



SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE

May 17, 2023

1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#)

[+1 323-776-6996](#); Conference ID: 691 014 664#

Co-chairs: Emily Ramos (LBMHC), Michele Munde (Star View),
Courtney Stephens (MHALA)

SA 8 QI/QA Liaison: Ann Lee; **QI Division Lead:** Daiya Cunnane; **QA Division Lead:** Mark Borkheim

AGENDA

Please refer to the meeting slides for detailed information for each agenda item.

- | | |
|----|---|
| 1. | QA webpage: https://dmh.lacounty.gov/qa/ <ul style="list-style-type: none">❖ Meeting recordings and upcoming meetings links❖ QA on the Air❖ QA Updates❖ CalAIM❖ Training & Operations:❖ Policy & Technical Development:❖ Health Information Management❖ Upcoming webinars |
| 2. | QI Website – https://dmh.lacounty.gov/qid/ <ul style="list-style-type: none">❖ General Updates<ul style="list-style-type: none">○ New DMH Stakeholder Process❖ Consumer Perception Survey Update<ul style="list-style-type: none">○ Process is beginning○ Information should be coming from SA QIC Chairs○ Working on analyzing 2022 data❖ CANS-IP and PSC-35❖ Change of Provider Reports❖ CCC Annual Report<ul style="list-style-type: none">○ Language assistance services – Consumer satisfaction forms❖ Updates on Safety Intelligence (<i>if time permitted</i>) |

Next SA 8 QI/QA Meeting Info:

June 21, 2023, 1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#) or [+1 323-776-6996](#); Conference ID: 691 014 664#



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QI/QA COMMITTEE MEETING
05/17/2023
1:30PM-3:30PM**

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 05/17/2023 meeting recording: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10912
Members Present:	See attached at the end of the minutes

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Meeting sign-in	Link was provided during the meeting and on the slides to record attendance: https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgZh_AuVvyK5JnyljLC1rbs9URDhXOVFFVUpJRlI0QjJBUIFQWkg1OTNaRC4u		
QUALITY ASSURANCE			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QA webpage	https://dmh.lacounty.gov/qa		
Central Monthly QA/QI meeting	Central QA/QI Meeting Recording 2/13/2023: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10812 Next Central QA/QI meeting will be held on March 13 th from 10:30am-12:00pm.		

QA Updates	Dr. Borkheim updates. QA review Discussion: share any QA, Access to Care, question, issue and strategies	Please contact Ann Lee if you have any topics you would like to discuss during the QA slot	
QA on the Air	Next webinar: 5/28/2023 - Topic: CPT Codes Transformation /Payment Reform Part III. Please see the slide 6 for QA on the Air videos and next webinar link.		
Bulletins	QA Bulletin 23-01 Organizational Providers Manual Updates.pdf Reviewed the changes in the manual per Cal-AIM Draft QA Bulletin 23-02: Will be sent to the committee once it is finalized QA Bulletin 22-10 Guide to Procedure Code Updates.pdf – may not be posted yet so please use the link in the slide. Guide to Procedure Codes Final 12-20-22.pdf (Effective January 1, 2023. Please use this version and discontinue using any previous versions you may have downloaded)		
CalAim Updates	Please see below links to draft copies of the list of CalAIM procedure codes, CalAIM rates per procedure code and discipline, and a list of CalAIM disciplines prepared by the DMH CIOB Revenue Systems team. CalAIM fee discipline proc v.2.xlsx LACDMH CalAIM CPT Codes and Descriptions v.1.3.5.xlsx CalAIM Disciplines.xlsx		
Access To Care/Network Adequacy	➤ Have reached over 80% timely access to care with latest data ➤ Need to continue to improve Access to Care ➤ All providers not currently accepting new clients are strongly encouraged to review workflow and see if they can begin accepting ➤ Some sites have not been accepting for over a year! ➤ Will be looking at Urgent appointment timeliness as well as issuing NOABDs for untimely appointments		

	➤ Network Adequacy/Access to Care webinar on 4/3/23 focused on ways clinics have improved capacity and access to care https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10578 ➤ All providers are expected to assist in improving access to care ➤ Please join our next webinar to continue the discussion Pre-authorization will be for one year - No longer 6 months/9,999 minutes Must utilize the general P-Authorization on claims - No longer utilize a specific M-Authorization Valid for any funding sources within a Legal Entity - No longer require a new pre-authorization when funding source changes Initial pre-authorizations - Automatically filed when authorized for FSP, IFCCS or Wraparound • May also request via Provider Connect Subsequent pre-authorizations - Must be requested via Provider Connect ➤ Providers must continue to ensure NAPPA is updated on a regular basis and all practitioner's information is kept up to date ➤ DMH is currently working to submit NAPPA data to the State on a monthly basis
Training & Operations And Policy & Technical Development	• Training for Directly Operated Providers using IBHIS • Reimbursement & Claiming Training Module • Community Outreach Services (COS) Training Module Documentation & Claiming Related Handouts
Health Information Management (HIM) Updates	➤ Reviewed Records Retention Policy 401.01 for D.O. clinics.
Q&A	➤ Provider asked other providers to share any guidance for the No surprises/Good Faith estimate act. Another provider shared that they do not pass on the costs/fees to indigent clients. ➤ Question about using the nursing assessment procedure code T1001 and how to utilize nursing staff. A large adult contract provider that has nursing staff uses this code for new clients.

QUALITY IMPROVEMENT			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QI webpage and updates	https://dmh.lacounty.gov/qid/		
New DMH Stakeholder process	MHSA unit is attending community stakeholder meetings in order to inform about the MHSA planning process and obtain stakeholder input.		
Consumer Perception Survey	The CPS training environment is now live. When requesting access to the CPS, will be given link to the portal. Use fake names and not actual real client names when testing the application. The selected provider list has been sent out. All D.O. and LE providers are selected (unless exempted).		
Change of Provider Reports and Logs - reminders	Please continue to submit logs by the 10 th of every month. (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app). Quarterly reports will be sent out by Patients Rights Office.		
Safety Intelligence (SI)	Online reporting of clinical incidents. Contract providers need to have a "C" number to access the SI. For technical assistance or advisement, please contact Ly Ngo or Vanessa Jenkins. Their contact info is included in the slides.		
NEXT MEETING	The next meeting will be held on March 15, 2023 from 1:30PM-3:30PM.		

Ann Lee PhD

Minutes Recorded by Ann Lee, DMH SA 8 Administration



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING
05/17/2023
1:30PM-3:30PM**

Members Present:

What is your full name? (First and Last)	Clinic/Program/Agency Affiliation (if applicable)
Aaron Icedo	SPMH
Alejandra Muñoz	TCCSC
BEATRICE PEREZ	1736 FAMILY CRISIS
Brittany Cheong	Helpline Youth Counseling
Carina Hernandez	Star View Community Services
Cynthia Arias	South Bay Mental Health
Cynthia Sarmiento	Bayfront Youth & Family Services
Daphne King	South Bay Childrens Health Center
David Worden	SHIELDS for Families
Debra DeLeon	SSG-OTTP
Della Clayburg	DMH SFC - South County
Dora	6859 & 7738
Elizabeth Luevano	Bayfront Youth and Family Services
Elva Gutierrez	The Guidance Center
Evelyn McDonough	Alma Family Service
Evelyn Nankanja	Dream Home Care STRTP
Gabriela Vasquez	South Bay Mental Health Center
helen chang	DMH-Coastal API Family MHC
Jane Park-Aspe	Childrens Institute, Inc
jennifer mitzner	olive crest
Jennifer Palma	Counseling4Kids
JESICA SANDOVAL	AADAP, INC.
Jonathan Figueroa	7248
Krystal Cervantes	LBBHUCC
Layhearb Poon	Long Beach APIFMHC
Liliana Lira	Counseling4kids
Linda Nakamura	Masada Homes
Linda Nakamura	Masada Homes
lourdes rabello	S8 San Pedro MHC

Maria Llamas	For The Child, Inc
Marlene Sandoval	Star View Community Services
Myan Le	LACDMH Quality Improvement
Patricia Tyler	Heritage Clinic
Renee Yu	SSG Alliance
Roberta Del Angel	Star View Community Service/SBHG
Rosa Diaz	Alma Family Services
Roxana Bermudez	Children's Bureau -Long Beach (QA Liaison)
Ruth Wen	San Pedro MHC
Sarah Monson	ChildNet
Shirley Del Aguila	Counseling 4 Kids/Outpatient/LE
Stephanie Garcia	
Tiffany Harvey, PsyD	CIHSS, Inc./Alafia Mental Health Institute
ulyssa benavides	counseling4kids
Vannessa Martin	Dignity Community Care dba CA Behavioral Health Clinic