

Quality Assurance Unit – Policy & Technical Development
NAPPA – DIRECTLY OPERATED (DO)
Instructions for utilizing the NAPPA application

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

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).

Note: Directly Operated providers do not need to enter information at the Legal Entity level.

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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Appendix A. List of all Programs Available

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Foundational Steps: Log In

In order to log in, the staff member must have access granted to NAPPA

Note: If you do not have access granted to NAPPA, please open a HEAT ticket.

In the text area of the HEAT ticket, include the following information:

- ✓ *Summary: Add to Microsoft Dynamics and grant access to NAPPA for Directly-Operated provider*
- ✓ *Description: Please add me to the group license for Dynamics and grant me access to the NAPPA application for DO providers:*
 - *Employee Email Address*
 - *Employee Full Name*
 - *Employee ID*

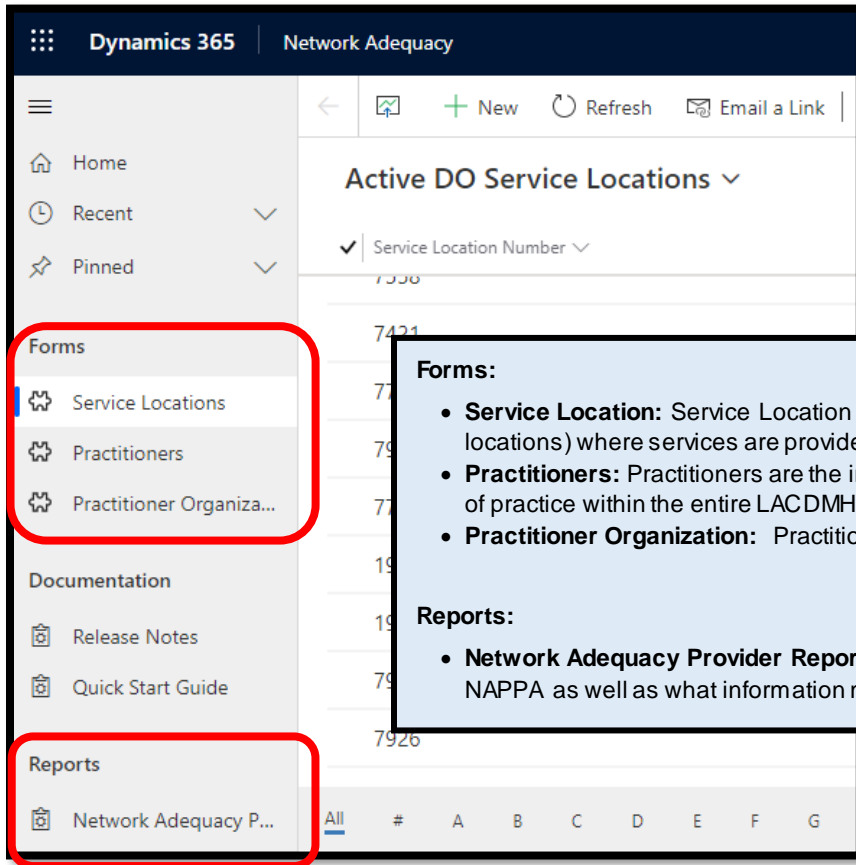
Step 1: Go to the NAPPA Dynamics 365 application by entering the following URL verbatim.
<https://lacdmhprod20.crm9.dynamics.com/Apps/NAS> into the **Google Chrome Browser**. This will take you to the Welcome screen. We recommend saving this URL as a bookmark/favorite.

Step 2: After clicking on the link, you may be prompted to enter the password associated with your computer log-in.

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Foundational: Navigation within NAPPA

1: **Forms & Reports:** Utilize the tabs on the left-hand side of the screen for the action you need to take.



Forms:

- **Service Location:** Service Location (or provider site) refers to the physical location (e.g. clinic locations) where services are provided.
- **Practitioners:** Practitioners are the individual rendering providers, acting within his or her scope of practice within the entire LACDMH System of Care, who is providing services to clients.
- **Practitioner Organization:** Practitioners within the DMH Directly Operated System.

Reports:

- **Network Adequacy Provider Report:** A report that provides a list of all information entered into NAPPA as well as what information may be missing

2. Field Types:

1. **Pre-Populated & Un-editable Fields:** Information is pulled from other data-sources such as the Provider File Adjustment Request (PFAR) or IBHIS. The information is display only and cannot be edited within NAPPA. If information is incorrect, you must go to another source to edit the information. Identified by a lock symbol.
2. **Pre-Populated but Editable:** Information is defaulted in either from another source (such as National Plan and Provider Enumeration System (NPPES) or a common value). The information can be edited.
3. **Required Fields:** Information must be entered in order to proceed. Identified by a red asterisk (*)

1

NPI

1487687018

2

California Practitioner
License Number

5000604

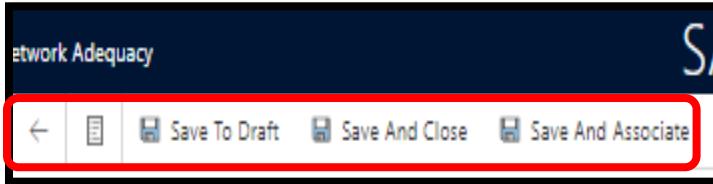
3

Primary Contact
Name

*

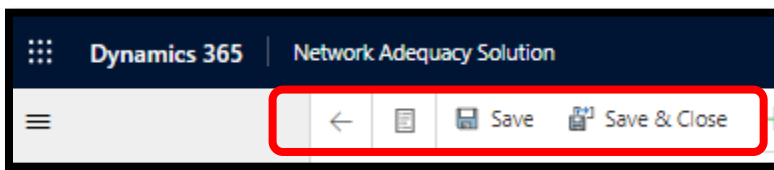
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3. Banner Bar in “Practitioners” form



- **Back Arrow** – Takes you to the previous page that you were on
- **Save To Draft** - Takes you back to the “Practitioners List” with submission status of *Draft*.
- **Save And Close** - Takes you back to the “Practitioners List” with submission status of *Submitted to IBHIS*.
- **Save And Associate** - Takes you automatically to the “New Practitioner Organization” page and proceed to Step 1.3

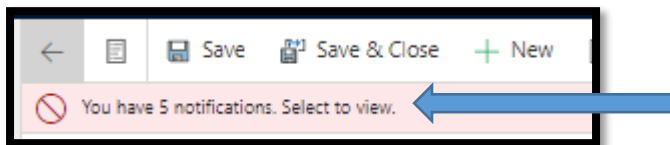
4. Banner Bar in “Service Locations” form



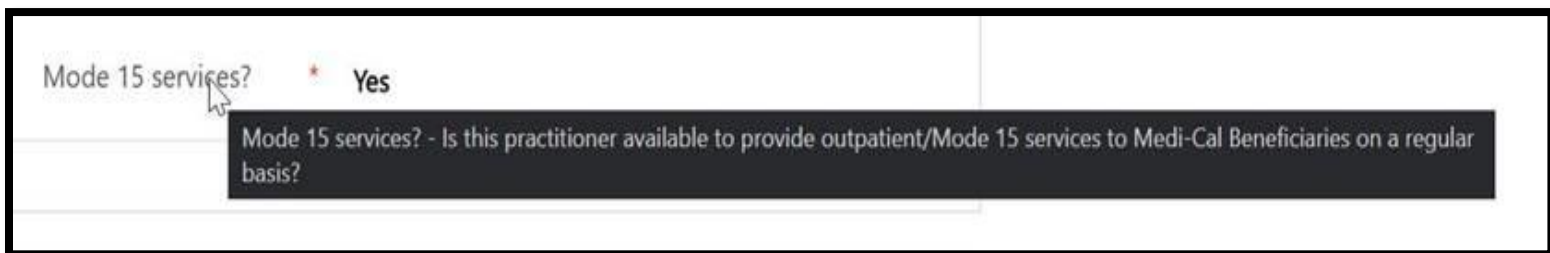
Save or **Save & Close** perform the same function. Both save any changes but **Save & Close** takes you back to the list of service locations.

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

- ✓ Incomplete or invalid submission of data generates a red ribbon. Click the “Select to View” to see the reason(s) for incomplete submission throughout the database. Once the issue is corrected and saved, the red ribbon message will be removed.



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



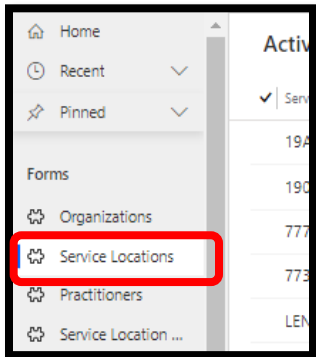
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SERVICE LOCATION INFORMATION

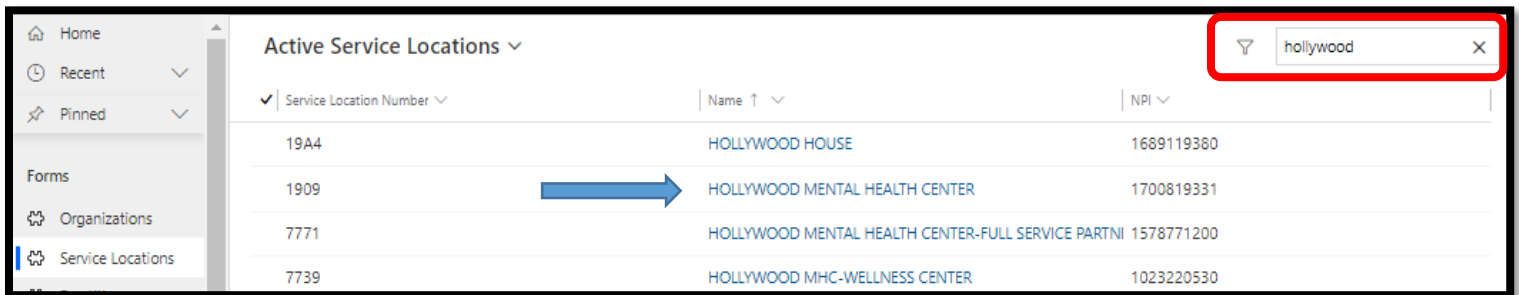
1. ADD, VERIFY & UPDATE SERVICE LOCATIONS INFORMATION

Step 1.1: Click the **Service Locations** tab in the left-hand column.

Note: This will display all the Directly-Operated locations. If you do not see a service location, submit a HEAT ticket.



Step 1.2: Search for and then select your service location for which you would like to enter/update information by clicking on the Service Location Name.

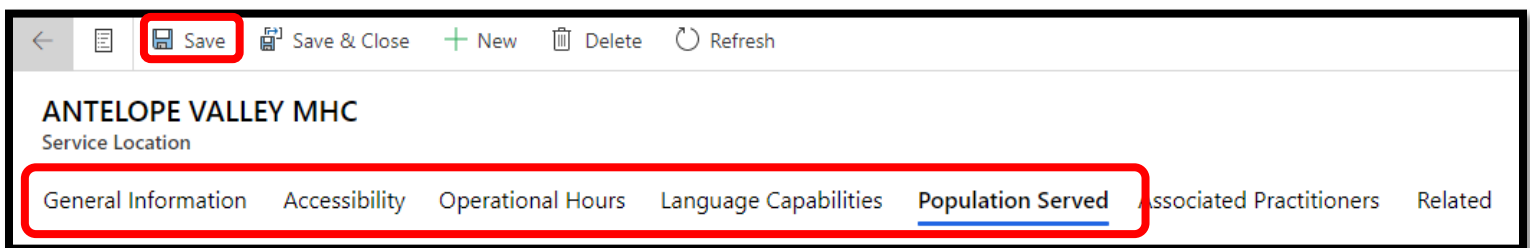


Step 1.3: Complete/verify all fields for the Service Location including fields on each of the following tabs:

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

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.

The Associated Practitioners tab is used only when modifying a practitioners FTE hours or beneficiaries served as identified in the Practitioners section of this manual. Refer to Scenario 2.



NOTE: Once you begin input for a particular service location, it is important to complete all required fields on the first five tabs in one sitting because you will not be able to save if any required field is not entered.

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Network Adequacy P...

HOLLYWOOD MENTAL HEALTH CENTER
Service Location · Service Location Portal Form + multiselect

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

Service Location Lookup

NPI

Service Area

Supv District Number

Fax Number

Intake Telephone

DEA Number NA

Short Term Residential Therapeutic Programs

General Information

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

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 for triage and/or scheduling at the service location
- **Extension** –Intake Telephone extension (if applicable)
- **DEA Number** – Do not enter (NA)
- **Short Term Residential Therapeutic Programs** – Select No

Contact Information

Primary Contact Name *

Primary Phone * 323-76

Primary Ext ---

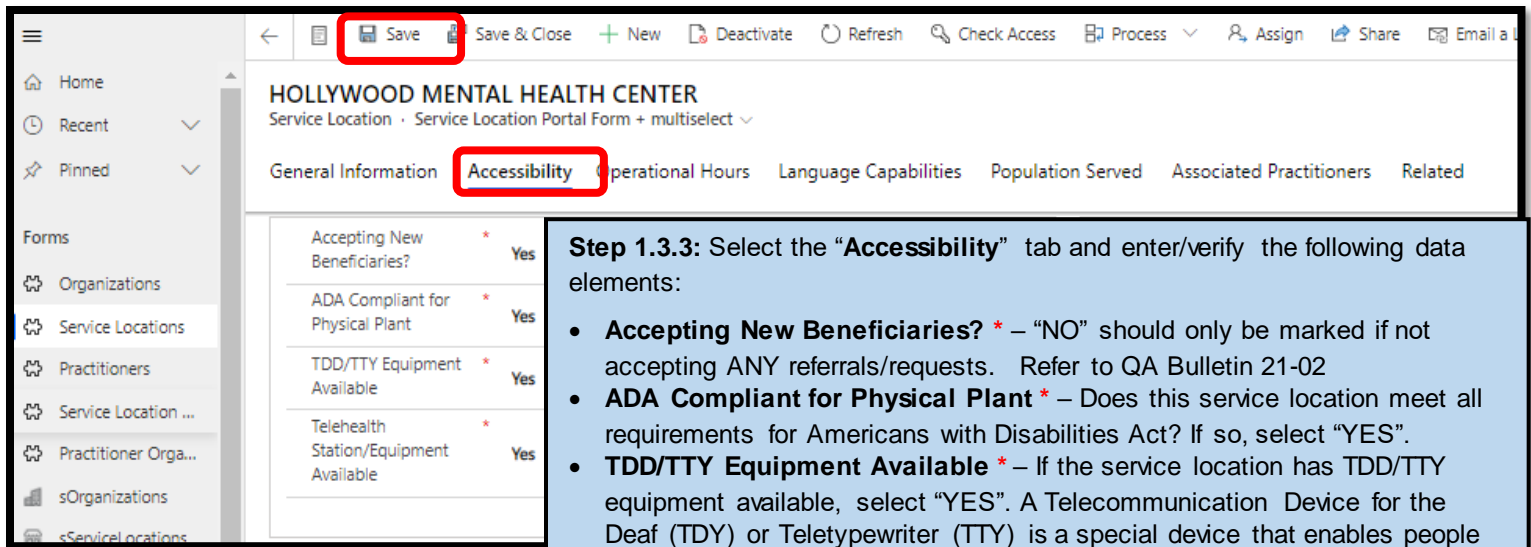
Primary Fax * 323-46

Primary Email * JsRome

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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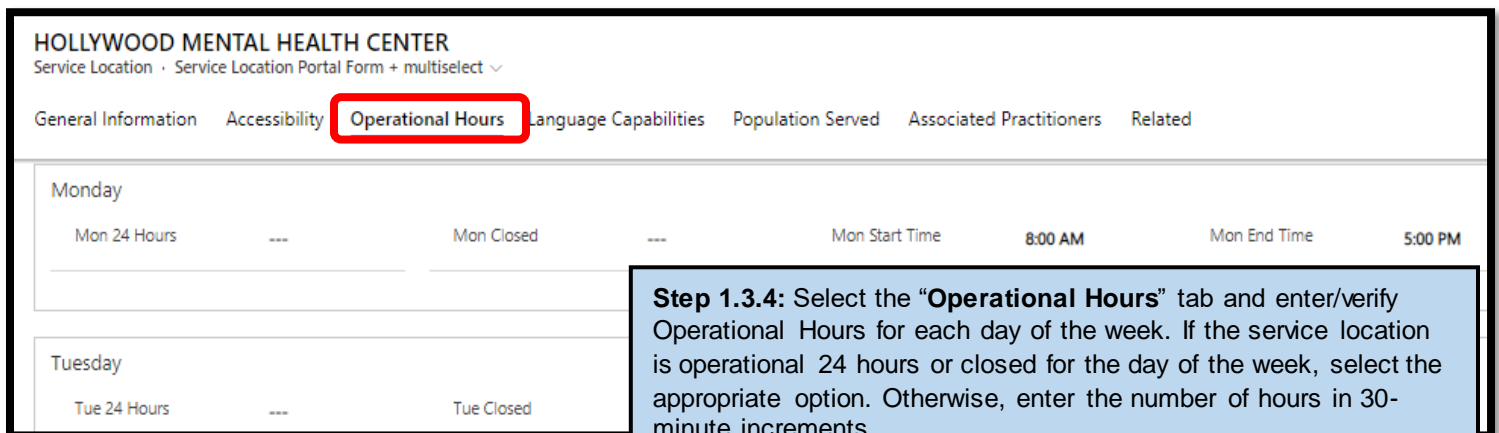
HOLLYWOOD MENTAL HEALTH CENTER
Service Location · Service Location Portal Form + multiselect

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

Accepting New Beneficiaries?	Yes
ADA Compliant for Physical Plant	Yes
TDD/TTY Equipment Available	Yes
Telehealth Station/Equipment Available	Yes

Step 1.3.3: Select the “Accessibility” tab and enter/verify the following data elements:

- **Accepting New Beneficiaries? *** – “NO” should only be marked if not accepting ANY referrals/requests. Refer to QA Bulletin 21-02
- **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 (e.g., PMRT, MET); does not provide on-going treatment.



HOLLYWOOD MENTAL HEALTH CENTER
Service Location · Service Location Portal Form + multiselect

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

Monday

Mon 24 Hours --- Mon Closed --- Mon Start Time 8:00 AM Mon End Time 5:00 PM

Tuesday

Tue 24 Hours --- Tue Closed

Step 1.3.4: Select the “Operational Hours” tab and enter/verify 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
Related

Language Capabilities	English, Arabic, Armenian
Language Line Available	Yes
% Workforce Members Trained in Cultural Competency	90-99%

Step 1.3.5: Select the “Language Capabilities” tab and enter/verify 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
Related

Age Groups Served

Age Group Served	Accepting New Beneficiaries	Created On
Children/Youth	Yes	
Adults	No	

Programs Available

Program Available	Accepting

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

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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 “New Service Location Age Group Served” page and proceed to Step 1.3.6.1.2

← Save & Close Save & New

New Service Location Age Group Served

General

Service Location * SANTA C

Age Group Served * ---

Accepting New Beneficiaries * ---

Step 1.3.6.1.2

- Service Location name will be pre-populated.
- **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 & Close** or **Save & New** if you have any other age group to add.

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

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

Age Groups Served

+ New Age Group Served Refresh

✓ Age Group Served Accepting New Beneficiaries

Children/Youth Yes

Adults No

Step 1.3.6.2

- Double Click “Yes” or “No” in the Accepting New Beneficiaries
It will take you automatically to the “New Service Location Age Group Served” page
- Change the status between “Yes” and “No” appropriately (See the above Step 1.3.6.1.2)
- Click “**Save & Close**”

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

Program Available	Accepting New Beneficiaries
APS-DCSS	Yes
CalWorks	Yes
Homeless Services	No
PATH	No

Step 1.3.6.3.1 Click “+ New Service Location Program”
It will take you automatically to the “New Service Location Program Available” page and proceed to Step 1.3.6.3.2

New Service Location Program Available

General

Service Location * LONG BEACH MHS ADU

Program Available * ---

Accepting New Beneficiaries * ---

Step 1.3.6.3.2

- Service Location name will appear.
- **Select the Program Available**, one at a time among the options (Click the magnifying glass 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 **Save & Close** or **Save & New** if you have any other available programs.

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

Program Available	Accepting New Beneficiaries
APS-DCSS	Yes
CalWorks	Yes
Homeless Services	No
PATH	No

Step 1.3.6.4

- Double Click “Yes” or “No” in the Accepting New Beneficiaries
It will take you automatically to the “New Service Location Program Available” page
- Change the status between “Yes” and “No” appropriately (See the above Step 1.3.6.3.2)
- Click **“Save & Close”**

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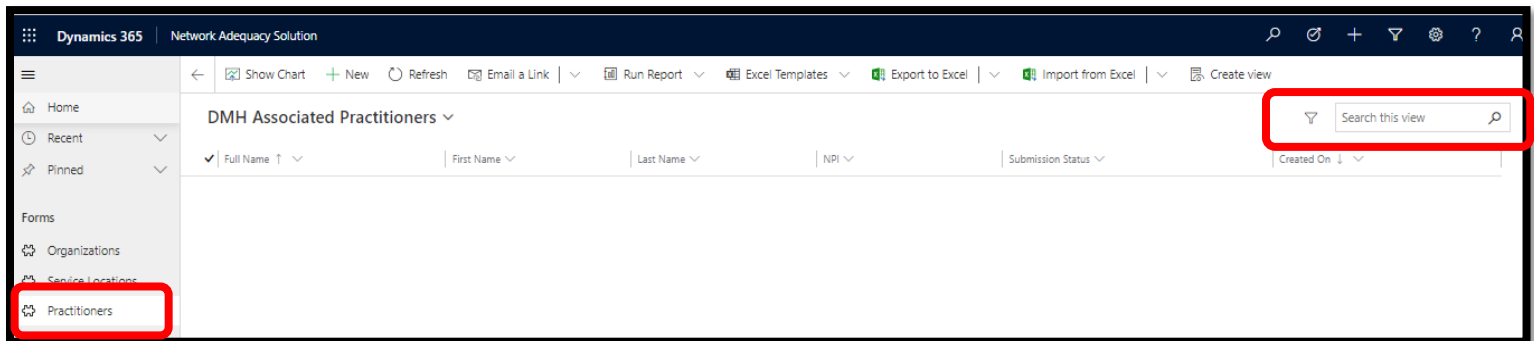
PRACTITIONER INFORMATION

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

Foundational: Verify If Practitioner Already Exists within the DMH System

Step 1: Go to Practitioners tab.

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

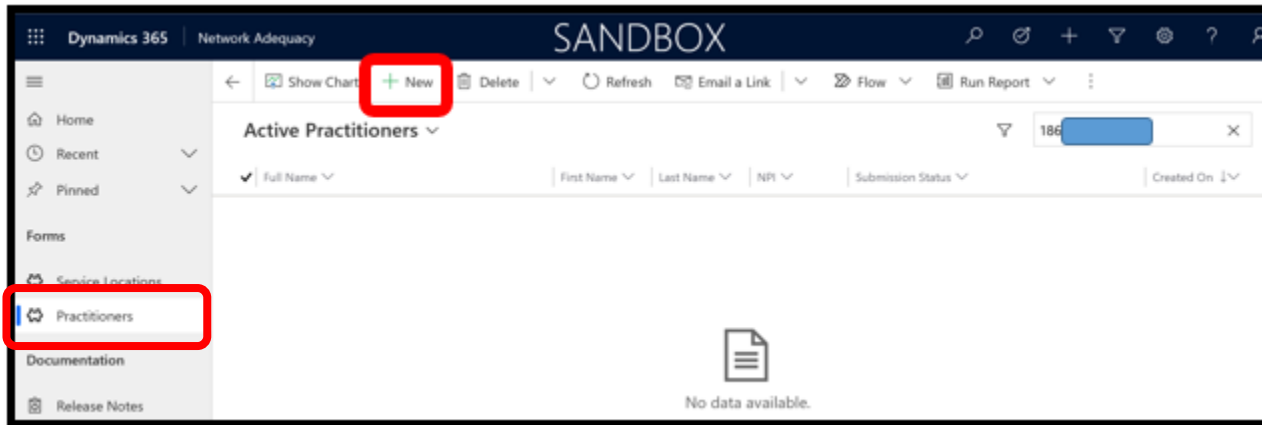


Tip: Utilize the NPI number for searching. Search the NPI Registry for NPI information <https://npiregistry.cms.hhs.gov/>

- 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 YOUR SERVICE LOCATION

Step 1.1: If the practitioner is not found in the DMH system, select “+ New”



Step 1.2: Complete all fields on “NEW PRACTITIONER” including fields on each of the following tabs:

- Personal Identification
- Language Capabilities
- Special Population

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>

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New Practitioner

Personal Identification Language Capabilities Special Population

Practitioner Demographics

NPI	*	---	First Name	*	---
Gender	*	---	Ethnic Origin	+	---
			Race	+	---

Step 1.2.1: Enter the practitioner's demographics

- NPI – must match NPPES
- First Name – must match NPPES
- LastName – 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>

IBHIS NPI	---	NPPES First Name	<input type="text"/>	NPPES Last Name	<input type="text"/>
IBHIS First Name	---				
IBHIS Gender	---	IBHIS Ethnic Origin	---		

The fields with the lock next to them are informational only and do not need to be completed. After the NPI # is entered, the practitioner's First and Last Name in NPPES will show. The IBHIS fields will be blank since this is a new practitioner.

Note: If you see the below message after entering a NPI number, the practitioner is an existing clinician in the DMH system. Then, go to Scenario 2, Add Existing Practitioner to your Service Location.

NPI

⊗ NPI: A record with NPI Number 1811016041 already exists. Please cancel and search for practitioner.

If you see the below message, either NPPES information needs to be updated or you need to modify the name in NAPPA to match what is in NPPES. If you keep seeing this error message even after making the updates in NPPES and NAPPA, please make sure you are using Google Chrome browser and/or delete the name fields and retype the first and last name as it is shown in the NPPES name fields of the System Use Only Section.

First Name

⊗ First Name: First Name does not match NPPES First Name!

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Category, Discipline & Taxonomy

Taxonomy Effective Start Date 3/1/2021

Category Licensed Clinical Social W

Discipline Social Worker

Taxonomy 1041C0700X - Social Work

Edit Credential ☐

California Practitioner License Number 58

Please verify license number entered is correct **Yes**

DEA Number ---

Step 1.2.3: Enter the practitioner's credentials.

- **Taxonomy Effective Start Date** - This is the employee start date at DMH.
- **Category** – Select the category the practitioner will be providing services under *This will automatically populate the Discipline and NACT Discipline (in the locked fields below)*
- **Taxonomy** – The taxonomy list will be limited to ones that may be associated with the selected Category. Must match NPES.
- **CA Practitioner License Number** – will auto populate if there is a license in NPES. Verify if the license number is correct This is only required for some categories
- **DEA Number** – if applicable

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

IBHIS Effective Start Date 12/29/2017

IBHIS Effective End Date ---

IBHIS Category Associate Clinical Social Worker

IBHIS Discipline Social Worker

NACT Discipline Associate Clinical Social Worker

System Use only fields

NPES Taxonomy **MATCH**

IBHIS Taxonomy 101YM0800X - Counselor, Mental Health

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

*Scenarios of **DOES NOT MATCH**: Incorrect Taxonomy is entered – Verify and update NPES information*

Optional Step Practitioner Requires an additional Category: This should only be marked if the practitioner is currently hired to work in two different capacities within DMH (e.g., case manager while also interning as a social work student).

Practitioner requires additional category ☐

Personal Identification **Language Capabilities** **Special Population**

Do you speak any other languages? * Yes

Armenian * N/A

Arabic * Fluent

Cambodian * N/A

Hmong * N/A

Chinese * N/A

Step 1.2.4: 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.

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Personal Identification Language Capabilities **Special Population**

Special Population

Special Population/Cultural Capabilities * None to Report

DSM5 Practice Focus

DSM-5 Practice Focus * Depressive Disorders, Mood Disorders, Anxiety Disorders

Step 1.2.5: 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 and Associate”**.

Network Adequacy SANDI

← Save To Draft Save And Close **Save And Associate** Refresh

If you select “Save and Associate”, it will take you automatically to the “New Practitioner Organization” page and proceed to Step 1.3. If you select “Save To Draft” or “Save And Close”, it will take you back to the “Associated Practitioners List” with submission status of “Draft” or “Submitted to IBHIS”.

Step 1.4: Enter Association Date on **“New Practitioner Organization”**

← Save

New Practitioner Organization
Practitioner Organization · Practitioner Organization ▾

General

Practitioner ID * [icon] US

Organization ID * [icon] LA

Association Start Date * 3/1/20

Practitioner's ID and Organization ID will be pre-populated

1.4.1 Enter Association Date – This is the date the practitioner was hired with DMH. Select **Save**.

NOTE: The association date cannot be in the future

After you select “Save”, it will take you automatically to the “New Service Location Practitioner” page and proceed to Step 1.4.

Step 1.5: Complete all fields on **“New Service Location Practitioner”**

New Service Location Practitioner

General Info Offsite Services

Practitioner Lookup * [icon] US

Service Location * [icon] HO

Mode 15 services? * Yes

Practitioner's Name will be pre-populated

1.5.1 Select the Service Location where the practitioner works by clicking on the magnifying glass. You will be given an opportunity to add additional Service Locations later.

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

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- If you answered **NO** to the Mode 15 question, proceed to **Save & Close**.
- If you answered **YES** to the Mode 15 question, proceed to **Step 1.5.3 thru 1.5.6**.

<p>Age Group Served:</p> <table style="width: 100%;"> <tr> <td style="width: 60%;">FTE for 0-20</td> <td style="width: 5%; text-align: center;">*</td> <td style="width: 35%; text-align: center;">15</td> </tr> <tr> <td colspan="3" style="height: 20px;"></td> </tr> <tr> <td>FTE for 21+</td> <td style="text-align: center;">*</td> <td style="text-align: center;">25</td> </tr> </table>	FTE for 0-20	*	15				FTE for 21+	*	25	<p>1.5.3 Enter the hours consistently available to provide outpatient Mode 15 services to beneficiaries</p> <ul style="list-style-type: none"> • Keep in mind that FTE hours must be broken out by service location and between 0-20 year olds and 21+. • If your agency sees 18-20 year olds, FTE hours should be entered under the 0-20 Age Group. • FTE hours maynot exceed 40 hours for all service locations and age groups served combined. 						
FTE for 0-20	*	15														
FTE for 21+	*	25														
<table style="width: 100%;"> <tr> <td style="width: 60%;">Current Number of Medi-Cal Beneficiaries</td> <td style="width: 5%; text-align: center;">*</td> <td style="width: 35%; text-align: center;">50</td> </tr> <tr> <td colspan="3" style="height: 20px;"></td> </tr> <tr> <td>Maximum Number of Medi-Cal Beneficiaries</td> <td style="text-align: center;">*</td> <td style="text-align: center;">70</td> </tr> </table>	Current Number of Medi-Cal Beneficiaries	*	50				Maximum Number of Medi-Cal Beneficiaries	*	70	<p>1.5.4 Enter the practitioner's Current and Maximum Number of Medi-Cal Beneficiaries by Service Location. The numbers must be greater than 0</p> <ul style="list-style-type: none"> • 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. • 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. 						
Current Number of Medi-Cal Beneficiaries	*	50														
Maximum Number of Medi-Cal Beneficiaries	*	70														
<table style="width: 100%;"> <tr> <td style="width: 60%;">Telehealth Practitioner</td> <td style="width: 5%;"></td> <td style="width: 35%; text-align: center;">Yes</td> </tr> <tr> <td colspan="3" style="height: 20px;"></td> </tr> <tr> <td>Field-Based Services Available</td> <td></td> <td style="text-align: center;">Yes</td> </tr> <tr> <td colspan="3" style="height: 20px;"></td> </tr> <tr> <td>Distance Practitioner Travels to Field-Based Svc</td> <td></td> <td style="text-align: center;">20</td> </tr> </table>	Telehealth Practitioner		Yes				Field-Based Services Available		Yes				Distance Practitioner Travels to Field-Based Svc		20	<p>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.</p>
Telehealth Practitioner		Yes														
Field-Based Services Available		Yes														
Distance Practitioner Travels to Field-Based Svc		20														
	<p>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. Distance must be greater than 0</p>															

Step 1.5.7

←
 Save & Close
 Save & New

- If the practitioner works at more than one service location, click **“Save & New”**. 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 **“Save & Close”**. This will automatically return you to the “Practitioners List” and **all steps are complete in NAPPA for this practitioner**. You must now go into IBHIS to complete Program Association, Address, and Phone Number in the **Practitioner Enrollment** form.

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Scenario 2. ADD EXISTING PRACTITIONER TO SERVICE LOCATION

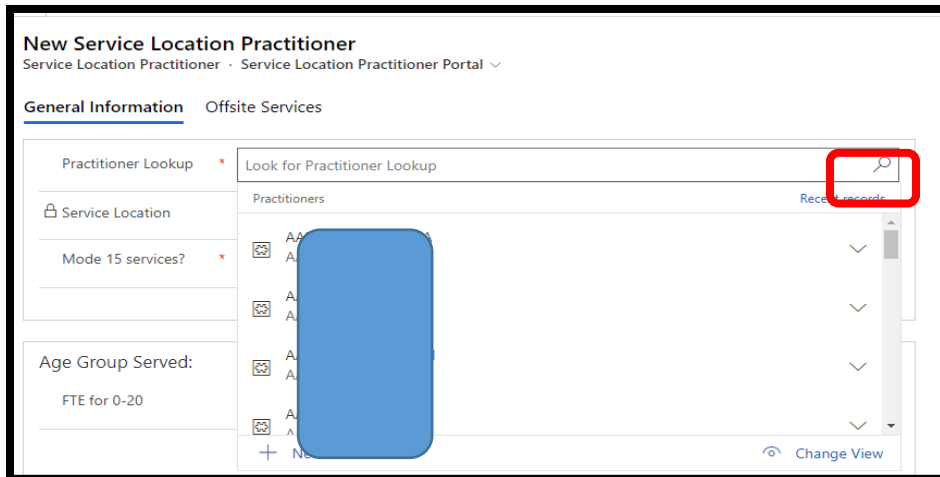
Step 2.1: Go to “Service Locations” and select your service location name.



Step 2.2: Go to “Associated Practitioners” and click “+ New Service Location”



Step 2.3: Search for the practitioner by clicking on the magnifying glass or entering the practitioners name or NPI into the search field.



IMPORTANT NOTE: If the name is not found, the practitioner will need to be created in the Practitioners. Refer to Scenario 1. If you located the practitioner's name but receive an error message, indicating, “This Practitioner is not associated to DMH,...” you will have to associate the practitioner to LE00019 first by following through the Step 1.4 & 1.5 on the page #15.

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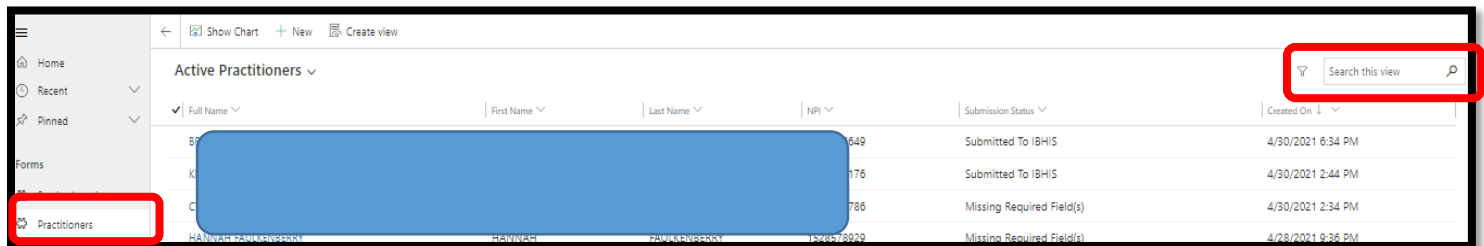
Step 2.4: Complete all fields on “**New Service Location Practitioner Create**”. Refer to Scenario 1, Step 1.5.1 thru Step 1.5.7. Once the practitioner has been added to your service location, you must go into IBHIS to complete the Service Location(s) (Program of Service) association within the Practitioner Enrollment form in IBHIS.

IMPORTANT NOTE: If a practitioner was previously working at a Legal Entity and has now been hired by DMH, after you complete the Scenario 2, you will have to review and update the practitioner’s information by following **Scenario 3** to verify all their identifying information and associate to DMH LE00019 by clicking on “**Save and Associate**” and completing the **Step 1.4 “New Practitioner Organization”**

Scenario 3: UPDATE PRACTITIONER’S IDENTIFYING INFORMATION

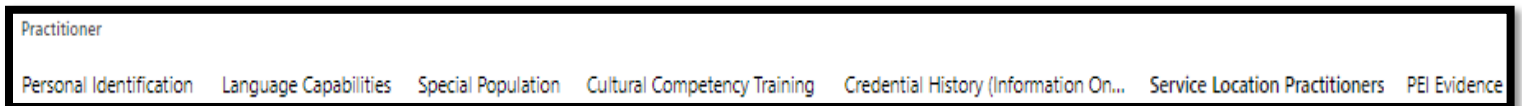
IMPORTANT: NPES must be updated prior to updating the practitioner’s name or taxonomy in NAPPA.

Step 3.1: Go to **Practitioners** tab. In the “Search” field, enter the NPI number OR enter the LAST name of the practitioner.



Step 3.2: Select the practitioner by clicking on the blue hyperlinked name

Step 3.3: Select the tab that has information that needs to be updated:



- **Personal Identification** – Update the information (NPES must be updated prior to updating NAPPA)
- **Category/Taxonomy** (Refer to Step 3.3.1 & 3.3.2)
- **Language Capabilities** – Update the information
- **Special Population** – Update the information
- **Cultural Competency Training** (Refer to Step 3.3.3 below)

Tip: “Service Location Practitioners” tab provides all the Service Locations the practitioner is currently associated to as well as the count of their FTEs. Refer to Step 3.4

Step 3.3.1: Prior to ending the current category/taxonomy and add a new one, ensure the practitioner’s information is already “Submitted to IBHIS.”



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Note: For any practitioner's records in Pending or Draft status, the category/taxonomy cannot be edited. If you cannot submit the practitioner's records, please contact QA at NetworkAdequacy@dmh.lacounty.gov.

3.3.2 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 NPPEs. Update the information in NPPEs prior to updated in NAPPA.

Tip: The Credential History tab provides all the category and taxonomy information the practitioner has had. Refer to Step 3.4.

Step 3.3.3: To add additional **Cultural Competency Training** hours:

1. Click "+ New Cultural Competency Training"
It will take you to the "New Cultural Competency Training" page
2. Enter the "Month", "Year" and "Hours" of training
The hours of training cannot be greater than 99.99
3. Click "Save" or "Save & Close"

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Step 3.4: 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

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

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
194Y	Ca [REDACTED]	[REDACTED]	[REDACTED]	40	---	Active	MA [REDACTED]	[REDACTED]	[REDACTED]
7822	Ca [REDACTED]	[REDACTED]	[REDACTED]	---	---	Inactive	MA [REDACTED]	[REDACTED]	[REDACTED]

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.

Scenario 4. UPDATE EXISTING PRACTITIONER INFORMATION FOR THE SERVICE LOCATION

Step 4.1: Go to “**Service Locations**” and select your service location name.

Service Location Number	Name	NPI
1904	ANTELOPE VALLEY MHC	1871525972
1904	ANTELOPE VALLEY MHC	1871525972
0010	ATASCADERO STATE HOSPITAL	---

Step 4.2: Click on the “**Associated Practitioners**” tab

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

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Step 4.3: Locate the practitioner you would like to edit by entering their full name in the search field or by locating them in the list of practitioners. The Name column is sorted in alphabetical order by first name. You can click on the header and change the sort option.

Note: If the practitioner is not found, the practitioner is not associated to your Service Location. Refer to Scenario 1 on how to add a practitioner to the Service Location.

General Information Accessibility Operational Hours Language Capabilities Population Served <u>Associated Practitioners</u> Related						
Active Service Location Practitioners ▾						
+ New Service Location ...						
Search this view 🔍						
✓ Name ↑ ▾	Modified On ▾	FTE for 0-20 ▾	FTE for 21+ ▾	Current Number of Medi-Cal Beneficiaries ▾		
AB	12/4/2020 10:21 ...	0	40	217		
AL	12/4/2020 10:20 ...	0	40	152		
AL	12/4/2020 10:20 ...	0	40	238		

Select the practitioner by double clicking on the field to edit or scrolling all the way to the right and clicking on the arrow button

ed Svc ▾	Field-Based Services Available ▾	Frequency of Practitioner Using Satellite Site ▾	Telehealth Practitioner ▾
- No	---	Yes	→

In order to see all columns on the screen, the column size can be modified by hovering over the column line until the double bar appears. Then click and hold on the column bar and drag it to where you want it to be.

✓ Name ↑ ▾	Modified On ▾	← → FTE for 0-20 ▾
------------	---------------	---------------------

Step 4.4: Update/Edit the practitioner's information.

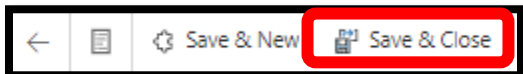
If you edit the Mode 15 question from YES to NO, proceed to Step 4.4.5 SAVE.

If you edit the Mode 15 question from NO to YES, proceed to Step 4.4.1 thru 4.4.5.

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<p>Age Group Served:</p> <p>FTE for 0-20 * 15</p> <p>FTE for 21+ * 25</p>	<p>4.4.1 Enter the hours consistently available to provide outpatient Mode 15 services to beneficiaries</p> <ul style="list-style-type: none"> Keep in mind that FTE hours must be broken out by service location and between 0-20 year olds and 21+. If your agency sees 18-20 year olds, FTE hours should be entered under the 0-20 Age Group. FTE hours maynot exceed 40 hours for all service locations and age groups served combined.
<p>Current Number of Medi-Cal Beneficiaries * 50</p> <p>Maximum Number of Medi-Cal Beneficiaries * 70</p>	<p>4.4.2 Enter the practitioner's Current and Maximum Number of Medi-Cal Beneficiaries by Service Location. Numbers must be greater than 0.</p> <ul style="list-style-type: none"> 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. 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.
<p>Telehealth Practitioner Yes</p> <p>Field-Based Services Available Yes</p> <p>Distance Practitioner Travels to Field-Based Svc 20</p>	<p>4.4.3 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.</p> <p>4.4.4 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. Distance must be greater than 0.</p>

Step 4.4.5: Click "Save & Close"



Scenario 5. DEACTIVATE PRACTITIONER FROM YOUR SERVICE LOCATION

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: Go to "Service Locations" and select your service location by clicking the name.



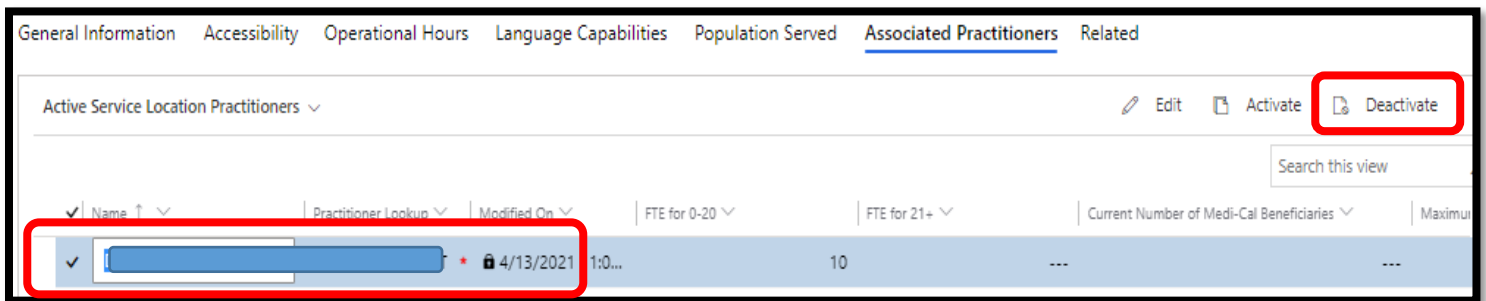
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Step 5.2: Go to “**Associated Practitioners**” and verify if there are any practitioners who are no longer available in your service location



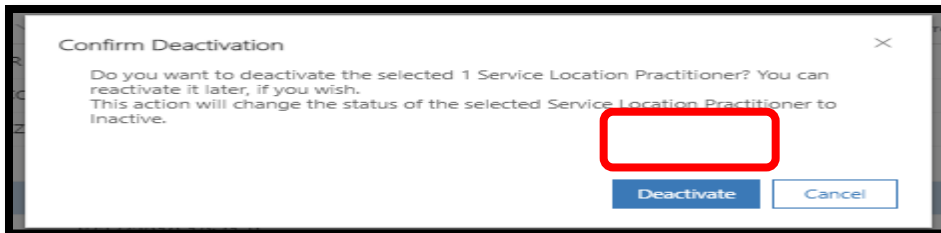
The screenshot shows the 'Service Location' page in the NAPPA application. The 'Associated Practitioners' tab is highlighted with a red box. Below the tabs, there is a section for 'Active Service Location Practitioners' with a search bar and a 'Search this view' button.

Step 5.3: Select the identified **practitioner's name** from the associated practitioners list and click the Deactivate button.



The screenshot shows the 'Associated Practitioners' list in the NAPPA application. A practitioner's name is selected in the list, and the 'Deactivate' button is highlighted with a red box. The list includes columns for Name, Practitioner Lookup, Modified On, FTE for 0-20, FTE for 21+, Current Number of Medi-Cal Beneficiaries, and Maximum.

Step 5.4: You will get a pop-up message asking you to confirm the deactivation. Select Deactivate if you are sure you want to deactivate. Select Cancel if it was an accident.



The screenshot shows a 'Confirm Deactivation' pop-up message. The message asks: 'Do you want to deactivate the selected 1 Service Location Practitioner? You can reactivate it later, if you wish. This action will change the status of the selected Service Location Practitioner to Inactive.' There are two buttons: 'Deactivate' and 'Cancel'. The 'Deactivate' button is highlighted with a red box.

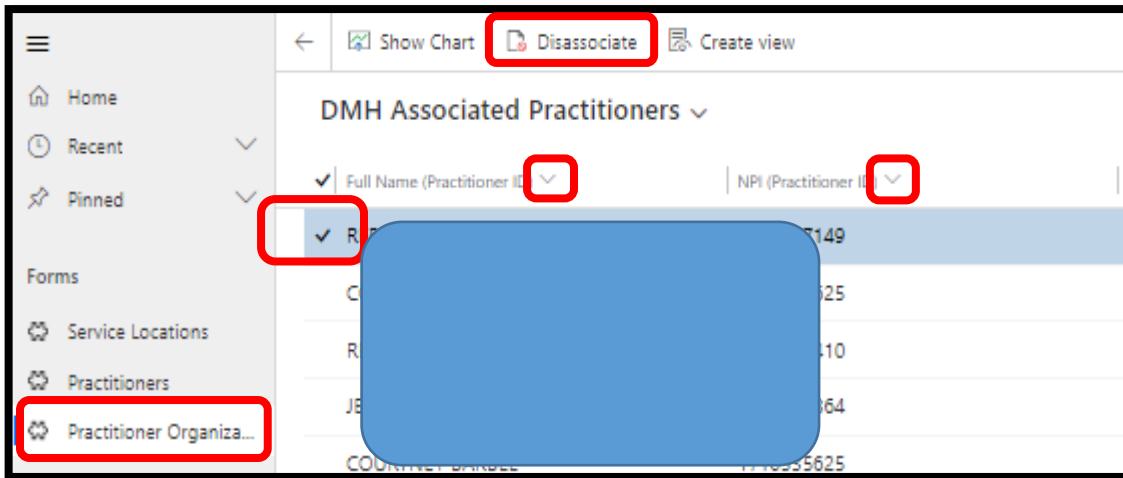
Once the practitioner has been deactivated, you must go into IBHIS to remove the Service Location (Program of Service) association within the Practitioner Enrollment form. Note: While the removal of Service Location in NAPPA should be done immediately when the practitioner leaves your service location or is not available to serve clients, the removal of the Service Location in IBHIS should be done once all documentation is complete.

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Scenario 6: TERMINATE PRACTITIONER FROM DMH Directly Operated

The following instructions are to be used when a practitioner is no longer employed by DMH or has transferred/promoted to an administrative function in DMH and no longer providing any services. (Note: it does not include a temporary assignment)

Step 6.1: Go to **Practitioner Organization** tab. Search the practitioner by clicking a drop-down symbol and entering the NPI number or Name in the 'Filter By' field. After select the practitioner, click **Disassociate** to remove the practitioner from DMH.



Step 6.2: New **Practitioner Organization** form will appear. Practitioner's name and Organization's ID will be pre-populated. Click within the "Disassociation Date" field and a calendar pop-up window will appear. Enter the practitioners last date at DMH. This also will automatically disassociate from all the Service Locations.

Note: This date cannot be in the future.

A screenshot of the 'New Practitioner Organization' form. The form has two tabs: 'General' and 'Related'. The 'General' tab is active. The form contains the following fields: 'Practitioner ID' (pre-populated with a blue box), 'Organization ID' (pre-populated with 'LA COUNTY DMH'), 'Association Start Date' (pre-populated with '4/1/2021'), and 'Disassociation Date' (highlighted in red with a red box).

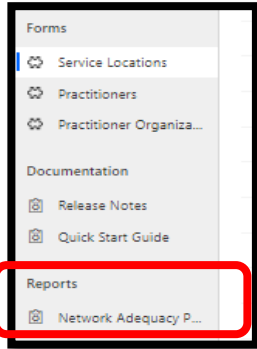
The dissociation in IBHIS should be done immediately when the practitioner leaves DMH or has transferred/promoted to an administrative role. Please keep in mind that the removal of the Service Location in IBHIS ONLY should be done once all documentation is complete.

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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 Click the **Network Adequacy Provider Report** tab in the left-hand column.



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

Network Adequacy Provider Report Data is as of yesterday

Search by Legal Entity, Service Location, or Practitioner

7739

of Legal Entities: 1 # of Service Locations: 1

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	NPPES Taxonomy Comparison	IBHIS 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	High Capacity
HA		Licensed Clinical Social Worker	Social Worker	1041C0700X - Social Worker, Clinical			NA	NA	Yes	0	40	80	50	50	50
KA		Licensed Clinical Social Worker	Social Worker	1041C0700X - Social Worker, Clinical			LCSW 23857	NA	No	0	40	40	20	20	20
KA		Licensed Clinical Social Worker	Social Worker	1041C0700X - Social Worker, Clinical			No license - for Community Health Worker	NA	Yes	0	40	40	58	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	55

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

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Appendix A. List of all Programs Available

PROGRAMS
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