

**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>7/19/2023</b>
<b>Place</b>	<b>Microsoft Teams</b> Call-in Number: 323-776-6996; 385317491# Phone Conference ID: 793 730 258# URL: <a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10994">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10994</a>			<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>	Alexandra Yow	CIFHS	Margaret Faye	Sycamores	
	Allison Hardey	Hillsides	Mark Rodriguez	Bridges Inc	
	Astrid Topete	Heritage Homes	Melanie Murad	Trinity Youth Services	
	Brenda Miranda	Alma family services	Michael Olsen	Enki	
	Britney Evans	Five Acres Boys and Girls Club	Mihai Fodoreanu	CIFHS	
	Cassandra Glbson-Judkins	Eggleston Youth Centers, Inc.	Nadia Ziglari	HealthRight 360 - Prototypes Pomona	
	Chelsea Clifton	Haynes Family of Programs	Patricia Tyler	Heritage Clinic	
	Cheri Noone	Five Acres	Pedram Moshfegh	Social Model Recovery Systems, Inc.	
	Cristina Rodriguez	East San Gabriel Valley MHC	Rebecca de Keyser	San Gabriel Children's Center, Inc.	
	Daiya Cunnane	DMH QI	Rebecca Schaal	Pacific Clinics	
	Danielle Kubanis	McKinley	Renee Lee	DMH Medi-Cal Cert	
	David Palmer	Boys Republic	Reyna Sotelo	PUSD MH	
	Elizabeth Mota	LACDMH	Rhonda Morken	Trinity Youth Services	
	Emma Hernandez	Heritage Clinic	Robin Washington	QA	
	Esther Lee	CMMD LACDMH	Rosa Alvarez	Heritage Group Homes	
	Fatima Agregado	Arcadia Mental Health Center	Rosalba Trias-Ruiz	DMH SA3 Administration	
	Heather Hays	Bright Horizon STRTP	Samantha Sonora	Mckinley Children Center	
	Iris Wu	SSG - APCTC	Seon Park	Trinity Youth Services	
	Jessica Jefferson	D'Veal Family and Youth Services	Shantele Blackmon	Eggleston Youth Center Inc.	
	John Catania	Social Model Recovery Systems, Inc.	Sybil Chacko	Maryvale	
Julia soler	Children's Bureau	Tatiana Van Beeck	Tri City MH Authority		
Keisha Blackshear	Institute for the Redesign of Learning (Almansor Clinical Services)	Tiffani Tran	Five Acres		

Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Presenter & Due Date (if applicable)
	Lan Nguyen-Chawkins Leana Olague Lisa Dang Lorraine Romero	SSG APCTC Alhambra Pacific Clinics Tri City Mental Health Victor Treatment Centers	Vickie Vicky Rivera Virginia Casimiro-Pedersen Windy Luna-Perez DMH Star View community services Victor Treatment Centers Ettie Lee Homes
<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 May 2023 meeting minutes by Robin Washington and Sybil Chacko.		
<b>Medi-Cal Certification</b>	Renee discussed friendly reminders. For Directly Operated clinics, the state is following up on the 1135 waivers. Be prepared for last minute visits since they are giving us a very short notice. Once we receive notification, we do reach out to the providers. gather all the documents and current fire clearances and do a preliminary visit. For the fire clearance, the 850 form is not a standardized form that certification uses. When you have an activation of a provider or a recertification or address change, it is the provider's responsibility to contact their local fire department and request a fire inspection and obtain a fire clearance. Friendly reminder regarding electronic provider files that we are maintaining for Medi-Cal certification. We do have a specific standardized naming convention when you submit your certification documents for review. All of this information is uploaded onto the DMH QA website under Certification, and you can read that over.	<p><u>QA- MEDI-CAL PROVIDER CERTIFICATION - Department of Mental Health (lacounty.gov)</u></p> <p><u>1064231 Bulletin19-02FireClearanceRequirement 10-25-19 FINAL.pdf (lacounty.gov)</u></p> <p>Contact Renee Lee at <u>RMLee@dmh.lacounty.gov</u></p>	Renee Lee, LMFT

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<p><b>Quality Improvement</b></p>	<p>Daiya presented on the 2023 Provider Feedback Service Area QIC meetings satisfaction survey. We wanted to try to get an assessment of how folks are feeling about the QIC meetings, where we might be able to make improvements in terms of the quality improvement unit and supporting the QIC leadership. The survey was distributed to the SA QIC attendees through the monthly Quality Assurance QA/QI meeting, regularly scheduled SA QIC meetings, and SA QIC distribution lists. We had a 9-item survey and received 81 responses. The survey asked suggestions for improvement and general logistics. There were a variety of recommendations for the QI Unit, SA QIC Leadership, and QA Unit. The QI and QA will incorporate provider feedback into SA QIC meeting content. QI will work with the SA QIC leadership to develop new SA QIC meeting elements that can better support providers. SA QIC leadership will incorporate the needs of their specific SA providers into SA QIC meetings. Any questions or suggestions, please reach out to us.</p>	<p>Daiya Cunnane at <a href="mailto:dcunnane@dmh.lacounty.gov">dcunnane@dmh.lacounty.gov</a>                      v                      DMH QI Unit at <a href="mailto:dmhqi@dmh.lacounty.gov">dmhqi@dmh.lacounty.gov</a>                      Maria will email out the power point presentation.</p>	<p>Daiya Cunnane, PsyD</p>
<p><b>Quality Assurance</b></p>			
<p><b>QA Bulletins &amp; Clinical Forms Bulletin</b></p>	<p>Maria discussed the following bulletins released and updates from QA.</p> <ul style="list-style-type: none"> <li>• QA Bulletin 23-04 – Payment Reform for Specialty Mental Health Services Effective July 1, 2023</li> <li>• CalAIM Payment Reform training videos                             <ul style="list-style-type: none"> <li>○ “Understanding Payment Reform for Outpatient Specialty Mental Health Services” -This first training is an</li> </ul> </li> </ul>	<p>Links to Bulletins:</p> <p>QA Bulletin 23-04 CalAIM Payment Reform.pdf</p> <p>Guide to Procedure Codes 7-1-23 Final.pdf</p> <p>Procedure Codes Guide 7-1-23 with Track Changes.pdf</p>	<p>Maria Moreno, EdD, PSY, MSW, LCSW</p>

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	<p>overview of Payment Reform and key changes.(22 minutes)  <a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10936">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10936</a></p> <ul style="list-style-type: none"> <li>○ <b>Directly Operated Only:</b> “Understanding the new Payment Reform Progress Notes in IBHIS” –This second training walks through the new progress note forms in IBHIS and how to utilize them. (17 minutes)  <a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10937">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10937</a></li> <li>○ Understanding Activities Under Payment Reform” –This third training walks through key information on common activities and code selection.<a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10944">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10944</a></li> </ul> <ul style="list-style-type: none"> <li>• IBHIS Notification Bulletin No.23-03 for DO</li> <li>• Guide to Procedure Codes 7/1/23 Final</li> <li>• Discipline Specific Activity Sheets</li> </ul>	<ul style="list-style-type: none"> <li>• <u><a href="#">Common Case Managers Activities CalAIM LE FINAL 6-30-23 - Copy.pdf</a></u></li> <li>• <u><a href="#">Common RN LVN LPT Activities CalAIM LE 6-30-23.pdf</a></u></li> <li>• <u><a href="#">Common RN LVN LPT Activities CalAIM DO 6-30-23.pdf</a></u></li> <li>• <u><a href="#">Common PharmD Activities CalAIM LE 7-1-23.pdf</a></u></li> <li>• <u><a href="#">Common Certified Peer Activities CalAIM LE FINAL 6-30-23.pdf</a></u></li> <li>• <u><a href="#">Common Psychologist Activities CalAIM DO Final 6-30-23.pdf</a></u></li> <li>• <u><a href="#">Common PharmD Activities CalAIM DO 7-1-23.pdf</a></u></li> <li>• <u><a href="#">Common Social Worker MFT and Professional Counselor Activities CalAIM DO Final 6-30-23.pdf</a></u></li> <li>• <u><a href="#">Common Case Managers Activities CalAIM DO FINAL 6-30-23.pdf</a></u></li> <li>• <u><a href="#">Common Social Worker MFT and Professional Counselor Activities CalAIM LE 6-30-23.pdf</a></u></li> <li>• <u><a href="#">Common MD DO NP Activities CalAIM LE 7-1-23.pdf</a></u></li> </ul>	

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		<ul style="list-style-type: none"> <li>• <a href="#"><u>Common Certified Peer Activities CalAIM DO FINAL 6-30-23.pdf</u></a></li> <li>• <a href="#"><u>Common MD DO NP Activities CalAIM DO 7-1-23.pdf</u></a></li> <li>• <a href="#"><u>Common Case Managers Activities CalAIM LE FINAL 6-30-23.pdf</u></a></li> </ul>	
<p><b>QA Knowledge Assessment Survey #6</b></p>	<p>Robin discussed the importance of the knowledge assessment surveys, their development, and requirements. Survey #6 was opened and sent to LE Contract Providers' QA Contacts on May 24<sup>th</sup>. So far, a little 200 respondents have completed the Survey. The survey window has been extended and will remain open through August 1<sup>st</sup> to allow additional time for more to participate. Once closed, Survey #6 responses and results will be discussed at the SA QICs. All Surveys are posted on the QA Website once closed and are accessible to everyone (LEs and DOs). Please contact Marc Borkheim if there are any questions <a href="mailto:mborkheim@dmh.lacounty.gov"><u>mborkheim@dmh.lacounty.gov</u></a>. Robin shared some of the survey questions and gathered responses from group. Robin will discuss the answers and why they were selected at our next meeting. The survey focuses on CalAIM implementation.</p>	<p><a href="#"><u>Quality Assurance - Department of Mental Health (lacounty.gov)</u></a></p> <p>For more information on the QA Knowledge Assessment Survey process and to review previous surveys please visit the Knowledge Assessment Surveys page on the QA Website  <a href="https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/">https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/</a>.</p> <p><a href="#"><u>QA Knowledge Assessment Survey #6</u></a></p>	<p>Robin Washington, LCSW</p>
<p><b>Screening &amp; Transition Care Tools Progress</b></p>	<p>Maria opened the group to discuss and get some feedback as for the screening &amp; transition care tools. Are people have been having issues with trying to refer clients through the managed care plans? How has it been going at your agency? Margaret discussed the process at Sycamore and</p>	<p><a href="#"><u>1135783_QABulletin22-11Screening_TransitionToolandAppendix_1.pdf (lacounty.gov)</u></a></p>	<p>All</p>

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	<p>how they have not been successful. We are trying to transition our consumers who are stable or just need medication or need therapy every other week to their managed care plan. Margaret shared difficulties and asked if any agencies had any success stories or challenges. Robin also asked for feedback and informed everyone they can also email their experiences or put it in the chat.</p>	<p>Link to Screening/Triage in Clinical Forms  <a href="https://lacounty.gov">Screening/Triage - Department of Mental Health (lacounty.gov)</a></p> <p>Updated Medi-Cal Managed Care Plan list 6/2/23  <a href="#">Managed Care Plan - Contact List 6-2-23.pdf</a></p>	
<p><b>Other Issues/ Announcements</b></p>	<p>Feedback was provided and general questions were asked from group members. Committee members will research these questions and provide follow up answers at the next meeting.</p> <ul style="list-style-type: none"> <li>• Assistance in identifying who the manage care plan is? When running Medi-Cal, the single subscriber response does not indicate which plan LA Care plan it is (e.g., Kaiser, Anthem, Blue Shield) and consumer does not know as well. Phone number is general number making it difficult to identify the correct contact; need a more direct path.</li> <li>• Providing examples or random scenarios about transitioning to managed care plan for training purposes, e.g. when clients are adamant about staying with current agency when they score low on Screening Tool.</li> <li>• When receiving SRTS referrals from ACCESS, the screening tool is checked off, but it's not completed or it's bypassed.</li> </ul>	<p>Committee members will follow up on these questions.</p>	<p>Maria Moreno, EdD, PSY, MSW, LCSW</p>

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	<ul style="list-style-type: none"> <li>• When receiving STRS referrals from ACCESS, get minimum information, sometimes incorrect contact number.</li> <li>• Example of writing COS note following the completion of the screener tool.</li> <li>• When will the training videos for Collaborative Documentation?</li> <li>• Will there be a guide that provides more detailed information that provides examples on procedure codes? For now, there are Discipline Specific Activity Sheets</li> <li>• Obtaining more information on P-Auths?</li> <li>• What code to use when providing therapy for crisis via telephone? H2011 is listed but service activity description differs from crisis intervention activity.</li> <li>• Is there an update on how to document or bill for duplicate services in the same day?</li> <li>• Do you have a list of the new codes that came in via CalAIMS?</li> <li>• When will the DHCS visit be? Do we have a date or a date range?</li> </ul>		
<b>Next Meeting</b>	Next Meeting is Sept 20, 2023 via Microsoft Teams.		