



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 2 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

January 19, 2022
10 am-11:30 am

Type of Mtg:	Virtual Microsoft TEAMS	
Meeting Link:	https://teams.microsoft.com/l/meetup-join/19:meeting_MDM0Y2M5NzUtNmU2Yy00M2RILTk3Y2ItNmQwODEzNDIINzhi@thread.v2/0?context=%7B%22Tid%22:%2207597248-8a38-451b-8abe-a638eddbac81%22,%22Oid%22:%22d58ce716-744e-43bb-bc24-43fa428e2ab1%22%7D	
Members Present:	Abigail Fonseca	Olive View MHC
	Amarilys Reyes	CA MENTOR
	Armen Yekyazarian	LACDMH QA Unit
	Cheryl Driscoll	Hillview MHC
	Cindy Luna	Bridges Inc.
	Cynthia Jimenez	Counseling 4 kids
	Daiya Cunnane	DMH QI
	Darrel Miranda	Tarzana Treatment Centers
	Dave Mendez	Rancho San Antonio
	David Lopez	SFVCMHC Inc.
	Emily Fitleberg	Phoenix House
	Heather Bowen	The Help Group
	Heylee Barriola	Didi Hirsch Mental Health Services
	Iliana Martinez	El Centro de Amistad
	James McEwen	DMH SFC SA2
	Jeanine Caro-Delville	Child & Family Center

	Jennifer Palma	Counseling4Kids
	Julie Jones	Hillview Mental Health Center, Inc.
	Karely Gutierrez	The Village Family Services
	Kate Wilkerson	Child and Family Guidance Center
	Katy Ihrig	SCVMHC
	Ken Kramer	PHV-UCC
	Kevin Crandall	Pacifica Hospital of the Valley
	Leslie A DiMascio	SFVCMHC, Inc.
	Lorena Pardo Perez	The Teen Project
	LyNetta Shonibare	olive view mental health clinic
	Marilou M. Joguilon	DMH TAR
	Megan McDonald	Topanga West Guest Home/ACT Health & Wellness
	Michele Burton	The Help Group
	Michelle Rittel	DMH SA2 Administration
	Mina Spadaro	Pacifica Hospital of the Valley
	Oscar Leclere	SFMHC/FSP
	Priscilla Peraza	Penny Lane Centers
	ROYA SENOBARIAN	THE HELP GROUP
	Stephanie Ochoa	Star View
	Susan Dorairaj	DMH
	Tiffany Rabbani	Tarzana Treatment Centers
	Tiger Doan	SSG - APCTC - SFV

AGENDA ITEMS	DISCUSSIONS/RECOMMENDATIONS/ACTIONS OR SCHEDULED TASKS	RESPONSIBLE UNIT/STAFF
Welcome- Introductions & Agency Updates –	Welcome – Introductions - Announcements Quality Improvement <ul style="list-style-type: none"> • C Number Training Review – Dr. Cunnane • Review of CANS/PSC Slides 	All

Review of Agenda	Quality Assurance <ul style="list-style-type: none"> • Service Area Emails • Certifications - Susan Dorairaj, QA Certifications • QA on the Air • CalAIM <ul style="list-style-type: none"> • New Criteria to Access SMHS • No Wrong Door • Diagnosis Codes • Documentation Redesign • Peer Support Services • Screening/Transition Tools – QA Bulletin 22-11 • Payment Reform • Training & Operations: <ul style="list-style-type: none"> • LE Chart Reviews • Annual QA Report & Written QA Process – Dr. Yekyazarian • Updates to QA Training Webpage • Policy & Technical Development: <ul style="list-style-type: none"> • Provider Directory • Clinical Forms Bulletin 22-02 • Health Information Management <ul style="list-style-type: none"> • Public Benefit Programs • Upcoming webinars 	
Quality Improvement	Quality Improvement	Quality Improvement
UPDATES	C NUMBER TRAINING & BEST PRACTICES Review of CANS-IP and PSC-35 Slides from Dr. TANIMURA	Daiya Cunnane, QI unit Provided by QI Staff (Provided by Kara Taguchi, Daiya Cunnane) – reported by Kimber
Quality Assurance	Quality Assurance	Quality Assurance

UPDATES	<p>Certifications – nothing currently</p> <p>Service Area Emails: Jan 5th - 2022 Published Policies, Procedures, and Parameters & Change of Provider Log Report</p> <p>Jan 18th – SA 2 Jan 2023 QIC Slide deck & UPDATED: Medi-Cal Certification Checklists & Document Submission Guidelines (1-03-2023)</p>	<p>Provided by QA Staff (Provided by Brad Bryant, Jen Hallman, Nikki Collier) – reported by Kimber</p>
QA ON AIR	<ul style="list-style-type: none"> • The next QA on the Air will be held on Wed., Wed., January 25th from 9:00- 10:00 • The webinar will continue focus on CPT Code Transformation under Payment Reform Part II • There will be three QA on the Air sessions regarding CPT Code Transformation 	
CalAIM	<p>CalAIM Quiz Addresses basic understanding of key CalAIM initiatives https://forms.office.com/g/v5Ke2thegE Encourage staff to complete the quiz</p>	
	<p>New Criteria to Access SMHS & Medical Necessity Effective Jan 1, 2022 Criteria to access SMHS and Medical Necessity are now separate</p> <ul style="list-style-type: none"> • Criteria to Access SMHS: Applies to a <u>person</u> (is this person eligible to receive SMHS?) <ul style="list-style-type: none"> ✓ A mental health diagnosis is no longer a prerequisite for receiving SMHS ✓ No more “Included” Diagnosis List – can be a mental health disorder or suspected mental health disorder not yet diagnosed per DSM and ICD <ul style="list-style-type: none"> ✓ Those w/ a condition placing them at high risk due to trauma are able to access SMHS • Medical Necessity: Applies to <u>services</u> (is the service provided clinically appropriate?) <p>QA Bulletin: http://file.lacounty.gov/SDSInter/dmh/1117880_QABulletin21-08UpdatedCriteriaToAccessSMHS.pdf Training: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9640 FAQs: http://file.lacounty.gov/SDSInter/dmh/1119877_QABulletin21-08FAQs.pdf</p>	
	<p>No Wrong Door Effective July 1, 2022 Clinically appropriate and covered SMHS are covered and reimbursable Medi-Cal services even when:</p> <ol style="list-style-type: none"> 1) Services are provided prior to determination of a diagnosis, during the assessment, or prior to determination of whether NSMHS or SMHS access criteria are met. 	

	<p>2) The beneficiary has a co-occurring mental health condition and substance use disorder (SUD); or</p> <p>3) NSMHS and SMHS services are provided concurrently if those services are coordinated and not duplicated.</p> <p>QA Bulletin: http://file.lacounty.gov/SDSInter/dmh/1126524_QABulletin22-06NoWrongDoor.pdf Training: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10092&utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=</p>	
	<p>Diagnosis Codes Information Notice Effective July 1, 2022</p> <p>The following options during the assessment phase may be used when a diagnosis has yet to be established:</p> <ol style="list-style-type: none"> 1. Non-Diagnosing Staff may use Z55-Z65 2. Diagnosing Practitioners may use any appropriate, valid ICD code including Z codes <p>QA Bulletin: http://file.lacounty.gov/SDSInter/dmh/1126541_QABulletin22-05FirstPointofContacts.pdf Training: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10092&utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=</p>	
	<p>Documentation Redesign</p> <p>Assessments</p> <ul style="list-style-type: none"> • Greater integration of the CANS • Requirements will focus on “domains” that are required and not specific data elements • No frequency requirements – update as clinically needed <p>Treatment Plans</p> <ul style="list-style-type: none"> • Only required for TCM, ICC, and Peer Support Services • No specific data element requirements • Medication Consent is still required <p>Problem List</p> <ul style="list-style-type: none"> • Should be updated regularly/ongoing basis <p>Progress Notes</p> <ul style="list-style-type: none"> • Should support the service provided • Include narrative describing the service, including how it addressed the identified need • Include next steps (planned action steps, updates to the problem list) 	

	<p>QA Bulletin: http://file.lacounty.gov/SDSInter/dmh/1125775_QABulletin22-04DocumentationRedesignforSMHS.pdf</p> <p>Organizational Providers Manual (updated): http://file.lacounty.gov/SDSInter/dmh/1132980_ORGANIZATIONALPROVIDER_SMANUAL.pdf</p> <p>Training: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10092&utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=</p>	
<p>Next Steps</p>	<p>Beneficiary Handbook</p> <ul style="list-style-type: none"> ✓ DHCS released draft version for feedback <p>NOABD –Service Delivery form</p> <ul style="list-style-type: none"> ✓ Finalized paper ✓ Working to finalize updates to NOABD application (mid-January) 	
<p>Peer Support Services</p>	<p>Effective July 1, 2022</p> <p>Peer Support Services will be a new covered SMHS Medi-Cal benefit effective July 1, 2022</p> <ul style="list-style-type: none"> • These services must be provided by a Certified Peer Support Specialist • Services aim to prevent relapse, empower beneficiaries through strength-based coaching, support linkages to community resources, and to educate beneficiaries and their families about their conditions and the process of recovery <p>The services will include:</p> <ul style="list-style-type: none"> • Educational Skills Building Groups (H0025) • Engagement (H0038) • Therapeutic Activity (H0038) <p>Status/Update:</p> <ul style="list-style-type: none"> • Peer Support Services have been added to the Org Manual and Guide to Procedure Codes • QA is updating NAPPA/IBHIS to include a new category/discipline for Certified Peer Support Specialist – a notice will go out when it is available with direction on claiming 	
<p>Screening and Transition Tools</p>	<p>Coming Jan 1, 2023</p> <p>DHCS will be requiring the use of standardized screening and transition tools across the State</p> <p>Goals of the tools:</p> <p>Screening tool: to facilitate accurate determinations of when care would be better delivered in the MCP or MHP service system</p>	

	<p><i>Can refer over PRIOR to conducting an assessment (currently requires an assessment before referring)</i></p> <p>Transition of care tool: to support a beneficiary’s transition to the other delivery system when their condition changes.</p> <p>QA Bulletin: https://file.lacounty.gov/SDSInter/dmh/1135783_QABulletin22-11Screening_TransitionToolandAppendix_1_.pdf</p> <p>Clinical Forms Bulletin: https://file.lacounty.gov/SDSInter/dmh/1135787_ClinicalFormsBulletin22-02.pdf</p> <p>Training: Coming Soon</p> <p>Reviewed QA Bulletin 22-11 Screening & Transition of Care</p> <p>Reviewed QA Bulletin 22-11 FAQs</p>	
<p>Payment Reform / CPT Codes</p>	<p>COMING JULY 1, 2023</p> <ul style="list-style-type: none"> ▪ No longer bill by the minute: some codes will be in 15 min increments ▪ Will utilize “add-on” procedure codes ▪ Only bill for “direct patient care”, documentation/travel time/review of records/etc will be considered “admin” ▪ Increased use of modifiers ▪ Complex rules around which codes can be billed on the same day <p>Status/Update:</p> <ul style="list-style-type: none"> ▪ DHCS released the Final Billing Manual ▪ December QA on the Air provided an overview of coming changes: ▪ https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10471 ▪ January QA on the Air will focus on CPT Codes/Payment Reform 	
<p>Annual QA Report & Written QA Processes</p>	<ul style="list-style-type: none"> • Due date extended to February 15th • Forms being updated • Incorporation of Quality Improvement • Addition and removal of sections on the QA/QI Report form • Streamlining questions and addition of a section on Written QA/QI process form • Will provide more submission guidance and share more details on form updates in the January SA QICs • Updated forms and official announcement will go this week 	

Legal Entity Chart Reviews	Upcoming Reviews <ul style="list-style-type: none"> • Tobinworld Feb 7 Working on summary reports and coordination of related meetings for recent reviews In the process of coordinating additional reviews	
Updates to Main QA Training Page	<ul style="list-style-type: none"> ➤ Moved over 2 training videos and handouts from General Training page ➤ Removed link to General Training for LEs & DOs not in IBHIS 	
Provider Directory	Updated Provider Directory went LIVE this morning! For providers (including ACCESS and SFC), always select “I am a DMH provider” There are PDF versions of the provider directory available on the bottom of the page There are two options to select from: <ol style="list-style-type: none"> 1. Search by name or number (if you know the provider you are looking for) 2. Find nearby providers (if you are looking for the nearest outpatient provider accepting new clients) Search by Name or Number <ol style="list-style-type: none"> 1. Enter the provider number or name (partial is okay) 2. Select the provider from the list or map Display to the right will display information about the selected provider. In the top right, options to view additional information or practitioners Find Nearby Providers <ol style="list-style-type: none"> 1. Enter city or zip 2. Select language (if applicable) 3. Select age group (if applicable) Chart to the right will display outpatient providers accepting new clients within 15 miles of city/zip	
Final Clinical Forms Bulletin 22-02	Reviewed CFB 22-02 that provided the new screening and transition tools and notification for open payments database	
Network Adequacy & Access to Care	Thank you to the QA Representatives that have been responsive to our Access to Care emails. <ul style="list-style-type: none"> • We continue to see providers transferring records due to “at capacity” although the Provider Directory shows they are accepting. This causes delays in accessing care. Reminders: <ul style="list-style-type: none"> • Data in the NAPPA application is critical for State & LACDMH reporting: it must be accurate 	

<p>HIM Bulletin 22-01: Applying for a Public Benefit Programs</p> <p>Directly Operated only</p>	<ul style="list-style-type: none"> • NAPPA was recently updated to include fields mandated for State reporting (274 transactions) <ul style="list-style-type: none"> ▶ <i>...a patient, employee of a nonprofit legal services entity representing the patient, or the personal representative of a patient, <u>is entitled to a copy, at no charge, of the relevant portion of the patient's records, upon presenting to the provider a written request, and proof that the records or supporting forms are needed to support a claim</u></i> ▶ <i>or appeal regarding eligibility for a public benefit program, a petition for U nonimmigrant status under the Victims of Trafficking and Violence Protection Act, or a self-petition for lawful permanent residency under the Violence Against Women Act. (Cal. Health and Safety Code § 123110 (b))</i> ▶ <i>...(a) A health care provider shall not charge a fee to a patient <u>for filling out forms or providing information responsive to forms that support a claim or appeal regarding eligibility for a public benefit program.</u> (b) A health care provider shall provide information responsive to those portions of the form for which the health care provider has the information necessary to provide a medical opinion. <u>If the health care provider does not have the information necessary to provide a medical opinion, the health care provider may inform the patient if an examination is necessary to obtain the information.</u> (Cal. Health and Safety Code § 123114)</i> <p>Public Benefit Programs Directly Operated only</p> <p>A public benefit program:</p> <ul style="list-style-type: none"> ✓ Medi-Cal ✓ In-Home Supportive Services ✓ California Work Opportunity and Responsibility to Kids (CalWORKs) ✓ Social Security Disability Insurance benefits ✓ Supplemental Security Income/State Supplementary Program for the Aged, Blind & Disabled (SSI/SSP) benefits ✓ Federal veterans service-connected compensation & nonservice connected pension disability benefits ✓ CalFresh ✓ Cash Assistance Program for Aged, Blind, and Disabled Legal Immigrants ✓ Government-funded housing subsidy or tenant-based housing assistance program. <p>Exemptions to non-charges when applying for a Public Benefit Programs DO Only</p> <ul style="list-style-type: none"> ✓ <i>Although a client shall not be limited to a single request, the client, employee of a nonprofit legal services entity representing the client, or client's personal representative shall be entitled to <u>no more than one copy of any relevant portion of their record free of charge.</u></i> 	
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| | <ul style="list-style-type: none">✓ <i>Private attorney who is paying for the costs related to the patient's claim or appeal, pending the outcome of that claim or appeal. For purposes of this subdivision, "private attorney" means any attorney not employed by a nonprofit legal services entity.</i>✓ <i>Evaluations performed in support of a client's disability determination when applying for Supplemental Security Insurance (SSI) using the DEP 1002S Evaluation Form for Mental Disorders (1002).</i> | |
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Health Information Management Contacts

Release of Information; records purging, storage/retrieval: DMHMedicalRecords@dmh.lacounty.gov

Subpoena acceptance/processing/questions SubpoenaMedRec@dmh.lacounty.gov

DMH Duplicate Records correction DMHhim@dmh.lacounty.gov

Electronically Signed & Respectfully Submitted by:

Kimber Salvaggio

SA 2 Adult QIC Chair

NEXT MEETING: MARCH 16, 2023, 10 am