

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC	Date:	11/16/2022																																																																																								
Place	Microsoft Teams Call-in Number: 323-776-6996 Conference ID: 793 730 258# Url: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10453	Start Time:	9:30 am																																																																																								
Chairperson Co-Chairs	Dr. Maria Moreno Dr. Margaret Faye Mrs. Gassia Ekizian	End Time:	11:00 am																																																																																								
Members Present	<table border="0" style="width: 100%;"> <tr> <td>Alexandra Yow</td> <td>CIFHS</td> <td>Lan Nguyen-SSG / APCTC Alhambra</td> <td></td> </tr> <tr> <td>Allison Hardey</td> <td>Hillsides</td> <td>Chawkins</td> <td></td> </tr> <tr> <td>Britney Evans</td> <td>Five Acres</td> <td>Leana Olague</td> <td>Pacific Clinics</td> </tr> <tr> <td>Brittany Kesler</td> <td>Victor Community Support Services/ Victor Treatment Center</td> <td>Liz Boerkoel</td> <td>Healthright360</td> </tr> <tr> <td>Brittany Rodriguez Yanez</td> <td>Boys Republic</td> <td>Margaret Faye</td> <td>Sycamore</td> </tr> <tr> <td>Carmen Solis</td> <td>Alma Family Services</td> <td>Maria Moreno</td> <td>SA 3 liaison</td> </tr> <tr> <td>Daiya Cunnane</td> <td>DMH QI</td> <td>Marina Barrios</td> <td>East San Gabriel Valley</td> </tr> <tr> <td>Deborah Guagliardo</td> <td>Boys Republic</td> <td>Melissa DiGirolamo</td> <td>Institute for the Redesign of Learning/ Almanson Clinical Services</td> </tr> <tr> <td>Dennis Griffin</td> <td>Arcadia Mental Health</td> <td>Michael D. Olsen</td> <td>Enki Health Services, Inc.</td> </tr> <tr> <td>Edina Martinez, PsyD</td> <td>HealthRIGHT 360</td> <td>Misook Nierodzik</td> <td>CIFHS</td> </tr> <tr> <td>Edith Herrejon</td> <td>Pacific Clinics</td> <td>Patricia Tyler</td> <td>Heritage Clinic</td> </tr> <tr> <td>Erica Villalpando</td> <td>Pasadena Unified School District</td> <td>Rebecca Schaal</td> <td>Haynes Family of Programs</td> </tr> <tr> <td>Gassia Ekizian</td> <td>Foothill</td> <td>Rebecca Schaal</td> <td>David & Margaret YFS</td> </tr> <tr> <td>Isamarra Ayala</td> <td>Tri City Mental Health</td> <td>Renee Lee</td> <td>SA3 Certification Liaison</td> </tr> <tr> <td>Ivette Sanchez</td> <td>SPIRITT</td> <td>Robin Washington</td> <td>DMH QA</td> </tr> <tr> <td>Jessica Jefferson</td> <td>D'Veal Family and Youth Services</td> <td>Rosa Alvarez</td> <td>Heritage Group Homes</td> </tr> <tr> <td>Jessica Mendoza</td> <td>Prototypes/Healthright 360</td> <td>Rosalba Trias-Ruiz</td> <td>DMH SA3 Administration</td> </tr> <tr> <td>Jim Klotzle</td> <td>HealthRIGHT360 (Prototypes)</td> <td>Suzann McIntire</td> <td>McKinley</td> </tr> <tr> <td>Jonathan De Leon</td> <td>Starview Teammates</td> <td>Sybil Chacko</td> <td>Maryvale</td> </tr> <tr> <td>Keity Gomez</td> <td>Heritage STRTP</td> <td>Vickie Xu</td> <td>DMH</td> </tr> <tr> <td>La Cena Jones</td> <td>VTC</td> <td>Vicky Rivera</td> <td>Starview teammates</td> </tr> <tr> <td></td> <td></td> <td>Windy Luna-Perez</td> <td>Ettie Lee Homes, INC</td> </tr> </table>			Alexandra Yow	CIFHS	Lan Nguyen-SSG / APCTC Alhambra		Allison Hardey	Hillsides	Chawkins		Britney Evans	Five Acres	Leana Olague	Pacific Clinics	Brittany Kesler	Victor Community Support Services/ Victor Treatment Center	Liz Boerkoel	Healthright360	Brittany Rodriguez Yanez	Boys Republic	Margaret Faye	Sycamore	Carmen Solis	Alma Family Services	Maria Moreno	SA 3 liaison	Daiya Cunnane	DMH QI	Marina Barrios	East San Gabriel Valley	Deborah Guagliardo	Boys Republic	Melissa DiGirolamo	Institute for the Redesign of Learning/ Almanson Clinical Services	Dennis Griffin	Arcadia Mental Health	Michael D. Olsen	Enki Health Services, Inc.	Edina Martinez, PsyD	HealthRIGHT 360	Misook Nierodzik	CIFHS	Edith Herrejon	Pacific Clinics	Patricia Tyler	Heritage Clinic	Erica Villalpando	Pasadena Unified School District	Rebecca Schaal	Haynes Family of Programs	Gassia Ekizian	Foothill	Rebecca Schaal	David & Margaret YFS	Isamarra Ayala	Tri City Mental Health	Renee Lee	SA3 Certification Liaison	Ivette Sanchez	SPIRITT	Robin Washington	DMH QA	Jessica Jefferson	D'Veal Family and Youth Services	Rosa Alvarez	Heritage Group Homes	Jessica Mendoza	Prototypes/Healthright 360	Rosalba Trias-Ruiz	DMH SA3 Administration	Jim Klotzle	HealthRIGHT360 (Prototypes)	Suzann McIntire	McKinley	Jonathan De Leon	Starview Teammates	Sybil Chacko	Maryvale	Keity Gomez	Heritage STRTP	Vickie Xu	DMH	La Cena Jones	VTC	Vicky Rivera	Starview teammates			Windy Luna-Perez	Ettie Lee Homes, INC
Alexandra Yow	CIFHS	Lan Nguyen-SSG / APCTC Alhambra																																																																																									
Allison Hardey	Hillsides	Chawkins																																																																																									
Britney Evans	Five Acres	Leana Olague	Pacific Clinics																																																																																								
Brittany Kesler	Victor Community Support Services/ Victor Treatment Center	Liz Boerkoel	Healthright360																																																																																								
Brittany Rodriguez Yanez	Boys Republic	Margaret Faye	Sycamore																																																																																								
Carmen Solis	Alma Family Services	Maria Moreno	SA 3 liaison																																																																																								
Daiya Cunnane	DMH QI	Marina Barrios	East San Gabriel Valley																																																																																								
Deborah Guagliardo	Boys Republic	Melissa DiGirolamo	Institute for the Redesign of Learning/ Almanson Clinical Services																																																																																								
Dennis Griffin	Arcadia Mental Health	Michael D. Olsen	Enki Health Services, Inc.																																																																																								
Edina Martinez, PsyD	HealthRIGHT 360	Misook Nierodzik	CIFHS																																																																																								
Edith Herrejon	Pacific Clinics	Patricia Tyler	Heritage Clinic																																																																																								
Erica Villalpando	Pasadena Unified School District	Rebecca Schaal	Haynes Family of Programs																																																																																								
Gassia Ekizian	Foothill	Rebecca Schaal	David & Margaret YFS																																																																																								
Isamarra Ayala	Tri City Mental Health	Renee Lee	SA3 Certification Liaison																																																																																								
Ivette Sanchez	SPIRITT	Robin Washington	DMH QA																																																																																								
Jessica Jefferson	D'Veal Family and Youth Services	Rosa Alvarez	Heritage Group Homes																																																																																								
Jessica Mendoza	Prototypes/Healthright 360	Rosalba Trias-Ruiz	DMH SA3 Administration																																																																																								
Jim Klotzle	HealthRIGHT360 (Prototypes)	Suzann McIntire	McKinley																																																																																								
Jonathan De Leon	Starview Teammates	Sybil Chacko	Maryvale																																																																																								
Keity Gomez	Heritage STRTP	Vickie Xu	DMH																																																																																								
La Cena Jones	VTC	Vicky Rivera	Starview teammates																																																																																								
		Windy Luna-Perez	Ettie Lee Homes, INC																																																																																								

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order and followed with self-introductions by presenting staff.		
Review of Minutes	Motion to approve the August 2022 meeting minutes by Robin Washington and second by Michael Olson.		
Medi-Cal Certification	Renee Lee reviewed the Medi-Cal Certification Checklists and Document Submission Guidelines for Directly Operated and Legal Entity/Contract Providers that was updated 10/17/22. The Standardized Naming Convention has changed when saving files – no longer use “PN” and current month – only include numeric portion and current year of Certification/Re-Certification. Discussed the Medi-Cal Certification Guide for Pertinent Information Form and provided examples of the full time equivalent (FTE) column. This information should be consistent with the staff roster and only pertains to Medi-Cal certification. The Mental Health Plan Beneficiary Handbook has replaced the Guide to Medi-Cal Mental Health Services – Mental Health Plan Beneficiary Handbook is located on Patients’ Rights website.	<p>LAC DMH Medi-Cal Provider Certification website: https://dmh.lacounty.gov/qa/gampc/</p> <p>Patients’ Rights informing materials can be found here: <u>Patients' Rights Office - Department of Mental Health (lacounty.gov)</u></p> <p>Please contact Renee with any questions at <u>RMLee@dmh.lacounty.gov</u></p>	Renee Lee, LMFT
Quality Improvement	Daiya discussed the Annual Demography and Consumers Served Report for SA 3. Data covers information for DO and LE providers and it comes from several different data sources. Data on population, trends in race/ethnicity, age, poverty levels, language, and disparity breakdowns. Data was also presented on Telehealth Services and trends among the SA. Daiya discussed concerns about unreported race/ethnicity information in IBHIS and trends dating back to 2019. Encouraged for all providers to report data on race/ethnicity to		Daiya Cunnane, PsyD

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	better understand who is getting the services and who really is in need.		
Quality Assurance			
Screening and Transition Tools	Margaret discussed the state implementation of utilizing standardized screening and transition tools beginning January 2023. The screening tool will help facilitate accurate determination of care and support beneficiary transition to other delivery system. DMH has completed a data pilot and will be working with managed care to get the standardized process in place. Margaret discussed at Sycamore they used the pilot screening and transition tool – feedback was given to DMH on wording and to make it more consumer/user friendly and had clinicians use the transition tools to see if it's screening correctly. Still there are more questions remaining and more information will follow from DMH at a later date. No official word from the state on the finalized tools.		Margaret Faye, PhD
Organizational Provider's Manual	Maria reported the final revision to the Organizational Provider's Manual was released in October and its titled update effective July 1 st . The manual was updated to coincide with the CalAIM changes and included the changes from the QA bulletins that come out earlier this year.	Link to Organizational Provider's Manual: <u>Microsoft Word - ORGANIZATIONAL PROVIDER'S MANUAL Accepted Changes Final (govdelivery.com)</u>	Maria Moreno, EdD, PSY, MSW, LCSW
QA Bulletin No. 22-09 Provider's Manual	Gassia discussed Peer Support Services and qualification for peer support services. Discussed the updates to chapters 1,2 and 3 and encouraged providers to read them since it provides good information about the changes taking place.	Link to QA Bulletin: <u>QA Bulletin 22-09 Organizational Provider's Manual Updates for Documentation Reform.pdf (govdelivery.com)</u>	Gassia Ekizian, LMFT

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	Robin discussed the change with record review – cannot be billed as standalone service; it must be connected to seeing a client.		Robin Washington, LCSW
New FFPSA STRTP Aftercare New Procedure Codes	Maria discussed the new STRTP aftercare procedures that went into effect on October 1, 2021. STRTP providers must submit claims using the “HV” modifier with procedure codes.		Maria Moreno, EdD, PSY, MSW, LCSW
Policy & Procedure Updates	<p>Policy Bulletin 22-08 August 31, 2022.</p> <ul style="list-style-type: none"> • 303.03-P Reporting Suspected Elder/Dependent Adult Abuse and Neglect (DO & Contractor) • 306.07 Sales Representatives and Solicitors (DO) • 306.24 Disposition of Clients' Unwanted Medications (DO) • 500.01 Use and Disclosure of Protected Health Information Requiring Authorization (DO) <p>Maria discussed the updated policy bulletins – no major changes except for HIM Bulletin No. 22-01 in that DMH HIM unit will assume the responsibility of validating, processing, and responding to the subpoena.</p>	<p>Link to Bulletins: LAC Department of Mental Health Public Portal (compliancebridge.com)</p> <p>Any questions related to this HIM Bulletin, please email: SubpoenaMedRec@dmh.lacounty.gov</p>	Maria Moreno, EdD, PSY, MSW, LCSW
Network Adequacy/Access to Care	Margaret discussed the changes coming to Jail Discharges for December. Maria reported Jail Discharge planners are to start using SRTS by December 1 st and ensure appointment date/time and transfer to provider along with release paperwork. Planner is to confirm release date, call the appropriate provider using the provider directory on behalf of a client, and the client should be made aware of the referral and they are to request an intake appointment within 5 days of the release date. Also, effective January 1 st , 2023 all CalWORKs should have access to	Email questions to: NetworkAdequacy@dmh.lacounty.gov	Margaret Faye, PhD and Maria Moreno, EdD, PSY, MSW, LCSW

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<p>SRTS and any current staff who is not on SRTS to reach out to your to your SAR (System Access Request) Liaison for onboarding assistance. Maria discussed some discomfort among capturing the practitioners date of birth. This is a DHCS requirement. DMH will ensure that no date of birth is displayed in NAPPA reports or in the provider directory, and they're also looking into blurring the data birth once entered within NAPPA.</p>		
<p>Common QA Myths</p>	<p>Robin discussed some questions that come up regularly. COS can be claimed for a client that that is already in your agency. There used to be the myth that you could not, but you can. For example, if you haven't seen a client in a while, you can outreach them come back to treatment. Question was asked about billing COS to STRTP programs – it depends if you have COS billing in your contract. Another common question is there a limit to the time you can bill for assessment? There is no time limit for assessment but be reasonable.</p>	<p>Email questions to: Robin Washington at <u>rwashington@dmh.lacounty.gov</u></p>	<p>Robin Washington, LMFT</p>
<p>Other Issues</p>	<p>Maria reported QIC meeting will be doing dark in December. There is a new sequence for the QIC meetings moving forward in January. January 18th is the next meeting and will be held every other month, March 15th, May 17th, July 19th, September 2th, and November 15th. New invite will be sent out for this sequence.</p>	<p>Any questions, please feel free to email me at <u>mymoreno@dmh.lacounty.gov</u> or Robin Washington at <u>rwashington@dmh.lacounty.gov</u></p>	<p>Maria Moreno, EdD, PSY, MSW, LCSW</p>
<p>Next Meeting</p>	<p>Next Meeting is January 18, 2023 via Microsoft Teams.</p>		