

Quality Assurance Unit – Policy & Technical Development
NAPPA: How and What to Update

Service location

Important: Prior to going into NAPPA to make changes, ensure you understand your program or talk to your program manager to identify which options should be selected for the new fields below.

The screenshot shows a navigation menu for 'Service Location'. The menu items are: General Information, Accessibility, Operational Hours, Language Capabilities, Population Served, and Associated Practitioners. The items 'General Information', 'Accessibility', and 'Population Served' are highlighted with red rectangular boxes.

1. General Information – New field “Is this site a teaching facility? If your site is a Graduate Medical Education (GME) teaching facility, mark “Yes”; otherwise mark “No”.

Note: A Teaching Facility is a hospital or organization that sponsors GME programs or participates in GME. (Reference Source: <https://www.acgme.org/Portals/0/PDFs/2010-11.pdf>)

2. Accessibility – Update the “Available Method of Service Delivery” and “Current & Maximum Number of Medi-Cal Members to this Site”

- **Available Method of Service Delivery** – Indicate the methods in which services can be offered at the service location (multiple options may be selected):
 - ✓ Field-based services, including home visit
 - ✓ In-person (Office)
 - ✓ Telehealth (Visual and Audio)
 - ✓ Telephone (Audio only)
- **Method Comments** – If needed, add comments to further explain accessibility options such as “Due to COVID, all intakes are telehealth” or “In-Person only for ages 0-5”
- **Current Number of Medi-Cal Members to this Site** – Enter unduplicated count of all Medi-Cal clients currently being served at the site
- **Maximum Number of Medi-Cal Members to this Site** – Enter unduplicated maximum number of Medi-Cal clients that this site can serve (If you don’t have a count based on funding/capacity, enter Max from the last 12-month period)

3. Population Served – Re-enter all programs, age groups, accessible by and if accepting new clients

- Click “+ New Program Available”
- Add in program, age group, accessibility and if accepting new clients
 - Service Location name will be pre-populated.
 - Select **Program Available** one at a time (Click the magnifying glass to view the options.
 - Select **Age Group Served**, one at a time (Click the magnifying glass to view the options)
 - Select or verify the associated **Accessible By** option
 - Identify if this program is currently **accepting new beneficiaries** in this selected age group.
 - Click **Save & Close** or **Save & New** if you have any other program and/or age group to add.

Repeat the above steps to list all the programs and age groups for the site.

Note: If a program or age group is not listed or you have questions on what to select, please email NetworkAdequacy@dmh.lacounty.gov

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• Select a **practitioner's name** by clicking the left-hand corner of the name.

• Click **Edit** button

It will take you automatically to the "Practitioner Service Location" page and proceed to the following steps

- 4. Associated Practitioners** – Add a reason for practitioners who are “no” to Mode 15 and verify FTE / current & maximum number of Medi-Cal Beneficiaries for each age group
- **Mode 15** - If NO, enter a reason among the options (Click the magnifying glass to view all the options)
 - **FTE hours** – New reason field added if the total FTE hours exceed 40 hours for all service locations and age groups served combined (Click the magnifying glass to view all the options)
 - **Current and Maximum Number of Medi-Cal Beneficiaries per FTE age group** – Verify values (These new fields were pre-populated based on data in NAPPA as of 9/26/22)

Practitioners

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

Practitioner Demographics

NPI * [Redacted]

First Name * [Redacted] Last Name * [Redacted]

Gender * **Transgender Female to Male**

Ethnic Origin * **Not Hispanic or Latino** Race * **American Indian**

Date of Birth * 6/28/2000

- 1. Gender:** Update to appropriate value for any practitioner that identifies as transgender or non-binary (Click the magnifying glass to view the options)
- ✓ Another Gender Identity
 - ✓ Female
 - ✓ Genderqueer / Nonbinary
 - ✓ Male
 - ✓ Transgender man / Transmasculine
 - ✓ Transgender woman / Transfeminine
 - ✓ Undisclosed

- 2. Date of Birth:** Add for all associated practitioners

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 Cultural Competency Training hours must be added at least once a year.

For any questions and/or missing programs, please contact NetworkAdequacy@dmh.lacounty.gov