

**Quality Assurance Unit – Policy & Technical Development**  
**NAPPA – LEGAL ENTITY (LE) PROVIDERS**  
***Instructions for utilizing the NAPPA application***

This manual explains how to view and update Network Adequacy data in the Network Adequacy: Provider and Practitioner Administration (NAPPA) application.

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The NAPPA application collects information related to the Legal Entity, Service Location/Provider Site(s) and Practitioners. The information collected is utilized to:

1. Report on the Los Angeles County Department of Mental Health's (LACDMH) network of provider sites and practitioners to the State Department of Health Care Services (DHCS) in order to ensure LACDMH is able to meet the potential need for Specialty Mental Health Services (SMHS) to Medi-Cal beneficiaries;
2. Maintain the LACDMH's Provider Directory to assist the public, clients and providers in navigating the LACDMH system of care and accessing SMHS care;
3. Set-up practitioners for claiming in the Integrated Behavioral Health Information System (IBHIS); and
4. Meet other DHCS reporting needs (such as cultural competency training status).

The NAPPA application pulls/displays data from various data sources such as:

- Provider File Adjustment Request (PFAR)
- National Plan and Provider Enumeration System (NPPES)
- Integrated Behavioral Health Information System (IBHIS)

**All providers are required to verify and update all information in NAPPA at least once every 30 days (e.g. last week of the month). If there is a significant change (e.g. a practitioner leaves or a provider site is no longer able to accept new clients), the change should be made immediately in NAPPA.** Please keep in mind that some changes (e.g. practitioner taxonomy change) must be made in source systems (e.g. NPPES) first.

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- ✓ Add, Verify & Update Service Location Information

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## Foundational Steps: Log In

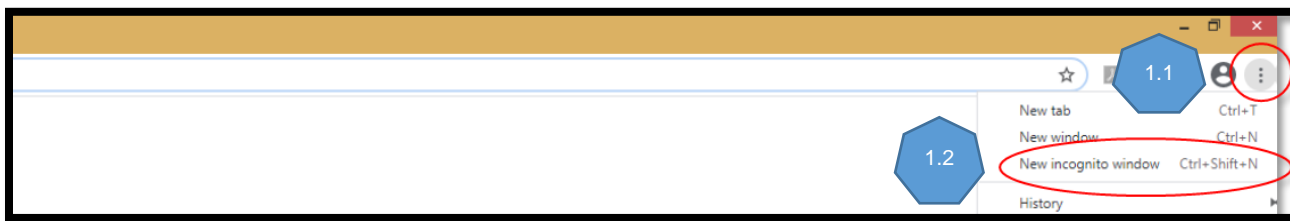
In order to log in, the following are necessary:

1. "C" number
2. Access granted to NAPPA
3. Previously set up Multi-Factor Authentication (MFA)

*Azure AD Multi-Factor Authentication (MFA) adds additional security over only using a password when a user signs in. The user can choose to verify his or her identify through a text message (SMS), email, phone call, or app notification.*

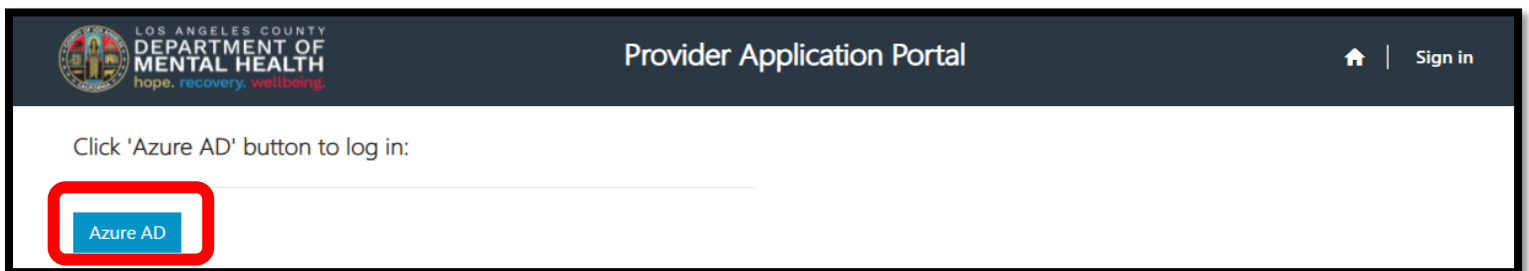
*Note: If you do not have a C number or access granted to NAPPA, please contact your Liaison and open a HEAT ticket.*

**Step 1:** If you are logging in from a company computer, you will need to open an Incognito Window in Chrome as identified in steps 1.1 and 1.2 below. An Incognito Window will prompt you to re-enter you log in credentials and bypass your network log in credentials.



**Step 2:** Go to the NAPPA (portal) by entering the following URL verbatim. <https://lacdmhpp.powerappsportals.us/> This will take you to the Welcome screen and we recommend saving this URL as a bookmark/favorite.

**Step 3:** Click the blue **Azure AD** button from the Welcome screen. You do not need to enter a username or password. If you do not see the blue Azure AD button, click Sign-In on the top right in the black ribbon.



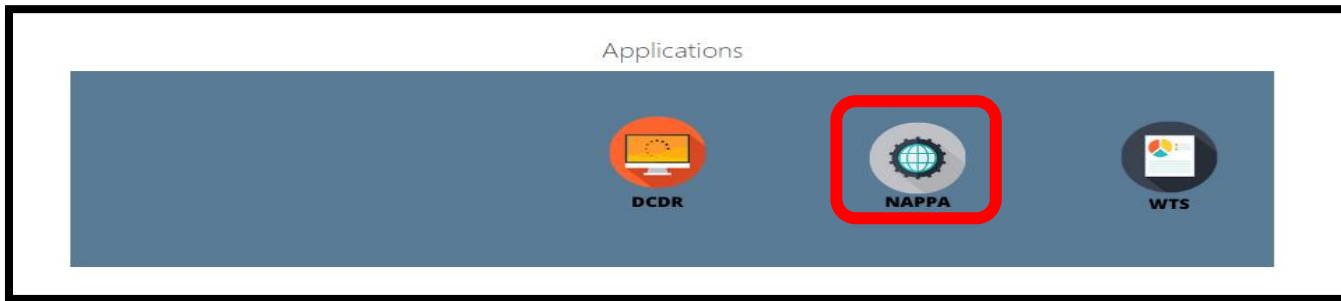
**Step 4:** A pop-up will open for you to enter your username: Example ([C123456@dmh.lacounty.gov](mailto:C123456@dmh.lacounty.gov))

**Step 5:** Complete Multi-factor authentication (MFA)

For example, if a user chose to use a text message as their authentication method, they would receive a text message on their mobile device with an authentication code, and they would need to enter the code in the MFA pop-up window

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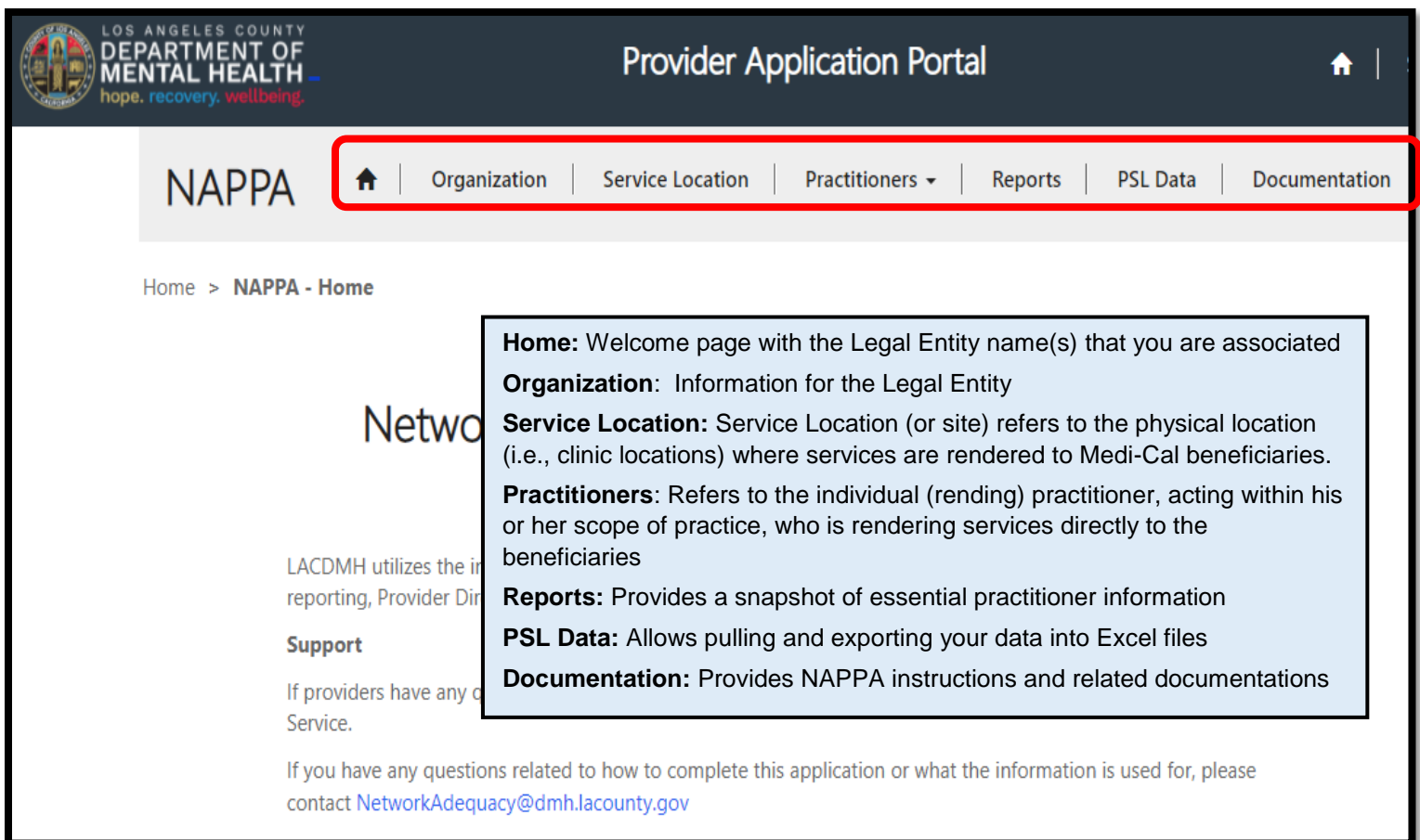
**Step 6:** Click NAPPA icon to open the application



Note: If you experience any problems logging in, open a HEAT ticket. For additional log in instructions, see the [Multi-factor Authentication \(MFA\) Setup and NAPPA Login Guide](#).

## Foundational: Navigation within NAPPA

**1:. Grey Banner Bar:** Utilize the grey ribbon to click on the tab needed for the action you need to take



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**2. Field Types:** NAPPA contains pre-populated fields, which cannot be edited within NAPPA because the data comes from other sources such as the PFAR, IBHIS or NPPEs. These fields are identified because there is no search field or text box. If there is a red asterisk (\*) this means the field is required.

**Organization Lookup**

2070

NPI 1770558710

Org Number 2070

EIN

Provider Group Name/Affiliation

Contract Effective Date

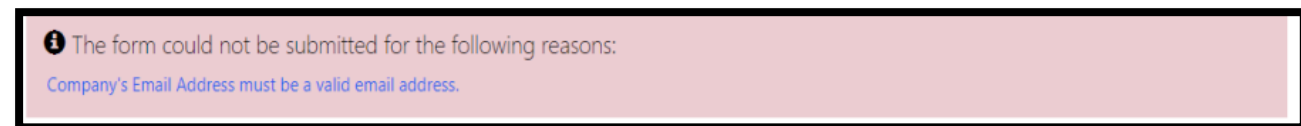
- It contains pre-populated fields. Review these fields for accuracy.
- Fields that require contract action are NOT editable. You will not be able to make changes to these fields.
- Fields with text boxes are editable and/or need to be completed.
- = example of field that cannot be edited
- = example of field that can be edited
- (\*) throughout the database are required fields and must be completed.

**3. Submission of information:** NAPPA will provide you information upon submission or saving of records to let you know if there are any issues.

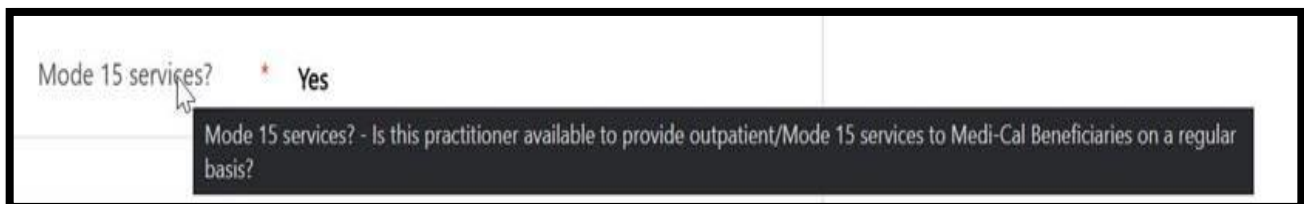
- ✓ Successful submission of data generates a green ribbon throughout the database



- ✓ Incomplete or invalid submission of data generates a red ribbon and will include the reason(s) for incomplete submission throughout the database. Once the issue is corrected, you should see the green.



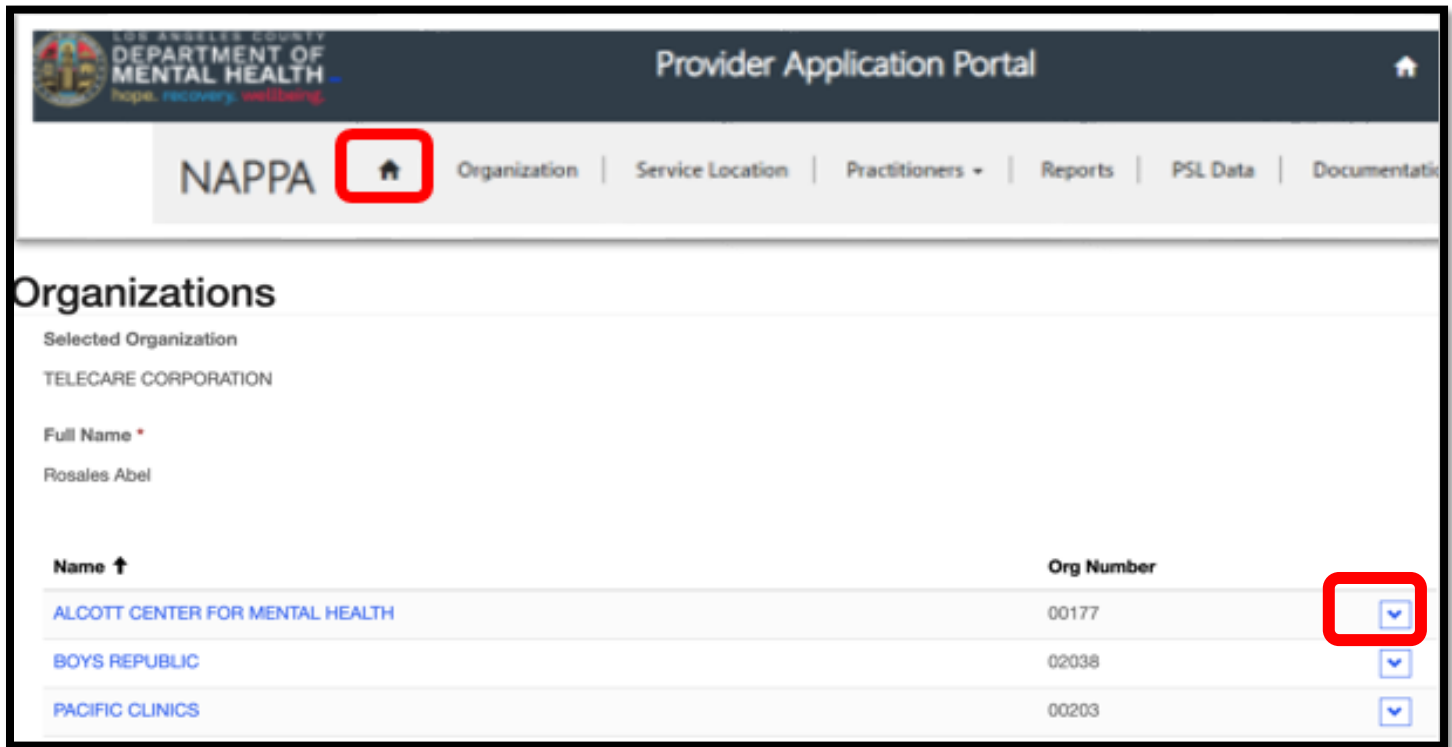
**4. Tooltips:** Each field provides you instructions and/or definitions as you hover over the field name.



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## LEGAL ENTITY INFORMATION

**Foundational Step:** If you are associated to multiple organizations (Legal Entities), you can switch organizations by selecting the “home” icon then the drop down arrow sub menu next to the Legal Entity name.

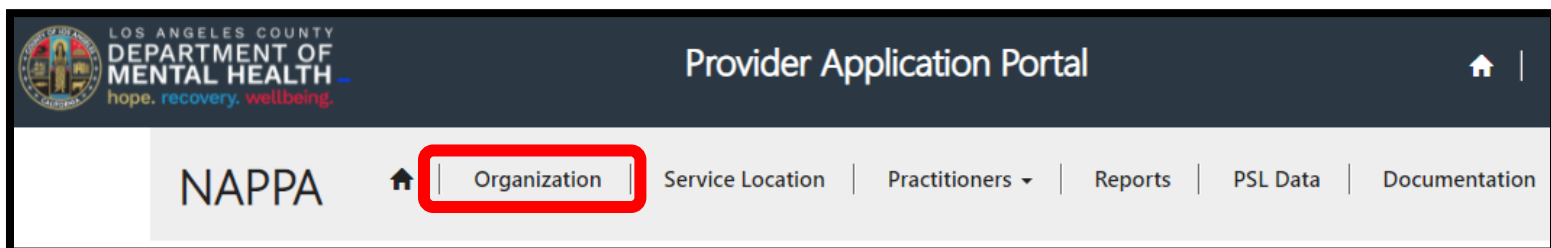


The screenshot shows the NAPPA Provider Application Portal. The banner bar includes the NPPA logo and a navigation menu with tabs: Organization, Service Location, Practitioners, Reports, PSL Data, and Documentation. The 'Organization' tab is highlighted. Below the banner bar, the 'Organizations' section displays the selected organization (TELECARE CORPORATION) and the user's full name (Rosales Abel). A table lists available organizations with a dropdown arrow next to each name.

Name ↑	Org Number
ALCOTT CENTER FOR MENTAL HEALTH	00177
BOYS REPUBLIC	02038
PACIFIC CLINICS	00203

### 1. ADD, VERIFY & UPDATE LEGAL ENTITY INFORMATION

**Step 1.1:** Select the Organization tab in the grey banner bar



The screenshot shows the NAPPA Provider Application Portal. The banner bar includes the NPPA logo and a navigation menu with tabs: Organization, Service Location, Practitioners, Reports, PSL Data, and Documentation. The 'Organization' tab is highlighted.

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**Step 1.2:** Enter information for your Legal Entity and review the accuracy of the information listed.

## Organization Edit

Please review the accuracy of the information listed and provide updates as needed. Enter the full address/URL to your organization's website. For example, "https://www.lacounty.gov" is a complete address, where as "lacounty.gov" is incomplete and inaccurate.

**Organization Lookup**

00647

**NPI**

1114051240

**Org Number**

00647

**EIN**

951647810

**Provider Group Name/Affiliation**

**Contract Effective Date \***

**Contract Expiration Date \***

**Current Number of Medi-Cal Beneficiaries \***

**Maximum Number of Medi-Cal Beneficiaries \***

**Ownership Type \***

**Name of CEO**

**Name of CFO**

**Company's Email Address**

**Company's Website URL**

**Organization Lookup** – Will pre-populate (Read Only)  
**NPI** – Will pre-populate (Read Only)  
**Org Number** – Will pre-populate (Read Only)  
**EIN** (Employer Identification Number (EIN) or Tax ID) - Will Pre-populate (Read Only)

**Step 1.2.1:** Enter information for the following fields

- **Provider Group Name/Affiliation** – This field only applies to Fee-for – Service Providers and can be left blank.
- **Contract Effective Date \*** – Effective date of the current contract in place with DMH in "YYYY-MM-DD" format.
- **Contract Expiration Date \*** – End date of the current contract in place with DMH in "YYYY-MM-DD" format.
- **Current Number of Medi-Cal Beneficiaries \*** – Number of beneficiaries seen by the Legal Entity at the present time. If the Legal Entity has multiple service locations (or sites), this is the total number of beneficiaries assigned to all service locations added together. This number should be verified every month.
- **Maximum Number of Medi-Cal Beneficiaries \*** – Maximum number of beneficiaries associated to the Legal Entity during the past 12-month period or the maximum number the Legal Entity could treat at any given time. If the Legal Entity has multiple service locations (or sites), this is the total number of beneficiaries assigned to all provider sites added together.
- **Ownership Type \*** – Type of ownership: For Profit – Individual, For Profit- Partnership or Corporation, State-Local Government, Not-For-Profit, Federal Government.
- **Name of CEO** – Name of the Legal Entity's chief executive officer (CEO).
- **Name of CFO** – Name of the Legal Entity's chief financial officer (CEO).
- **Company's Email Address** – Email address for beneficiaries to contact to ask about services
- **Company's Website URL** – Company's Website URL (e.g. <https://www.company.com>) Must include the full address.

**Step 1.3:** Once you have reviewed, updated and input all relevant data fields, click the **submit** button at the bottom left.

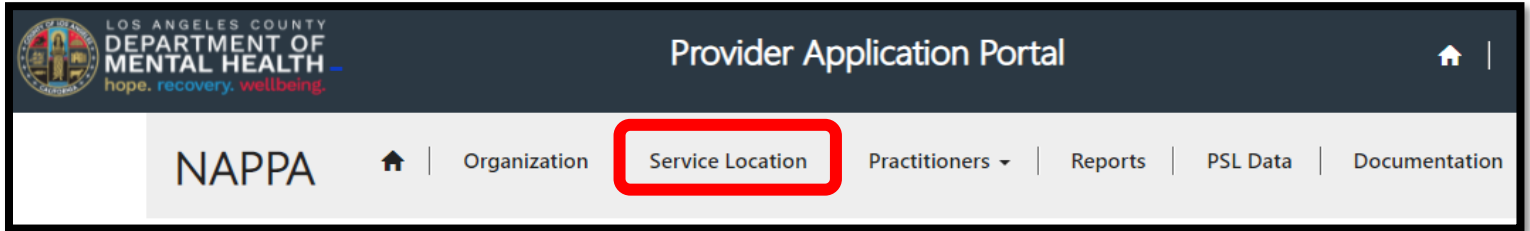
*Note: If any of the un-editable fields are displaying information that is incorrect, a PFAR must be submitted to update the information. If a PFAR has already been submitted, please submit a HEAT ticket.*

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**SERVICE LOCATION INFORMATION**

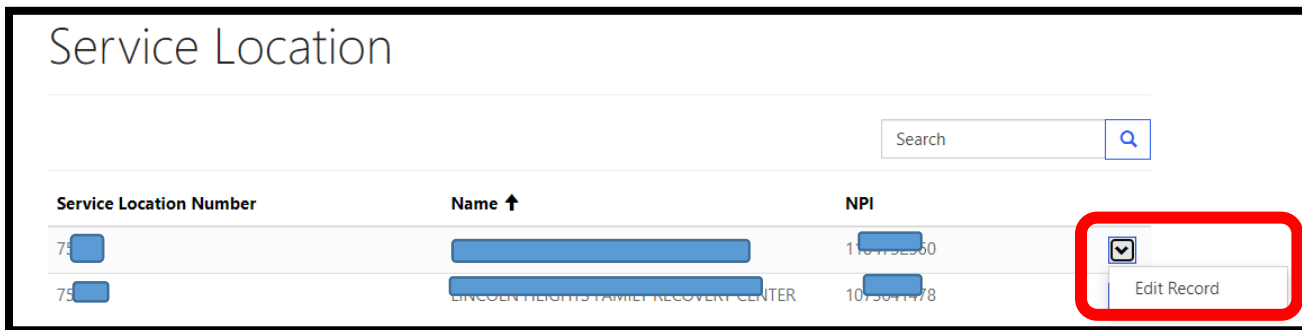
**1. ADD, VERIFY & UPDATE SERVICE LOCATION INFORMATION**

**Step 1.1:** Select the Service Location tab in the grey banner bar



*Note: This will display all the service locations associated to your Legal Entity. If you do not see a service location, submit a HEAT ticket.*

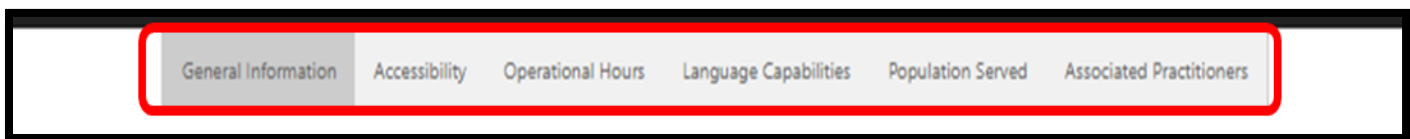
**Step 1.2:** Select the service location for which you would like to enter/update information by clicking on the drop-down arrow at the right side of each service location and select edit.



**Step 1.3:** Complete/verify all fields for the Service Location including fields on each of the following tabs:

- General Information
- Accessibility
- Operational Hours
- Language Capabilities
- Population Served
- Associated Practitioners

Note: Some fields for Service Location are generated based on Provider File Adjustment Request (PFAR) information and are NOT editable. You will not be able to make changes to these fields.



**NOTE:** Once you begin input for a particular service location, it is important to complete the first five tabs (General Information, Accessibility, Operational Hours, Language Capabilities, and Population Served) in one sitting. If you stop or log-off and even if you hit the save button, your changes may be LOST!

After completing input all five tabs, click "Save" or "Submit". Once the green bar is displayed, your information has been saved your information has been saved for subtabs: General Information, Accessibility, Operational Hours, Language Capabilities, and Population Served.

The Associated Practitioners tab is used only when modifying a practitioners FTE hours or beneficiaries seen as identified in Practitioners section of this manual. **DO NOT USE the Associated Practitioners tab for associating a brand new practitioner.**



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**General Information**

Service Location Lookup

NPI

Service Area

Supv District Number

Address

City

State

Zip

These fields are all read-only. Any updates must be done through a PFAR.

- **Service Location Lookup** – Service Location Number
- **NPI** – 10-digit National Provider Identifier (NPI) number
- **Service Area** – Area in which the Service Location is located
- **Supv District Number** – District in which the Service Location is located
- **Address** – Physical street address of the Service Location
- **City** – City of the physical address
- **State** – State of the physical address
- **Zip** – Zip of Code of the physical Address

Fax Number

Intake Telephone

DEA Number

Short Term Residential Therapeutic Programs \*

No

**Step 1.3.1:** Enter/verify the following information for the Service Location:

- **Fax Number** – Public Fax Number
- **Intake Telephone** – Telephone number for potential clients to connect directly to triage and/or scheduling for the service location
- **Extension** –Intake Telephone extension (if applicable)
- **DEA Number** – State and Federal Drug Enforcement Administration (DEA) number (if applicable)
- **Short Term Residential Therapeutic Programs** – Short-term residential facilities that provide culturally relevant, trauma-informed, 24-hour care and medically necessary specialty mental health services to children/youth under the custody of the DCFS and/or the Probation

**Contact Information**

Primary Contact Name \*

Secondary Contact Name

Primary Phone \*

Primary Ext

Primary Fax

Primary Email \*

**Step 1.3.2:** Enter/verify the following information for the Service Location:

- **Primary Contact Name \*** – Enter Primary Representative who is responsible for Network Adequacy and Access to Care for the Service Location
- **Primary Phone \*** – Enter Primary Representative's Phone Number
- **Primary Ext** – Enter Primary Representative's Phone Number Extension, if applicable
- **Primary Fax** – Enter Primary Representative's Fax Number, if applicable
- **Primary E-mail \*** – Enter Primary Representative's E-mail Address
- **Secondary Contact Name, Phone, Fax, & E-mail** – Enter a Secondary/Alternate Representative's information who is responsible for Network Adequacy and Access to Care for the Service Location

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Note: There is a “Save” button at the bottom of the page. Do not select this until you have completed data in all five tabs (General Information, Accessibility, Operational Hours, Language Capabilities, and Population Served). If you choose to (or inadvertently) select “Save” you will receive a pop-up window indicating that required fields are incomplete.

**i** The form could not be submitted for the following reasons:

Primary Contact Name is a required field.  
Primary Phone is a required field.  
Primary Email is a required field.  
Accepting New Beneficiaries? is a required field.  
ADA Compliant for Physical Plant is a required field.  
TDD/TTY Equipment Available is a required field.  
Telehealth Station/Equipment Available is a required field.  
% Workforce Members Trained in Cultural Competency is a required field.

**Step 1.3.3:** Select the “**Accessibility**” tab and review/ update the following data elements:

- **Accepting New Beneficiaries? \*** – “NO” should only be marked if not accepting ANY referrals/requests.
- **ADA Compliant for Physical Plant \*** – Does this service location meet all requirements for Americans with Disabilities Act? If so, select “YES”.
- **TDD/TTY Equipment Available \*** – If the service location has TDD/TTY equipment available, select “YES”. A Telecommunication Device for the Deaf (TDY) or Teletypewriter (TTY) is a special device that enables people who are deaf, hard of hearing, or speech-impaired to use a telephone to communicate by typing messages back and forth instead of talking and listening.
- **Telehealth Station/Equipment Available \*** – If the service location has Telehealth Station/Equipment available, select “YES”.
- **Accessible By \*** – Indicate the methods in which services can be accessed at the service location.
  - ✓ **Referral Only:** Provider site only accepts clients who meet specific criteria (e.g., FSP, Wraparound); Must meet program criteria to be referred; community members cannot simply walk-in or call to request services
  - ✓ **Phone/Walk-Ins:** Provider site accepts anyone interested in services either by phone, walk-in or other means. *Select this option when there are multiple types of programs under a provider number with different accessibility (e.g., FSP and General Outpatient).*
  - ✓ **Phone Only:** Provider site only accepts telephone calls to schedule an appointment.
  - ✓ **Emergency Response Only:** Provider site only accepts individuals in crisis

Note: The information above is critical for populating the Provider Directory.

**Step 1.3.4:** Select the “**Operational Hours**” sub-page (or tab) and review/update Operational Hours for each day of the week. If the service location is operational 24 hours or closed for the day of the week, select the appropriate option. Otherwise, enter the number of hours in 30-minute increments.

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General Information

Accessibility

Operational Hours

Language Capabilities

Population Served

Associated Practitioners

Language Capabilities

English, Cambodian ▾

Language Line Available

Yes

% Workforce Members Trained in Cultural Competency \*

90-99%

**Step 1.3.5:** Select the “Language Capabilities” sub-page (or tab) and review/ update the following data elements:

- **Language Capabilities** – Select each language the Service Location is able to provide services in without using interpreter services.
- **Language Line Available** – Identify if this service location has access to a language line.
- **% Of Workforce Members Trained in Cultural Competency \*** – Indicate the % Of workforce members trained in cultural competency. This includes all clinical and administrative staff who interact with clients face-to-face or on the phone. (e.g. 100%, 90-99%, 80-89%, 70-79%, 60-69%, 50-59%, Less than 50%)

General Information

Accessibility

Operational Hours

Language Capabilities

Population Served

Associated Practitioners

Population Served

Age Groups Served

New Age Group Served

Age Group Served	Accepting New Beneficiaries	Created On
Children/Youth	No	
TAY	Yes	
Older Adult	Yes	

Programs Available

Program Available	Accepting New Beneficiaries	Created On
Adult Full Service Partnership (FSP)	Yes	

Save

Submit

**Step 1.3.6:** Select the “Population Served” tab and enter/verify the following data elements:

- **Age Group Served** – the age group(s) served at the provider site
  - Birth to 5
  - Children/Youth (6-18)
  - TAY
  - Adult (18 +)
  - Older Adult
- **Programs Available** – a “program” is a defined set of guidelines for a specific, defined population with specific, defined methods in which services should be provided to this population

*Note: For the list of all Programs Available, refer to the Appendix A. If there is a program to be added in the list of programs, contact [NetworkAdequacy@dmh.lacounty.gov](mailto:NetworkAdequacy@dmh.lacounty.gov)*

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**Step 1.3.6.1 Add New Age Group:** add all age group that your service location serves

General Information Accessibility Operational Hours Language Capabilities Population Served Associated Practitioners Related

Age Groups Served

+ New Age Group Served Refresh

Search this view

✓ Age Group Served Accepting New Beneficiaries Created On

Children/Youth Yes 8/6/2021 9:18 AM

Adults

All # A B C D E F

**Step 1.3.6.1.1** Click “+ New Age Group Served”  
*It will take you automatically to the “Create” pop-up window and proceed to Step 1.3.6.1.2*

Create

Service Location \*  
7521 BHS HOLLYWOOD R

Age Group Served \*

Accepting New Beneficiaries \*

Submit

**Step 1.3.6.1.2**

- Service Location name will pre-populate.
- **Select the Age Group Served**, one at a time among the following options (Click the magnifying glass to view the options)
  - ✓ Birth to 5
  - ✓ Children/Youth (6-18)
  - ✓ TAY
  - ✓ Adult (18 +)
  - ✓ Older Adult
- **Identify if this service location is currently accepting new beneficiaries** in this selected age group. “NO” should only be marked if not accepting ANY referrals/requests for this selected age group.
- Click “**SAVE**”

**Step 1.3.6.2 Update the Status of the Accepting New Beneficiaries in each Age Group**

Age Groups Served

New Age Group Served

Age Group Served Accepting New Beneficiaries Created On

Children/Youth

TAY

Older Adult

**Step 1.3.6.2**

- Select the Age Group for which you would like to update information by clicking on the drop-down arrow at the right side of each age group and select edit.  
*It will take you automatically to the “Create” pop-up window*
- Change the status between “Yes” and “No” appropriately (See the above Step 1.3.6.1.2)

Edit Delete

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**Step 1.3.6.3 Add New Program Available:** add all available programs that your service location serves

Programs Available

+ New Program Available Refresh

Search this view

Program Available	Accepting New Beneficiaries	Created On
APS-DCSS	Yes	
CalWorks	Yes	
Homeless Services	No	
PATH	No	8/16/2021 2:21 PM

**Step 1.3.6.3.1** Click “+ New Service Location Program”  
*It will take you automatically to the “Create” pop-up window and proceed to Step 1.3.6.3.2*

Create

Service Location \*

7521 BHS HOLLYWOOD R

Program Available \*

Accepting New Beneficiaries \*

Submit

**Step 1.3.6.3.2**

- Service Location name will appear.
- **Select the Program Available**, one at a time among the options (Click the drop down arrow to view all the options)
- **Identify if this service location is currently accepting new beneficiaries** in this selected program. “NO” should only be marked if not accepting ANY referrals/requests for this selected program.
- Click “Submit”

**Step 1.3.6.4 Update the Status of the Accepting New Beneficiaries in each Program**

Programs Available

New Program Available

Program Available	Accepting New Beneficiaries	Created On
Adult Full Service Partnership (FSP)	Yes	9/23/2021 1:25 PM

**Step 1.3.6.4**

- Select the Program for which you would like to update information by clicking on the drop-down arrow at the right side of each program and select edit.  
*It will take you automatically to the “Create” pop-up window*
- Change the status between “Yes” and “No” appropriately (See the above Step 1.3.6.3.2)

*Note: The step 1.3.6 should be repeated until all of your age groups and programs have been added to the list.*

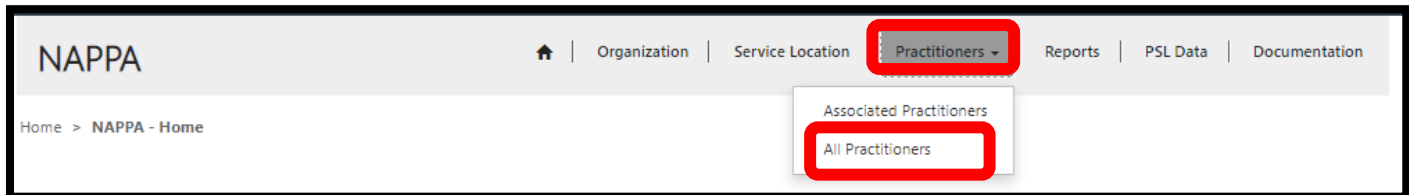
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## PRACTITIONER INFORMATION

### Foundational: Verify If Practitioner Already Exists within the DMH system

Optional: Utilize the paper/pdf-fillable **Practitioner Enrollment Data Collection Form** to gather information to enter into NAPPA.

**Step 1:** From the Practitioners tab, select “All Practitioners” from the drop down.



**Step 2:** In the “Search” field, enter the NPI number OR enter the name of the practitioner with the LAST name first, then the first name.

*Tip: Utilize the NPI number for searching. Search the NPI Registry for NPI information <https://npiregistry.cms.hhs.gov/>*



- If the practitioner is not found, go to Scenario 1.
- If the practitioner is found, go to Scenario 2.

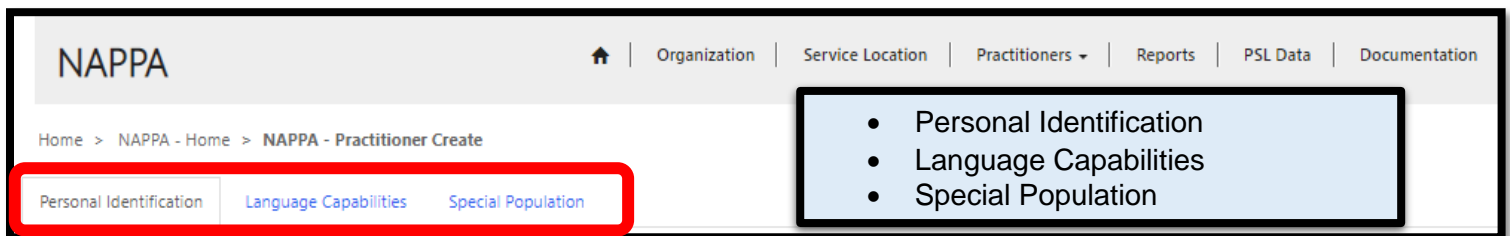
## Scenario 1. CREATE NEW PRACTITIONER & ADD TO LEGAL ENTITY

**Step 1.1:** If the practitioner is not found in the DMH system after following Step 1, select “Create New Practitioner”



*This will automatically take you to the “NAPPA – Practitioner Create” page*

**Step 1.2:** Complete all fields on “NAPPA – Practitioner Create” including fields on each of the following tabs:



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**Practitioner Demographics**

<b>NPI *</b> 12	<b>First Name *</b> H
<b>Gender *</b> Female	<b>Ethnic Origin</b> Hispanic or Latino

**1.2.1 Enter the practitioner's demographics:**

- NPI – must match NPPES
- First Name – must match NPPES
- Last Name – must match NPPES
- Gender
- Ethnic Origin
- Race

*Note: Practitioner information including NPI, First and Last Name, and Taxonomy must match NPPES records. Search and update NPPES information via <https://nppes.cms.hhs.gov/NPPES/Welcome.do>*

**System Use Only Fields**

<b>IBHIS NPI</b>	<b>NPPES First Name</b>
<b>IBHIS First Name</b>	
<b>IBHIS Gender</b>	<b>IBHIS Ethnic Origin</b>
<b>Registration Start Date</b>	

*The System Use Only fields are informational only and do not need to be completed. The practitioner's First and Last Name in NPPES will show and will be green if there is a match and red if they do not.*

**Category, Discipline & Taxonomy**

<b>Effective Start Date</b> 2020-11-01
<b>Category</b> Licensed Clinical Social Worker
<b>Taxonomy</b> 1041C0700X - Social Worker, Clinical
<b>California Practitioner License Number *</b> 27514
<b>Please verify license number entered is correct *</b> Yes
<b>DEA Number</b>

**1.2.2 Enter the practitioner's credentials:**

- Effective Start Date
  - For a brand new practitioner, this is the start date at your Legal Entity.
  - For an existing practitioner being associated to a new LE, this date remains the same if the category is same
- Category – Select the category the practitioner will be providing services under *This will automatically populate the Discipline and NACT Discipline (in the grey box) field*
- Taxonomy – The taxonomy list will be minimized to ones that may be associated with the selected Category. Must match NPPES.
- CA Practitioner License Number – will auto populate if there is a license in NPPES  
This is only required for some categories
- DEA Number

*The grey fields are informational only and do not need to be completed. The NPPES Taxonomy field will identify if there is a match in NPPES or not.*

For the list of all Categories and Accepted Taxonomy Codes for Specialty Mental Health Services, refer to the page #6 of the [Guide to Procedure Codes](#).

**System Use only fields**

<b>NPPES Taxonomy</b> DOES NOT MATCH
<b>IBHIS Taxonomy</b>

*The System Use Only fields are informational only and do not need to be completed. When the entered information matches with NPPES, there will be MATCH, otherwise DOES NOT MATCH.*

**Scenarios of DOES NOT MATCH:**

- Incorrect Taxonomy is entered – Verify and update NPPES information
- An existing practitioner with a new taxonomy in NPPES (i.e. unlicensed to licensed)



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Personal Identification **Language Capabilities** Special Population

Do you speak any other languages? \*

Yes

Armenian \*

N/A

Arabic \*

Fluent

Cantonese \*

N/A

Cambodian \*

N/A

Hmong \*

N/A

Chinese \*

N/A

Farsi \*

N/A

Russian \*

N/A

Korean \*

N/A

Mandarin \*

N/A

Vietnamese \*

N/A

Spanish \*

N/A

Tagalog \*

N/A

**1.2.3** Enter any Languages the practitioner speaks:

**Fluent:** Possesses oral and/or written proficiency equivalent to that of a native speaker  
**Certified:** Officially recognized as possessing certain qualifications or meeting certain standards based on formal testing.

Personal Identification Language Capabilities **Special Population**

Special Population

Co-Occurring Substance Use Disorders,...

DSM5 Practice Focus

None to Report

**1.2.4** Enter any Special Populations the practitioner serves.

No specific certification is required. Selection should be based on the practitioner's professional judgement and comfort level with promoting services to a special population or DSM5 Practice Focus.

**Step 1.3:** After completing all the required fields of each tab, click **"Save & Submit"**. If you need to come back to enter additional information, click **"Save As Draft"**.

Save As Draft Save & Submit

*If you select "Save and Submit", it will take you automatically to the "NAPPA-Practitioner Organization Create" page and proceed to Step 1.4. If you select "Save As Draft", it will take you back to the "Associated Practitioners List" with submission status of Draft.*



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**Step 1.4: Complete all fields on “NAPPA - Practitioner Organization Create”**

Home > NAPPA - Home > NAPPA - Practitioner Organization Create

Practitioner ID \*

Organization ID \*

Association Start Date \*

Submit

**Practitioner ID and Organization ID will pre-populate.**

**1.4.1** Enter Association Date – This is the date the practitioner was associated to your legal entity and began claiming for services. Select **Submit**.

*After you select “Submit”, it will take you automatically to the “NAPPA-Service Location Practitioner Create” page and proceed to Step 1.5.*

**Step 1.5: Complete all fields on “NAPPA - Service Location Practitioner Create PRM Create”**

Home > NAPPA - Home > NAPPA - Service Location Practitioner PRM Create

*Enter practitioner information that only pertains to this specific service location.*

**General Information**

Practitioner Lookup \*

Service Location \*

Is this practitioner available to provide outpatient/Mode 15 services to Medi-Cal Beneficiaries on a regular basis? \*

**Practitioner's name will pre-populate**

**1.5.1** Select the Service Location where the practitioner works by clicking on the magnifying glass

**1.5.2** Identify if the practitioner regularly provides outpatient Mode 15 services (e.g. MHS, IHBS, TBS, TCM, ICC, MSS, CI).  
*Note: Mark “NO” for supervisors/managers who only see clients rarely/on an as needed basis or practitioners who only provides COS/CalWorks services*

- If you answered NO to the Mode 15 question, proceed to Step 1.6.
- If you answered YES to the Mode 15 question, proceed to Step 1.5.3.

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Age Group Served:	
FTE for 0-20 *	<div>1.5.3 Enter the hours consistently available to provide outpatient Mode 15 services to beneficiaries<ul style="list-style-type: none"><li>Keep in mind that FTE hours must be broken out by service location and between 0-20 year olds and 21+.</li><li>If your agency sees 18-20 year olds, FTE hours should be entered under the 0-20 Age Group.</li><li>FTE hours may not exceed 40 hours for all service locations and age groups served combined.</li></ul></div>
FTE for 21+ *	
Current Number of Medi-Cal Beneficiaries *	<div>1.5.4 Enter the practitioner's Current and Maximum Number of Medi-Cal Beneficiaries by Service Location<ul style="list-style-type: none"><li>Current caseload is the number of beneficiaries assigned to the practitioner at the point in time in which the NAPPA is completed. If the practitioner does not carry a traditional caseload, you can use the number of clients seen in the most recent 40-hour work period.</li><li>Max is the number of beneficiaries a practitioner could be assigned. If the practitioner does not carry a traditional caseload, you can use the largest number of clients that were seen in a 40-hour work period in the last 12 months.</li></ul></div>
Maximum Number of Medi-Cal Beneficiaries	

Telehealth Practitioner	<div>1.5.5 Identify if the practitioner provides Telehealth services. Telehealth describes the use of electronic communications with both an audio and video component to provide direct client outpatient services.</div>
Field-Based Services Available	
Distance Practitioner Travels to Field-Based Svc *	<div>1.5.6 Identify if the practitioner can provide services in the field (e.g. beneficiary's home). If yes, enter the distance the practitioner is available to travel. If yes, enter the distance the practitioner is available to travel. Distance must be greater than 0</div>

**Step 1.6:** Click “Submit”

Submit

**Step 1.7:** Identify if the practitioner works at any other service locations.

- If the practitioner works at more than one service location, click “OK”. This will prompt you to repeat **Steps 1.5.1 through 1.5.6**
- If the practitioner does not work at any other service locations, click “Cancel”. This will automatically return you to the “Associated Practitioners List” and **all steps are complete for this practitioner.**

This site says...  
Do you want to associate to another service location?  
OK Cancel

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## Scenario 2. ADD EXISTING PRACTITIONER TO LEGAL ENTITY

**Step 2.1:** If the practitioner is found in the DMH system after following Step 1, associate the Practitioner to your LE by clicking on the drop down arrow next to the practitioner's record then selecting **"Associate to Legal Entity"**.

Full Name	First Name	Last Name	NPI	Created On ↓
JENNIFER HALLMAN	JENNIFER	HALLMAN	1255451605	2019-08-26 5:26 PM

**Step 2.2:** Complete all fields on **"Practitioner Organization Create"** and **"Service Location Practitioner Create PRM Create"**

Refer to the Steps 1.4 through 1.7 of Scenario 1, which will automatically take you to the "Associated Practitioners List". Then proceed with Step 2.3.

**Step 2.3:** Locate the practitioner that you just associated to the service location(s) by searching for their name or NPI#. Verify if the practitioner is submitted to IBHIS, then select the practitioner by clicking on the blue hyperlinked name.

Name	NPI	First Name	Last Name	Status	Action
JENNIFER HALLMAN	1255451605	JENNIFER	HALLMAN	Submitted To IBHIS	Disassociate

**Step 2.4:** Verify and update all information on **"Practitioner Edit"**

Home > NAPPA - Home > NAPPA - Practitioner Edit

Personal Identification | Language Capabilities | Special Population | Cultural Competency Training | Credential History (Information Only) | Service Location Practitioners

PEI Evidence Based Practices

Practitioner Demographics

NPI \*  
1255451605

First Name \*  
A

Last Name \*  
D

Gender \*  
Male

Ethnic Origin  
Unknown/Not Reported

Race \*  
Other

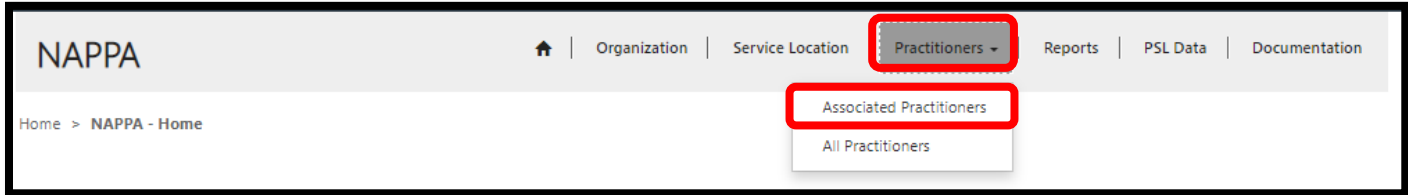
If any of the practitioner's information needs to be edited, please refer to Scenario 6.

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### Scenario 3: TERMINATE PRACTITIONER FROM LEGAL ENTITY

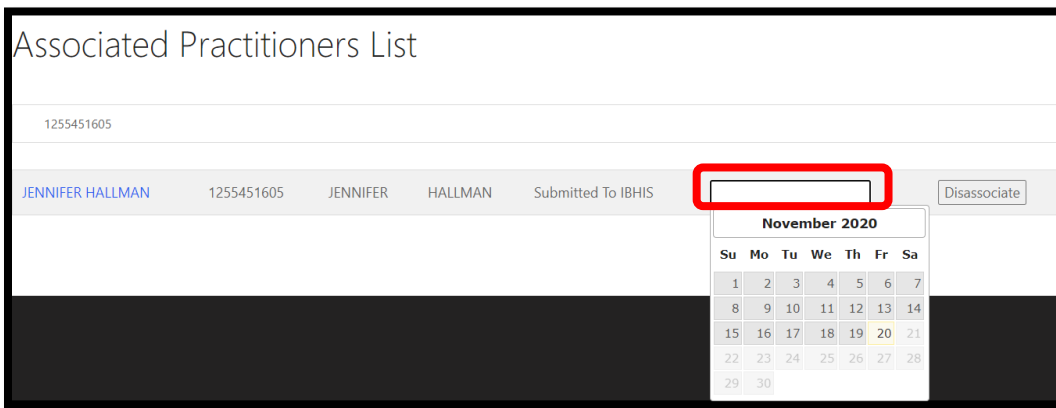
(Completely Leaving the Legal Entity)

**Step 3.1:** On the grey ribbon, click “Practitioners” and select “Associated Practitioners”

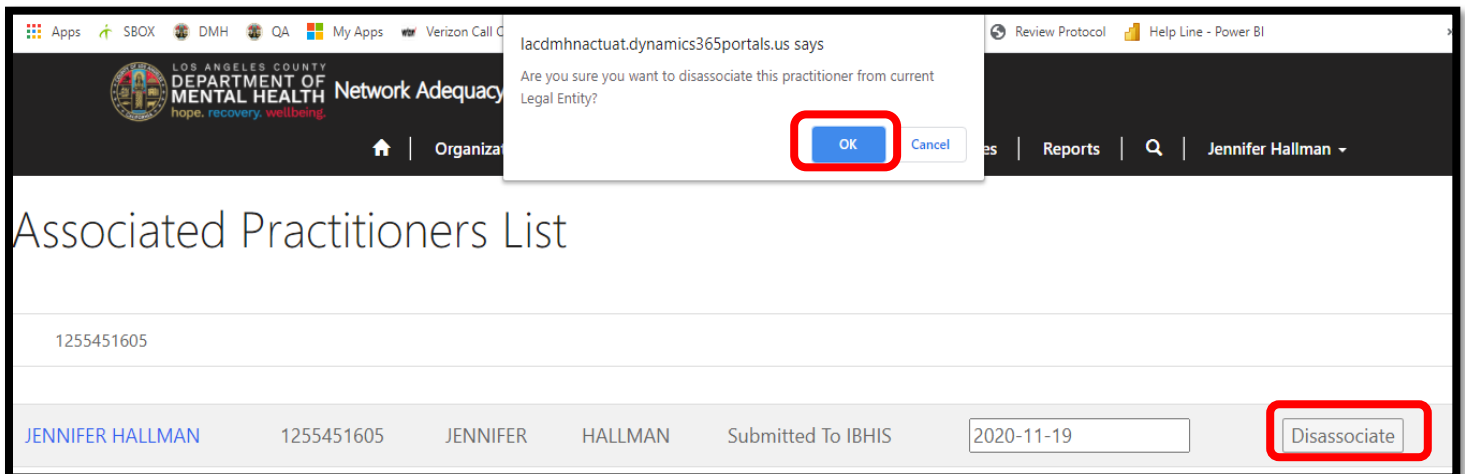


**Step 3.2:** Use “Search” field to search for practitioner by name or NPI#. Click within the “Disassociate Date” field and a calendar pop-up window will appear. Enter the practitioners last date at the Legal Entity.

*Note: This date cannot be in the future.*



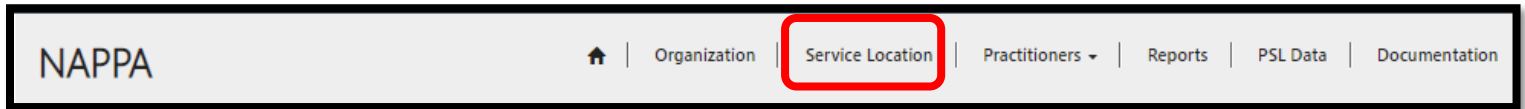
**Step 3.3:** Select “Disassociate” to remove the practitioner from your Legal Entity. A pop-up will appear asking if you are sure you want to disassociate the practitioner. Select “OK” then hit refresh, the practitioner’s name will disappear. **All steps are complete for this practitioner.** This also will automatically disassociate from all the service locations.



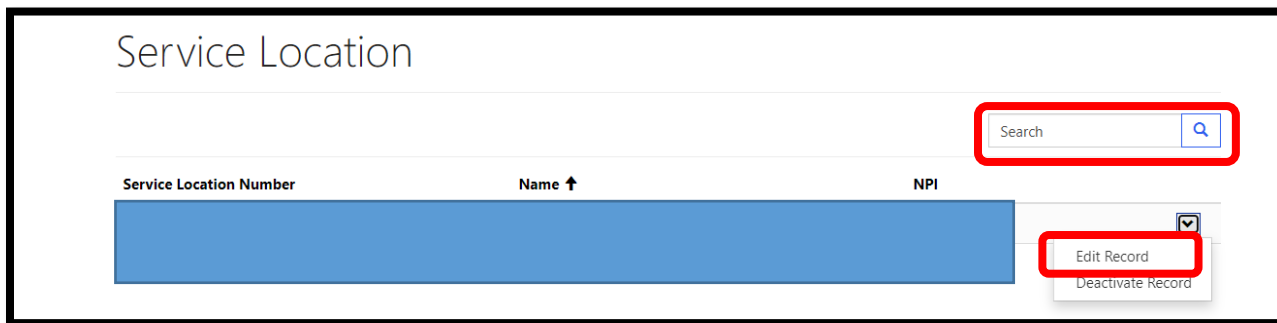
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## Scenario 4. ADD A SERVICE LOCATION FOR PRACTITIONER ASSOCIATED TO YOUR LEGAL ENTITY

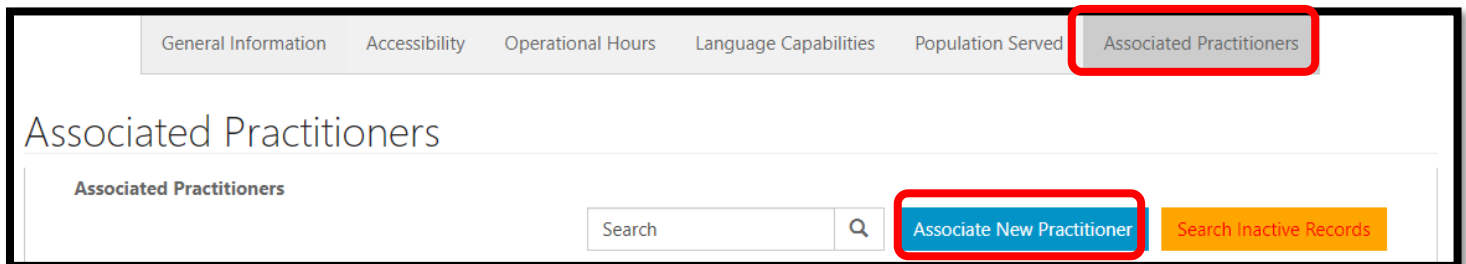
**Step 4.1:** On the grey ribbon, click “Service Location”



**Step 4.2:** Locate the service location you would like to add by using the **Search** field (enter service location number or name). Once the location is found, click the down arrow and select “Edit Record”.

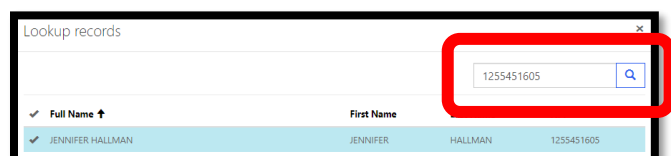
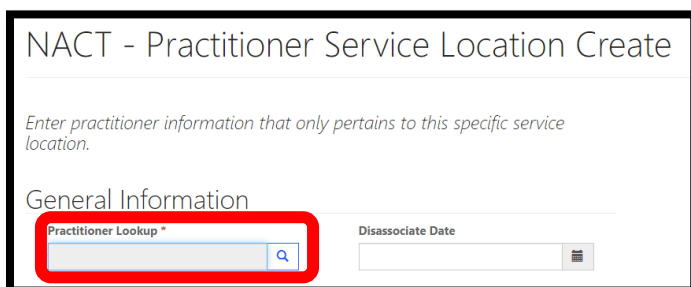


**Step 4.3:** On the grey ribbon, click “Associated Practitioners” then click “Associate New Practitioner”



*This will automatically take you to the “Practitioner Service Location Create” page*

**Step 4.4:** Use the “Practitioner Lookup” field by clicking on the magnifying glass. This will open a pop-up window to search by practitioner name or NPI #. Once the practitioner is found, click **submit**.



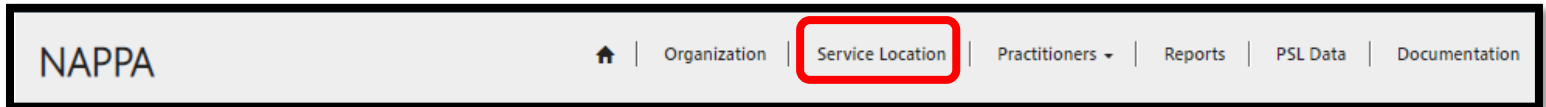
**Step 4.5:** Complete all fields on “Service Location Practitioner Create”. Refer to Scenario 2, Steps 1.4 through 1.7 for further information.

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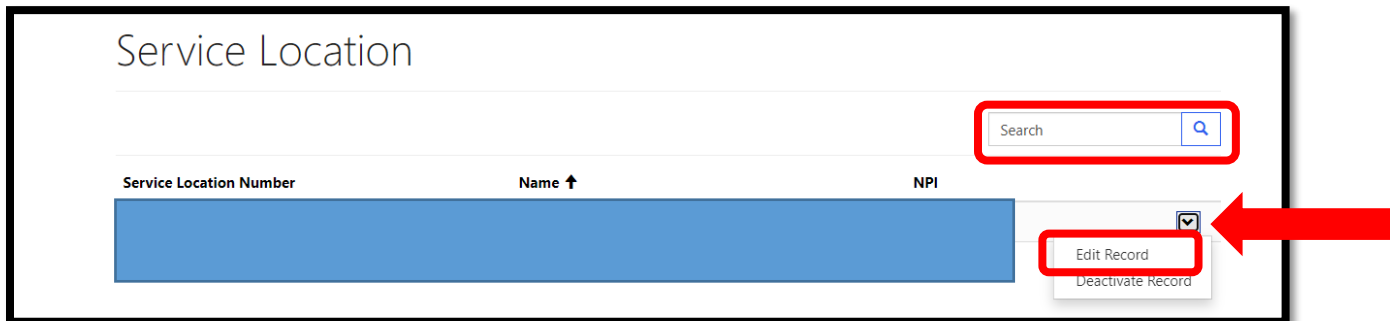
**Scenario 5: REMOVE A SERVICE LOCATION FOR PRACTITIONER ASSOCIATED TO YOUR LEGAL ENTITY**

The following instructions are to be used when a practitioner is no longer active at your service location (e.g. has been transferred/promoted or is on an extended leave of absence).

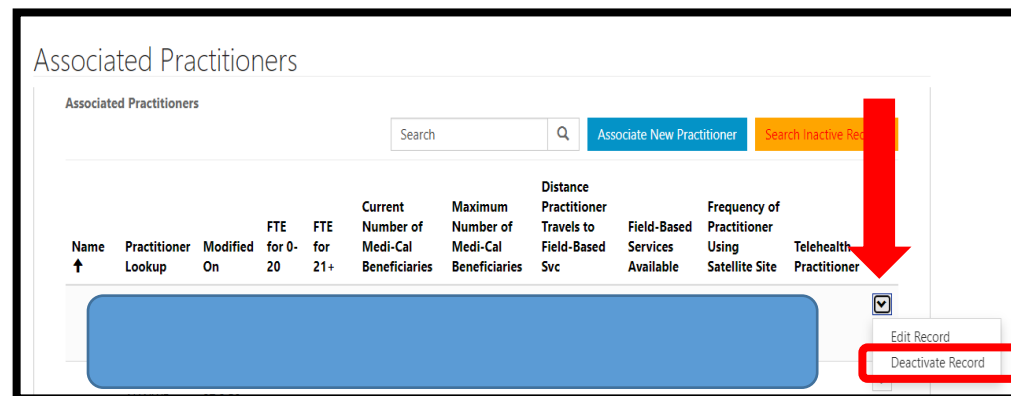
**Step 5.1:** On the grey ribbon, click “**Service Location**”



**Step 5.2:** Locate the service location you would like to remove by using the **Search** field (enter service location number or name). Once the location is found, click the down arrow and select “**Edit Record**”.



**Step 5.3:** Locate the practitioner you want to remove by entering the name or NPI# in the **Search** field. Once the practitioner is found, click the down arrow and select “**Deactivate Record**”.

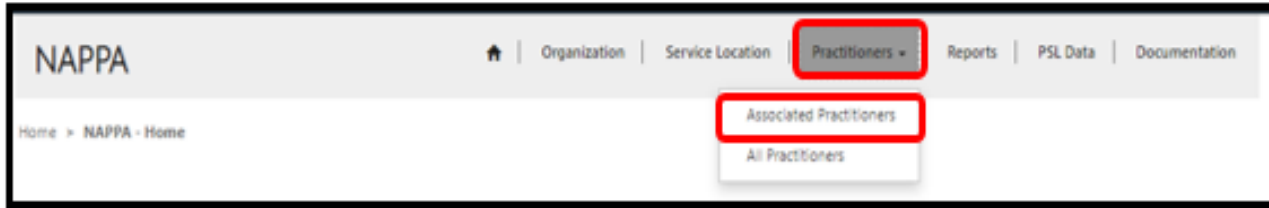


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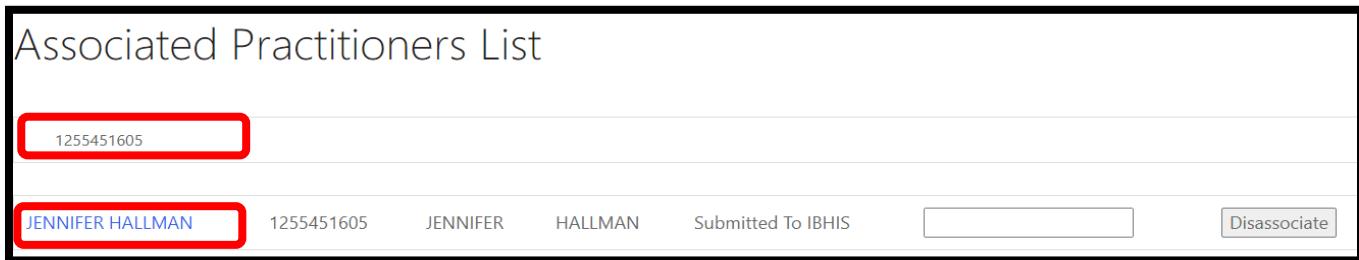
## Scenario 6: UPDATE PRACTITIONER'S IDENTIFYING INFORMATION

**IMPORTANT:** NPES must be updated prior to updating the practitioner's name or taxonomy in NAPPA.

**Step 6.1:** On the grey ribbon, click “Practitioners” and select “Associated Practitioners”



**Step 6.2:** Locate the practitioner that you wish to update by searching for their name or NPI# then select the practitioner by clicking on the blue hyperlinked name



**Step 6.3:** Select the tab that has information that needs to be updated:

- **Personal Identification** (Refer to Step 6.3.1)
- **Category/Taxonomy** (Refer to Step 6.3.2)
- **Language Capabilities** – Update the information
- **Special Population** – Update the information
- **Cultural Competency Training** (Refer to Step 6.3.3)

**Tip:** The Service Location Practitioners tab provides all the services locations the practitioner is currently associated to as well as the count of their FTEs. Refer to Step 6.4

A screenshot of the 'Personal Identification' tab in the NAPPA application. The tab is highlighted with a red box. Below the tab, there are several input fields for practitioner information: NPI, First Name, Last Name, Gender, Ethnic Origin, Race, IBHIS NPI, NPPES First Name, NPPES Last Name, IBHIS First Name, IBHIS Last Name, IBHIS Gender, IBHIS Ethnic Origin, and IBHIS Race. The 'Personal Identification' tab is selected, and the 'Service Location Practitioners' and 'PEI Evidence Based Practices' tabs are also visible.

**6.3.1** When updating the **First or Last Name**, this information must match what is in NPES. Update the information in NPES prior to updating in NAPPA.

- The information in the grey box provides reference to what is currently listed in NPES and in IBHIS. This is informational only.

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**Step 6.3.2:** Prior to end the current category/taxonomy and add a new one, ensure the practitioner's information is already "Submitted to IBHIS."

JENNIFER HALLMAN    1255451605    JENNIFER    HALLMAN    Submitted To IBHIS    Disassociate

*Note: For any practitioner's records in Pending or Draft status, category/taxonomy cannot be edited.*

**Category, Discipline & Taxonomy**

Effective Start Date: 2020-10-01

Effective End Date \*

Category: Licensed Clinical Social Wr

Discipline:

Taxonomy: C0700X - Social Work

☒ Edit Credential

**Category, Discipline & Taxonomy**

Effective Start Date \*

Category \*

Taxonomy \*

☒ Add new credential record

**6.3.2** The Effective Start Date, Category, Discipline, and Taxonomy cannot be edited. To add a new Category and/or Taxonomy:

1. Check "Edit Credential"
2. Enter an "Effective End Date"

Once the "Effective End Date" is entered, a new box will appear to "Add New Credential Record"

3. Check "Add New Credential Record"
4. Enter "Effective Start Date" (*Note: There may not be any gaps between the new Effective Start Date and the just entered Effective End Date*)
5. Enter the new "Category"
6. Enter the new "Taxonomy" which must match what is in NPES. Update the information in NPES prior to updated in NAPPA.

Note: For the list of all Categories and Accepted Taxonomy Codes for Specialty Mental Health Services, refer to the page #6 of the [Guide to Procedure Codes](#).

Tip: The **Credential History** tab provides all the category and taxonomy information the practitioner has had. Refer to Step 6.4



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**6.3.3 To add Cultural Competency Training hours:**

1. Click "Create"
- A "Create" pop-up window will appear
2. Enter the "Month" of training
3. Enter the "Year" of training
4. Enter the "Hours" of training (the hours cannot be greater than 99.99)
5. Click Submit

**Step 6.4:** If needed, review credential history in the **Credential History (Information Only)** tab and service location information for the practitioner in the **Service Location Practitioners** tab

Personal Identification Language Capabilities Special Population Cultural Competency Training **Credential History (Information On...** Service Location Practitioners PEI Evidence Based Practices Related

Refresh Run Report Excel Templates

IBHS Discipline	Category	Taxonomy	Primary License/Reg/Cert Number	Effective Start Date	Effective End Date	Created On
Other Mental Health Workers	Other Mental Health Worker	225400000X	126993	4/11/2016	7/14/2021	9/9/2021 1:57 PM

Personal Identification Language Capabilities Special Population Cultural Competency Training Credential History (Information On... **Service Location Practitioners** PEI Evidence Based Practices Related

Service Location Practitioners (Practitioner Lookup)

Refresh Run Report Excel Templates

Service Location Num...	Primary Contact Nam...	Primary Phone (Servic...	Primary Email (Service...	FTE for 0-20	FTE for 21+	Status	Service Location	Organization (Service Location)	Practitioner Lookup
19AY	Ca...	...	...	40	---	Active	MA...	...	...
7822	Ca...	...	...	---	---	Inactive	MA...	...	...

View the service location number(s), FTE hours, contact names/phone numbers to quickly view other locations and hours the practitioner works and who to contact if the hours need to be modified.

**Step 6.5:** Once all information has been updated, click **"Save & Submit"**

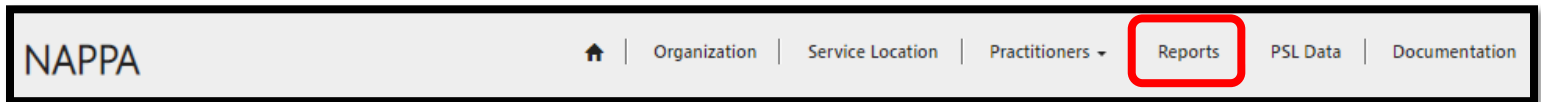
Save As Draft Save & Submit

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## Scenario 7. REVIEW AND CONFIRM ALL NAPPA INFORMATION

The **Network Adequacy Provider Report** provides a snapshot of essential practitioner information. The report should minimally be run every month to verify that the information entered in NAPPA is correct.

**Step 7.1** On the grey ribbon, click “Report”



**Step 7.2** Search your service location by entering Service Location Number or Name.

The screenshot shows the 'Network Adequacy Provider Report' interface. At the top, there is a search bar with the text 'Search by Legal Entity, Service Location, or Practitioner' and a red box around it. Below the search bar, there are two summary rows: '# of Legal Entities: 1' and '# of Service Locations: 1'. The main table displays the following data:

Associated Legal Entity	Legal Entity Name	Contract Effective Date	Contract Expiration Date
00019	LA COUNTY DMH	7/1/2020	6/30/2021

Service Location Number	Service Location Name	NPI Number - Type 2	Age Group Served	% Workforce Members	Accessible By	Hours of Operation	Phone (Business)	Phone (Intake)	Phone (Fax)	Language Capacity/Other Language Services Available	Accepting New Beneficiaries
		1023220530	Children/Youth, Adults, Older Adults	100%	By Referral Only	Monday - 8:00 AM-5:00 PM, Tuesday - 8:00 AM-5:00 PM, Wednesday - 8:00 AM-5:00 PM, Thursday - 8:00 AM-5:00 PM, Friday - 8:00 AM-5:00 PM, Saturday - Closed, Sunday - Closed	323-769-6100	323-671-2600	323-913-4045	English, Arabic, Armenian, Korean, Russian, Spanish	Yes

# of Practitioners: 6

Full Name	NPI Number - Type 1	Category	Discipline	Taxonomy	NP/PS Taxonomy Comparison	IBHS Taxonomy Comparison	California Practitioner License Number	DEA Number	Mode-15	FTE for 0-20	FTE for 21+	Total FTE	Current Number of Medical Beneficiaries	Maximum Number of Medical Beneficiaries	Hi-Ce-Ce Tri-Pm
HA							NA		Yes	0	40	80	50	50	
KZ		Licensed Clinical Social Worker	Social Worker	1041C0700X - Social Worker, Clinical			LCSW 23857	NA	No	0	40	40	20	20	
KZ							No license - for Community Health Worker	NA	Yes	0	40	40	58	58	
LL		Other Mental Health Worker	Other Mental Health Workers	171M00000X - Case Manager/Care Coordinator			No license - for Medical Case Worker	NA	Yes	0	40	40	55	55	

**Step 7.3** Review the information with the red flags and update any incorrect or missing information.

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## Scenario 8. PSL Data Download

**Step 8.1** On the grey ribbon, click “**PSL Data**” to get to an exportable excel file of all information entered for practitioners at a given Service Location.

Home > NAPPA - Home > NAPPA - PSL Data Download

Service Location

☒ 7521

☐ 7520

Apply Filter

Export to Excel

Full Name (Practitioner Lookup)	NPI (Practitioner Lookup)	Category (Practitioner Lookup)	Discipline (Practitioner Lookup)	Taxonomy (Practitioner Lookup)	NPES Taxonomy (Practitioner Lookup)	IBHIS Taxonomy (Practitioner Lookup)	California Practitioner License Number (Practitioner Lookup)	DEA Number (Practitioner Lookup)	Service Location Number (Service Location)	Mode 15 services?	FTE for 0- 20	FTE for 21+	Current Number of Medi-Cal Beneficiaries
											10	5	

**8.1.1** Select Service Location(s)

**8.1.2** Click “Apply Filter”

**8.1.3** Click “Export to Excel” if you want to extract the report to an excel spreadsheet

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**Appendix A. List of all Programs Available**

<b>PROGRAMS</b>
AB109
Adult Full Service Partnership (FSP)
Adult Outreach & Triage Team (OTT)
Assisted Outpatient Treatment (AOT)
CalWORKS/GROW
Child & Youth Adult Full Service Partnership (FSP)
Child Outreach & Triage Team (COTT)
Family Preservation Program
General Outpatient Care Services
Homeless Outreach Mobile Engagement (HOME)
IMD Step Down
Intensive Services Foster Care
Intensive Field Capable Clinical Services (IFCCS)
Law Enforcement Team
Medical Hub
Mental Health Urgent Care
Mental Health Navigator
Mobile Transcranial Magnetic Stimulation (TMS)
Multidisciplinary Assessment Team (MAT)
Other
Prevention & Early Intervention (PEI)
Psychiatric Mobile Response Team (PMRT)
School-Based Mental Health
Short-Term Residential Therapeutic Program (STRTP)
Specialized Foster Care (SFC) – Child Welfare
Transitional Age Youth (TAY) Drop In Center
Wraparound