary has a co-occurring mental health condition and substance use disorder, or the non-specialty mental health services and specialty mental health services are provided concurrently if services are coordinated and not duplicated. • Dr. Melbourne mentioned that the work groups for the Documentation Redesign are not excepting anyone new, but they are receiving feedback from those who have signed up to participate in the work groups. Dr. Melbourne informed members that CANS will be a part of assessment. Members were encouraged to attend the meeting on Wednesday, 		
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<ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ https://dmh.lacounty.gov/qa/collaborative-documentation/ ● Training Updates <ul style="list-style-type: none"> ▪ https://dmh.lacounty.gov/qa/qa-training/general-documentation-and-claiming-online-trainings-non-ibhis/ ● Policy & Technical Development <ul style="list-style-type: none"> ● DRAFT QA Bulletin Pre-Authorization Requirements ● DRAFT QA Bulletin Continuity of Care ● DRAFT QA Bulletin Provider Directory ● MH710 Medi-Cal Required Informing Materials ● Consent Form Updates & Obsolete Forms ● Procedure Code Updates- No Updates ● Upcoming Network Adequacy/ Access to Care Webinar ● DO Chart Reviews 	<p>March 30th from 9am-10am for more information on Documentation Redesign.</p> <ul style="list-style-type: none"> ● Dr. Melbourne mentioned that the Screening and Transition Tools will become effective January 1, 2023 and is currently in DRAFT. ● Dr. Melbourne mentioned that the Payment Reform and CPT Code Transition will take effect July 1, 2023. No longer billing by the minute but by 15-minute increments and only billing for direct client care. Documentation, travel time, and review of records will all be considered administration functions. There will be a fee rate associated with a specific CPT Code. There will also be an increase in modifiers. ● Dr. Melbourne mentioned that the Department is working on LE Chart reviews. Counseling for Kids and St. Anne's is being reviewed. There are plans to coordinate the reviews for April and May. The paper tools used by the QA unit have been updated. A paper pdf version is not yet available. There was a QA Knowledge assessment that was emailed to members on March 15, 2022. The link was provided to members. Dr. Melbourne mentioned that there are collaborative documentation sessions and Train the Trainer trainings available. Wanta Yu is the contact person. Dr. Melbourne mentioned the updates to the Reimbursement and claiming modules. ● Dr. Melbourne mentioned there are changes to a few of the QA Bulletins. QA 		
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	<p>Bulletin Pre- Authorization Requirements is in DRAFT, as well as QA Bulletin Continuity of Care, and QA Bulletin Provider Directory.</p> <ul style="list-style-type: none">• Dr. Melbourne discussed the updates to the Consent forms which will be available in April and the updates to the obsolete forms. There were no updates on the Procedure Code.• Dr. Melbourne mentioned that the date of the Network Adequacy/ Access to Care Webinar meetings is now on the first Tuesday of every month. The next meeting for the Network Adequacy/ Access to Care Webinar is April 5th. The next Central QA/QI meeting is April 11th.• Dr. Melbourne informed members that the State is introducing Peer Support Services in July 2022.		
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Questions/Announcements	<p>If you're having any trouble locating information, please email: EMelbourne@dmh.lacounty.gov and/or Socorroq@wellnestla.org</p> <p>Dr. Gertmenian and Dr. Melbourne answered questions for members.</p> <p>▶ General QA: QualityAssurance@dmh.lacounty.gov</p> <p>▶ IBHIS Error Correction: ibhiserrorcorrection@dmh.lacounty.gov</p> <p>▶ Training Inquiries for DO: QADOTraining@dmh.lacounty.gov</p> <p>▶ Network Adequacy & Access to Care: NetworkAdequacy@dmh.lacounty.gov</p> <p>▶ Policy Updates: Compliance@dmh.lacounty.gov</p>		
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NEXT MEETING: Date: April 28, 2022 Time: 10am-12pm, via Microsoft Teams