

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

<b>Type of Meeting</b>	<b>Service Area 3 QIC</b>			<b>Date:</b>	<b>1/17/2024</b>
<b>Place</b>	<b>Microsoft Teams</b> Call-in Number: 323-776-6996; 385317491# Phone Conference ID: 793 730 258# <b>URL: <a href="https://granicus.com/20240117_093221-Meeting%20Recording%20-%20Jan%2023rd,%202024">SA 3 Quality Assurance (QA) &amp; Quality Improvement (QI) Committee Meeting-20240117_093221-Meeting Recording - Jan 23rd, 2024 (granicus.com)</a></b>			<b>Start Time:</b>	<b>9:30 am</b>
<b>Chairperson Co-Chairs</b>	<b>Dr. Maria Moreno</b> <b>Dr. Margaret Faye</b> <b>Mrs. Gassia Ekizian</b>			<b>End Time:</b>	<b>11:00 am</b>
<b>Members Present</b>	Allison Hardey	Hillsides	Melissa Rodriguez	Boys Republic	
	Art Martinez	DVeal Family Service	Mihai Fodoreanu	Center for Integrated Family and Health Services	
	Brenda Miranda	Alma family services	Nadia Ziglari	Prototypes Pomona - HealthRight 360	
	Carlisha Walker	CCR PO South	Patricia Tyler	Heritage Clinic	
	Cassandra Gibson-Judkins	Eggleston Youth Centers, Inc.	Rachel Villa	7565 - Haynes Family of Programs	
	Chelsea Clifton	Haynes Family of Programs	Rebecca de Keyser	San Gabriel Children's Center, Inc.	
	Cheri Noone	Five Acres	Rebecca Schaal	Pacific Clinics - Inland Region	
	Cristina Rodriguez	East San Gabriel Valley MHC	Renee Lee	DMH Medi-Cal Certification	
	Daiya Cunnane	DMH QI	Robin Washington	DMH QA	
	Danielle Kubanis	McKinley	Rosa Alvarez	02194 Heritage Group Homes	
	Darshawn Hooker	Bourne Family services	Rosalba Trias-Ruiz	DMH SA3 Administration	
	Hannah Chuapoco	Trinity Youth Services	Sarah Sullivan	DMH East San Gabriel Valley FSP	
	Jennifer Escorcia	Starview - Teammates	Silvia Yan	SSG-Asian Pacific Counseling & Treatment Centers	
	Jessica Orellana	Children's Bureau	Steonee Laskey	Bourne Inc	
	Julianna Bowers	Bright Horizons STRTP	Sybil Chacko	Maryvale	
	Keisha Blackshear	Institute for the Redesign of Learning	Tatiana van Beeck	Tri City MH	
	Keity Gomez	Heritage	Tiffani Tran	Five Acres	
	Kristin Gray	DMH - SA3 Admin	Velinda Rosales	Star View	
Lisa Dang	Tri-City Mental Health	Vicky Rivera	Star View		
Lynetta Hale	Social Model Recovery Systems	Viola Guzman	Social Model Recovery Systems		

Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Presenter & Due Date (if applicable)				
	<table border="1"> <tr> <td data-bbox="396 238 674 305">Mark Rodriguez</td> <td data-bbox="674 238 1136 305">Bridges Inc</td> </tr> </table>	Mark Rodriguez	Bridges Inc	<table border="1"> <tr> <td data-bbox="1148 238 1482 305">Virginia Casimiro-Pedersen</td> <td data-bbox="1482 238 2028 305">Victor Treatment Centers, Pomona</td> </tr> </table>	Virginia Casimiro-Pedersen	Victor Treatment Centers, Pomona	
Mark Rodriguez	Bridges Inc						
Virginia Casimiro-Pedersen	Victor Treatment Centers, Pomona						
<b>Call to Order &amp; Introductions</b>	The meeting was called to order and followed with self-introductions by presenting staff.						
<b>Review of Minutes</b>	Motion to approve the November 2023 meeting minutes by Robin Washington and Sybil Chacko.						
<b>Medi-Cal Certification</b>	<p>Renee discussed friendly reminders regarding Medi-Cal Certification. For any changes at the provider level such as address change or change of services, please contact your contract monitor. On the Medi-Cal Certification website, you can find the current checklist and document submission guidelines. Just remember we are obtaining the documents electronically and doing a remote desk review and then conducting a physical onsite inspection. The website has bulletins posted in case you need assistance determining your medical activation date, the fire clearance requirements, and definition on satellite sites. For fire clearance, please do not submit the 850 form. If you need a fire clearance, please contact your local fire department and request a fire safety inspection. For directly operated providers, if your fire department requires a fee, please reach out to me for assistance. If your fire inspector is requesting an 850 form, please obtain their contact information, including their name, their number, their email address, and let me know.</p>	<p><a href="#">QA- MEDI-CAL PROVIDER CERTIFICATION - Department of Mental Health (lacounty.gov)</a></p> <p><a href="#">1064231 Bulletin19-02FireClearanceRequirement 10-25-19 FINAL.pdf (lacounty.gov)</a></p> <p>Contact Renee Lee at <a href="mailto:RMLee@dmh.lacounty.gov">RMLee@dmh.lacounty.gov</a></p>	Renee Lee, LMFT				
<b>Quality Improvement</b>	Daiya discussed QI updates and new staff joining the unit, Dr. Moses Adegbola, Chief Research Analyst, and Stacey Smith, Mental Health Program Manager I. The Consumer Perception Survey (CPS) is our annual customer satisfaction survey	Daiya Cunnane at <a href="mailto:dcunnane@dmh.lacounty.gov">dcunnane@dmh.lacounty.gov</a>	Daiya Cunnane, PsyD				

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	<p>that happens for one week in May. It's typically in mid-May and we won't get the dates until probably around March. The dates are federally determined because everyone in the nation is doing the survey at the same time, so we don't have any control over the dates. We receive millions of dollars from the block grant and funding for treatment for participating and LA makes up about 30% of the data for the state. We work with UCLA for this project because they are now the contractors for the whole state and managing the CPS for all the counties. The paper forms this year will have the sexual orientation and gender identity questions; last year they were only found on our DMH electronic survey version. Daiya reported the process will remain largely the same as last year. Legal entity providers who are using the electronic survey version, please be sure to make sure your C numbers are active. More information about the CPS survey will be coming as it as it comes to us.</p>	<p>DMH QI Unit at <a href="mailto:dmhqi@dmh.lacounty.gov">dmhqi@dmh.lacounty.gov</a></p>	
<p><b>Quality Assurance</b></p>			

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<p><b>November QIC follow up questions</b></p>	<p>Maria followed up on the questions from the November meeting.</p> <p>Is there a certain order to submit a claim since Family Therapy/Group Therapy lockout against Individual Therapy?                      There is no certain order to override locked out codes for two different services provided on the same day. The second code requires the XE modifier to override.</p> <p>What is the correct code to bill for individual peer support?                      H0038: Individual Peer Support                      Does 90847 procedure code cover couples therapy?                      No, client must be present for family therapy.</p> <p>When referring to client's MCP, should be obtaining an authorization to release PHI (ROI)?                      No</p> <p>What code would staff use for a family session with more than one open client who are members of the family?                      Multi-Family Group Psychotherapy 90849</p> <p>When is Record Review billable?                      After July 1, 2023, chart review/record review is non-billable since it is considered non-direct care.</p>	<p>Questions were also emailed in the power point presentation.</p>	<p>Maria Moreno, EdD, PSY, MSW, LCSW</p>
<p><b>QA Bulletins</b></p>	<p>Maria discussed the recently released bulletins.</p> <ul style="list-style-type: none"> <li>• QA Bulletin 23-07 Updated Organizational Provider's Manual</li> </ul>	<p><a href="#">QA Bulletins - Department of Mental Health (lacounty.gov)</a></p> <p>Links to Bulletins:</p>	<p>Maria Moreno, EdD, PSY, MSW, LCSW</p>

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	<ul style="list-style-type: none"> <li>QA Bulletin No. 23-08 GUIDE TO PROCEDURE CODES UPDATES</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">QA Bulletin 23-08 Guide to Procedure Code Updates 12-29-23.pdf</a></li> <li><a href="#">Guide to Procedure Codes 12-29-23.pdf</a></li> <li><a href="#">ORGANIZATIONAL PROVIDER'S MANUAL Final 12-27-23 &amp; 1-1-24.pdf</a></li> <li><a href="#">QA Bulletin 23-07 Organizational Providers Manual Updates.pdf</a></li> <li><a href="#">ORGANIZATIONAL PROVIDER'S MANUAL Tracked Changes 12-27-23 &amp; 1-1-24.pdf</a></li> </ul>	
<p><b>QA Knowledge Assessment Survey #7 Results</b></p>	<p>Robin discussed the most recent QA Knowledge assessment survey results. This is a survey that QA sends out every quarter where we go through a series of questions, generally for looking at different aspects of documentation. This time it was on the CalAIM payment reform, and there were 537 respondents. Robin discussed the breakdown of respondents by service area. Under CalAIM payment reform, only direct care time is reimbursable to Medi-Cal for outpatient or mode 15 services. Robin went through each of the questions and discussed the rationale for each answer. This survey #7 and previous surveys can be found at on our website under Knowledge Assessment Survey page of the QA website. The next survey will be released sometime in March.</p>	<p><a href="#">Quality Assurance - Department of Mental Health (lacounty.gov)</a></p> <p>Knowledge Assessment Survey link:  <a href="#">Knowledge Assessment Surveys - Department of Mental Health (lacounty.gov)</a></p>	<p>Robin Washington, LCSW</p>
<p><b>Open Discussion</b></p>	<p>Maria invited providers to share any information agencies may have such as announcements, if</p>		<p>All</p>

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	<p>there's any different changes to a program or if there's new people that are joining us today to please feel free to unmute yourself.</p> <p>Questions were asked that will be followed up at the next QIC meeting:</p> <ul style="list-style-type: none"> <li>• Can add on code T1013 sign language interpretation be used for telephone or telehealth service delivery?</li> <li>• Student claims &amp; modifiers for LE providers</li> <li>• Can you clarify when this code can or should be used or add to a future meeting 90885 psychiatric evaluation of hospital records?</li> </ul> <p>Agency Announcements:</p> <ul style="list-style-type: none"> <li>• Sycamores has an opening for a QI position and you can email Margaret Faye for more information at mfaye@sycamores.org.</li> <li>• Shantele from Eggleston Behavioral Health reported they have openings for clients in SA 3 for ages 6 to 18.</li> <li>• Virginia from Victor Treatment Centers in Pomona has openings for their wraparound services for clients ages 0-5 and up to 21 years of age.</li> </ul>		
<b>Other Issues/ Announcements</b>	No issues were identified.		Maria Moreno, EdD, PSY, MSW, LCSW
<b>Next Meeting</b>	Next Meeting is March 20, 2024 via Microsoft Teams.		