LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
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SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE
March 16, 2022
1:30-3:30 p.m.

Join Microsoft Teams Meeting
+1 323-776-6996; Conference ID: 691 014 664#

Co-chairs: Emily Ramos (absent), Michele Munde (Star View), Courtney Stephens (MHALA)
SA 8 QI/QA Liaison: Ann Lee; **QI Division Lead:** Jennifer Regan; **QA Division Lead:** Mark Borkheim

AGENDA
Please refer to the meeting slides for detailed information for each agenda item.

1.	**QA webpage**: https://dmh.lacounty.gov/qa/ ❖ CalAIM ✓ New criteria to access SMHS ✓ No Wrong Door ✓ Documentation/Redesign ✓ Screening/Transition Tools ✓ Payment Reform/CPT Code Transition ❖ Training & Operations: ✓ LE Chart Reviews ✓ QA Knowledge Assessment ✓ Collaborative Documentation ✓ Training Updates ❖ Policy & Technical Development: ✓ DRAFT QA Bulletin Pre Authorization Requirements ✓ DRAFT QA Bulletin Continuity of Care ✓ DRAFT QA Bulletin Provider Directory ✓ MH 710 Medi-Cal Required Informing Materials ✓ Consent for Services ✓ Procedure Code Updates –No Updates ✓ Upcoming Network Adequacy/Access to Care Webinar ✓ DO Chart Reviews
2.	**QI Website** – https://dmh.lacounty.gov/qid/ ❖ Access Center Updates ❖ Ambulance dispatch ❖ PIP – hospital readmissions ❖ Spring 2022 CPS Updates and Preparation

Next SA 8 QI/QA Meeting Info:
April 20, 2022 from 1:30-3:30 p.m.
Join Microsoft Teams Meeting
+1 323-776-6996; Conference ID: 691 014 664#

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QI/QA COMMITTEE MEETING
3/16/2022
1:30PM-3:30PM

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 03/16/2022 meeting recording: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9894
Members Present:	See attached at the end of the minutes

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Meeting sign-in	Link was provided during the meeting and on the slides to record attendance: https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgZh_AuVvyK5JnyljLC1rbs9URDhXOVFFVUpJRlI0QjJBUlFQWkg1OTNaRC4u		
QUALITY ASSURANCE			
QA webpage	https://dmh.lacounty.gov/qa		
Central Monthly QA/QI meeting	**Central QA/QI Meeting recording 03/14/2022** https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9856 **Next Central QA/QI meeting will be held on April 11th, 10:30am-12:00pm.** Please use the below link to join the meeting: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZWU0NmMyNWEtNGU5Mi00N2M4LTgxY2ItOTkzZDc4YWE4ZjNj%40t		

	hread.v2/0?context=%7b%22Tid%22%3a%2207597248-ea38-451b-8abe-a638eddbac81%22%2c%22Oid%22%3a%226829d411-dcc3-4715-9a94-fa36ac9c9e4c%22%2c%22IsBroadcastMeeting%22%3atrue%7d&btype=a&role=a		

SA 8 Electronic Signin Survey Questions from the 2/16/22 Meeting	Q1: Does a change in dosage require a new medication consent?
	A: Per DHCS: Yes, a change in dosage would require the beneficiary to sign a new consent form. Providers may consider using a "dosage range" on the consent form to reduce the frequency with which medication consent forms would need to be changed. Please see the related reference:
	      o [Organizational Provider's Manual](#) – see page 41-42 for required data elements which includes dosage. See below excerpt from the top of p. 42
	      o The Informed Consent with the client or guardian must be completed:
	        a. When a new psychiatric medication is prescribed;
	        b. At least annually, even in the absence of medication changes; and
	        c. When the client resumes taking psychiatric medication following documented withdrawal of consent for treatment.		

Service Area 8 Dialogue	Discussed meeting feedback and discussion from the 2/16/22 meeting about how to best utilize meeting time. Will pilot breakout room discussions at the next meeting. Possible topics and purpose for breakout rooms include: ➤ Discuss new QA Bulletins to facilitate comprehension and addressing questions about documentation requirements ➤ Share LE specific info (e.g., useful practices and concerns) with other LEs and collaborate around solutions ➤ Connect ideas	Co-chairs and Ann Lee will meet before the next meeting to plan for the next meeting discussion	**By 4/20/2022**

	➢ Enhance knowledge and expertise Providers were asked to input on the below questions in order to plan for next meeting discussions: ➢ What recent QA bulletins do you need further clarification on? ➢ What area of QA or QI is your biggest struggle? ➢ What QA problems do you or your agency need assistance with?
QA On The Air	QA on the Air webinars will be held on the 4th Wednesday of each month from 9:00am to 10:00am • First webinar will be on Wednesday, March 23rd from 9:00-10:00. The topic will be "Documentation Redesign"

CalAIM Updates	➢ New Criteria to Access SMHS & Medical Necessity. Criteria to access SMHS and Medical Necessity are now separate
	• Criteria to Access SMHS: Applies to a person (is this person eligible to receive SMHS?)
	   o A mental health diagnosis is no longer a prerequisite for receiving SMHS
	   o No more "Included" Diagnosis List – can be a mental health disorder or suspected mental health disorder not yet diagnosed per DSM and ICD
	   o Those w/ a condition placing them at high risk due to trauma are able to access SMHS
	• Medical Necessity: Applies to services (is the service provided clinically appropriate?)
	
	• Status/Updates: 1. Frequently Asked Questions now posted at: http://file.lacounty.gov/SDSInter/dmh/1119877_QABulletin21- 08FAQs.pdf
	   o If you complete the assessment and determine the client does not meet criteria to access SMHS, providers can claim for the services to link a client to a managed care plan as long as the services are medically necessary. This work is billable given the new Medical Necessity language, Reasons for Recoupment and direction from DHCS.
	➢ Effective 7/1/2022:

| | - Beneficiary Handbook - waiting for DHCS to provide us with the template
- NOABD Service Delivery form - Finalizing changes; will also update form in IBHIS (for DO) and the NOABD application (for LE)
- Existing Training Videos on the QA website –
    ○ Reimbursement and Claiming Module has been updated to reflect the new criteria and medical necessity language
    ○ Evaluating when/how to modify other modules given known changes coming to documentation requirements in July
- Chart Review Tools –
    ○ The Legal Entity Chart Review Tool has been updated for the Chart Reviews by the Training & Operations Team
    ○ In the process of reviewing the Directly Operated Chart Review Tool
- Policy Updates - In the process of reviewing and updating with the new criteria and requirements; Policy 302.14, Policy 401.02, Policy 312.02

➢ No Wrong Door – coming July 1, 2022
- Clinically appropriate and covered NSMHS and SMHS prevention, screening, assessment, and treatment services are covered and reimbursable Medi-Cal services even when:
    1. Services are provided prior to determination of a diagnosis, during the assessment period, or prior to determination of whether NSMHS or SMHS criteria are met;
    2. The beneficiary has a co-occurring mental health condition and substance use disorder (SUD); or
    3. NSMHS and SMHS services are provided concurrently, if those services are coordinated and not duplicated.
➢ Documentation Redesign – coming July 1, 2022 – Please see slide 12 for draft updates (nothing new since last month)
➢ Screening and Transition tools – coming January 1, 2023 – Please see slide 13 for draft updates
- LACDMH is finishing Beta Testing this week for the child tools.
- LACDMH will begin piloting the adult tools this week
➢ Payment Reform / CPT Codes – coming July 1, 2023 |

	- No longer bill by the minute: some codes will be in 15 min increments - Pre-Licensure practitioners must have their licensed supervisor's NPI on claims - Will utilize "add-on" procedure codes - Only bill for "direct patient care", documentation/travel time/review of records/etc will be considered "admin" - Increased use of modifiers - Complex rules around which codes can be billed on the same day
Training & Operations	➢ **QA Knowledge Assessment Survey #5 Link** *(Legal Entities only):* https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgXwUe-3KhutAq2Er6QHqJo9UQlMxNzRYNEVCWTFQTDdZNTBQMDQ3MUo1RC4u - The survey will be open for approximately 4 weeks. - Feel free to have anyone in your agency complete this survey. The data provided at the end of the survey period will allow you to identify your clinic, by the anonymous code that you provide, as well as list the responses of participants in your agency. - Contact Dr. Borkheim for any questions at mborkheim@dmh.lacounty.gov. - Previous Surveys available on QA Webpage https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/ ➢ **Collaborative Documentation (CD)** - Will be coordinating the next set of General CD Trainings and Train-the-Trainer sessions. Will inform providers once upcoming dates are confirmed - Checkout the Collaborative Documentation - Department of Mental Health (lacounty.gov) webpage for information and feedback on the sessions
Legal Entity (LE) Chart Reviews Update	➢ Counseling4Kids – March (starts today) ➢ St. Anne's – March (starts the 29th) ➢ In the process of coordinating additional reviews for April and May ➢ Chart Review Tool used by QA Unit for LE reviews has been updated Paper/PDF version not available yet – will send out once it is finalized
Policy and Technical Development	➢ Reviewed draft bulletins that will be released this week or soon: - Pre-authorization requirements - Continuity of care for Medi-Cal Beneficiaries - Provider Directory – see snapshots in slides. Will be more streamlined. Aiming for release mid-March. Information will be refreshed daily.

	➤ MH 710: Medi-Cal Required Informing Materials Beneficiary Acknowledgment of Receipt – This form is no longer required.
	  • DMH Policy 312.02 will be updated. Please see the new requirements as listed on slide 29.
	➤ Currently updating MH 500 Consent for Services form to include all of the below on one form. Expected to be released in April:
	  • Consent for Email, Consent for Text Messaging / Video Chat, Consent of Minor, Consent for Tele-Psychiatric Services (and expanded to include telehealth for all SMHS), Language to include consent for telephone services, Field to capture verbal consent, Beneficiary Handbook & Provider Directory Information
	➤ Definition of Obsolete as it pertains to forms was discussed
	  • In making forms obsolete, the QA Unit is working towards removing documentation/administrative burden
	  • If a form is obsolete, it may no longer be used by providers with the DMH logo, name or form number
	    ○ *Exercise caution if using the form for guidance on specific data elements*
	  • Some elements of the form may still be required, but they would be documented in DMH Policy and/or other guidance (e.g. QA Bulletin or CBO Bulletin)
	    ○ For example, ICC form is obsolete but the requirement to still have a KTA indicator on claims is documented in the claiming Companion Guide; it is up to Providers to determine how best to get this information for the claim
	➤ Guide to Procedure Code Updates will include:
	  • Medication group SC and GT codes,H2010HQSC & H2010HQGT added
	  • FFPSA Service Codes with HVmodifier are being added for Qualified Individual (QI) Assessment (only for 7171 Continuum of Care provider)& *Aftercare Services codes (for STRTP providers)*
	  • Neurofeedback with Psychotherapy codes
	  • ***Addition of POS 10 (Telehealth when the client is in their home)***

Access to Care/Network Adequacy	**Brief Updates:** 1. Service Request Tracking Log (SRTS) 2.0 coming April 2. Access to Care and Managed Care Plan FAQs are coming 3. Continued focus on monitoring NAPPA

	4. Continued focus on monitoring Access to Care Note: The monthly webinar will be changing to the first Tuesday of the month beginning in April **Next webinar: April 5, 2022**
DO Chart Reviews	➢ March – PMRT SA 1-4 ➢ April – PMRT SA 5-8 ➢ May – Edelman Child

QUALITY IMPROVEMENT			
AGENDA ITEMS	**DECISIONS AND ACTIONS**	**RESPONSIBLE UNIT/STAFF**	**DUE DATE**
QI webpage	https://dmh.lacounty.gov/qid/		

PIP Updates	➤ Access Center Updates
	   • Ambulance dispatch
	      o MOU with DHS recently entered; increased # of vendors from 8 to 27 to decrease wait times
	      o Online ambulance dispatch system is new so still working on
	➤ Hospital readmissions – looking at percentage of clients readmitted within 30days of discharge. LA county avg is higher than State avgs so we want to look at as a system especially specific to SA 8. Take a look at vulnerable populations in SA 8 and what are the factors impacting readmission, and review SA 8 data to inform the discussion.		

Spring 2022 CPS Updates and Preparation	➤ SAVE THE DATES for the following trainings:
	   • **General CPS Overview** - Tues, March 29, 2022 2:00-3:30 PM (see slide 39 for mtg link)
	   • **CPS Paper and Portal Walk-Through** - April TBD
	   • **C Number Request Deadline** - Friday, April 29, 2022
	   • **Survey Week** - May TBD
	➤ Please see slide 41 for Legal Entity "C" number onboarding to be prepared for surveys. Legal Entity (LE)/Contracted provider staff who will be responsible for creating, administering, and/or sending the CPS via the DMH CPS portal will need a C Number to access the portal		

Change of Provider Logs (COP)	Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov; DOs continue submitting via online app).		
NEXT MEETING	The next meeting will be held on April 20, 2022 from 1:30PM-3:30PM.		

Minutes Recorded by Ann Lee, DMH SA 8 Administration

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING
03/16/2022
1:30PM-3:30PM

Members Present:

NAME	AGENCY/PROGRAM
Aaron Icedo	DMH San Pedro Clinic
Ana Viana	Star View Behavioral Health Urgent Care
Angela Lee	DMH-TIES for Families
Ann Lee	DMH SA 8 Administration (SA 8 QI/QA Liaison)
Anna Galindo	Personal Involvement Center
Annketse Desta	TMS
Beatrice Perez	1736 Family Crisis Center
Breanna Lopez	Masada Homes
Brittany White	Personal Involvement Center
Cheryl Malinowski	Telecare MHUCC
Claudia Morales	Pacific Asian Counseling Services
Colette Harley	SHIELDS for Families
Courtney Stephens (co-chair)	MHALA
Cristina Magarin	DMH CMMD SA 8
Crystal Maxwell	Rite of Passage
Dalia Diaz	Helpline Youth Counseling Inc.
Daphne King	South Bay Childrens Health Center
Darcy Deckman	Aspiranet
David Worden	SHIELDS for Families
Debra DeLeon	SSG-OTTP
Della Clayburg	DMH SFC South County
Efrain Marquez	Behavioral Health Services Inc.
Ekaete Ekpo	Exodus Recovery, Inc.
Elva Gutierrez	The Guidance Center
Esther Lee	CMMD/DMH
Evelyn Nankanja	Dream Home Care Inc.
Gabriela Vasquez	South Bay Mental Health Center
Geralyn La Fleur	Personal Involvement Center
Helen Chang	Coastal API Family MHC
Jeff Baer	Long Beach Child and Adolescent Program
Jennifer Mitzner	Olive Crest

Joel Solis	QA/ Certification
Katarena Harris	Behavioral Health Services Inc
Kathleen Villagomez	San Pedro Mental Health
Kristina Castellanos	Starview Community Services
Layhearb Poon	Long Beach API Family MHC
Lourdes Rabello	San Pedro MHC
Marc Borkheim (QA Lead)	DMH QA Unit
Martin Alvarez	Telecare Corp
Michele Munde (co-chair)	Stars Behavioral Health Group
Nicolette Bidlingmeyer	1736 family crisis center
Queta Allred	Didi Hirsch
Rebecca Yumul	Harbor UCLA
Rosa Diaz	Alma Family Services
Roxana Bermudez	Children's Bureau- SPA 8
Ruth Wen	San Pedro MH Clinic
Sarah Barakat	Bayfront Youth and Family Services
Sarah Monson	ChildNet Youth & Family Services, Inc.
Susan Osborne	MHALA
Theresa Garcia	Stars Behavioral Health Group
Tiffany Harvey	Alafia Mental Health Institute
Veronica Macias	DMH
Victoria Rodriguez	Dimondale Adolescent Care Facility
Yessica Brown	Crittenton Services