



# Quality Assurance Bulletin

## Quality Assurance Unit

County of Los Angeles – Department of Mental Health

Lisa H. Wong, Psy.D., Interim Director

February 15, 2023

No. 23-02

## UPDATED QA REVIEWS AND TRAINING UNDER CALAIM

This Bulletin provides guidance to all Los Angeles County Department of Mental Health (LACDMH) Providers regarding the new chart review process and trainings under California Advancing and Innovating Medi-Cal (CalAIM). As part of the CalAIM initiative, Department of Health Care Services (DHCS) updated the criteria to access Specialty Mental Health Services (SMHS) and medical necessity to ensure access to appropriate care and to standardize access to the SMHS delivery system statewide as identified in [QA Bulletin 21-08](#) and the [Organizational Provider's Manual](#). In addition, DHCS streamlined clinical documentation requirements as noted in [QA Bulletin 22-04](#) and the [Organizational Provider's Manual](#). Refer to [QA Bulletin 21-07](#) for additional information on CalAIM.

To achieve the improved access to care and streamlined administrative requirements goal of CalAIM, it is crucial that LACDMH and its network of providers fully embrace the new requirements under CalAIM. To support this initiative, the Quality Assurance (QA) Unit has updated the Chart Review Tool, QA Requirements for Directly-Operated and QA/QI Report for Legal Entities to account for the new requirements. DHCS has shifted reasons for monetary disallowances from documentation technicalities to instances of fraud, waste and abuse as identified in the [DHCS Medi-Cal Specialty Mental Health Services Reasons for Recoupment Fiscal Year 2022-2023](#). Non-compliance with documentation requirements will not have accompanying recoupment but may result in the need for a corrective action plan (CAP). All providers must utilize the updated tools to help ensure full implementation of the CalAIM initiatives to best achieve the stated goals of CalAIM.

The new Chart Review Tool, to be used by both Directly-Operated and Contracted providers, and all other documents referenced above can be found on the QA webpage under [Chart Review Requirements](#) where a chart review training video is also available.

To help ensure all new and existing providers and practitioners are trained under the new CalAIM policies, the following training videos are available on the QA webpage under [Training](#). All new and existing providers and practitioners are strongly encouraged to view the videos prior to service delivery.

- Standardized Screening Process
- Access to Care Timeframe Reminders
- Criteria to Access SMHS and Medical Necessity
- Documentation Requirements
- Reimbursement & Claiming
- Standardized Transition Process

If directly-operated or contracted providers have any questions related to this Bulletin, please contact the QA Unit at [QualityAssurance@dmh.lacounty.gov](mailto:QualityAssurance@dmh.lacounty.gov).

cc: DMH Executive Management  
DMH Administration Managers  
DMH QA Liaisons  
Legal Entity Executive Management

DMH Clinical Operations Managers  
DMH Quality, Outcomes & Training Division  
DMH CIOB Managers  
Legal Entity QA contacts