# NAPPA – LEGAL ENTITY (LE) CONTRACT & DIRECTLY-OPERATED (DO) PROVIDERS

## *Instructions for utilizing the NAPPA application*

This manual provides detailed instructions on how to view and update Network Adequacy data within the Network Adequacy: Provider and Practitioner Administration (NAPPA) application.

The NAPPA application is designed to collect and manage essential information about Legal Entities, Service Locations/Provider Sites, and Practitioners. This data serves multiple critical purposes, including:

- **State Reporting Compliance**: Facilitating reports to the State Department of Health Care Services (DHCS) on the Los Angeles County Department of Mental Health's (LACDMH) network of provider sites and practitioners. These reports ensure LACDMH can meet the demand for Specialty Mental Health Services (SMHS) for Medi-Cal beneficiaries.
- **Provider Directory**: Maintain the LACDMH Provider Directory, which helps the public, clients, and providers navigate the LACDMH system of care and access SMHS.
- **Practitioner Enrollment**: Enabling practitioner setup for claims processing in the Integrated Behavioral Health Information System (IBHIS).
- **DHCS Reporting Requirements**: Meeting other DHCS reporting requirements, such as tracking cultural competency training status.

### Data Sources for NAPPA

The NAPPA application aggregates and displays data from several sources, including:

- Provider File Adjustment Request (PFAR)
- National Plan and Provider Enumeration System (NPPES)
- Integrated Behavioral Health Information System (IBHIS) – LACDMH's Electronic Health Record (EHR) System

### Provider Responsibilities

**To ensure the accuracy and reliability of the data, all providers must:**

1. **Verify and update their information in NAPPA at least once every 30 days (e.g., during the last week of each month).**
2. **Make immediate updates in NAPPA when significant changes occur, such as:**
   - **A practitioner leaving the network.**
   - **A provider site becoming unable to accept new clients.**
3. Ensure certain changes (e.g., practitioner taxonomy updates) are first made in the relevant source systems (e.g., NPPES) before reflecting them in NAPPA.

By adhering to these requirements, providers contribute to the effective operation and compliance of the LACDMH system.

# NAPPA – LE CONTRACT & DO PROVIDERS

## *Instructions for utilizing the NAPPA application*

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## Foundational Steps: How to Access NAPPA Application

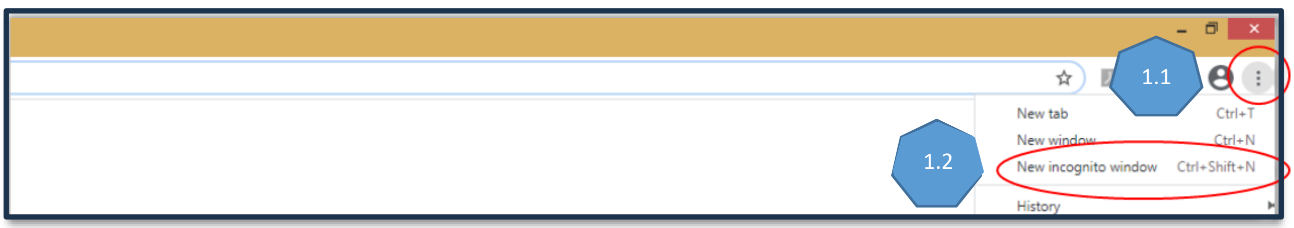
In order to log in, the following are necessary:

1. "C" - number
2. Access granted to NAPPA
3. Previously set up Multi-Factor Authentication (MFA)

*Azure AD Multi-Factor Authentication (MFA) adds additional security over only using a password when a user signs in. The user can choose to verify his or her identify through a text message (SMS), email, phone call, or app notification.*

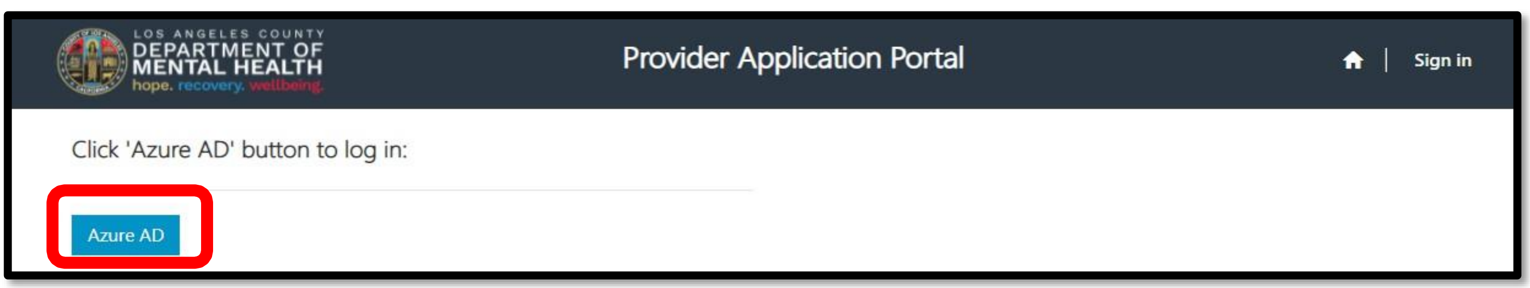
*Note: If you do not have a C-number or access granted to NAPPA, please contact your Liaison and have them submit a Systems Access Request (SAR).*

**Step 1:** If you are logging in from a network external to DMH, you will need to open an Incognito Window in Chrome as identified in steps 1.1 and 1. 2 below.




**Step 2:** Go to the NAPPA (portal) by entering the following URL verbatim:
https://lacdmhpp.powerappsportals.us/
This will take you to the Welcome screen and we recommend saving this URL as a bookmark/favorite.

**Step 3:** Click the blue **Azure AD** button from the Welcome screen. If you do not see the blue Azure AD button, click Sign-In on the top right in the dark blue header.




**Step 4:** A pop-up will open for you to enter your username and password.

**Step 5:** Complete Multi-factor authentication (MFA)

For example, if a user chose to use a text message as their authentication method, they would receive a text message on their mobile device with an authentication code, and they would need to enter the code in the MFA pop-up window

**Directly-Operated**

## Foundational Steps: How to Access NAPPA Application

In order to log in, the following are necessary:

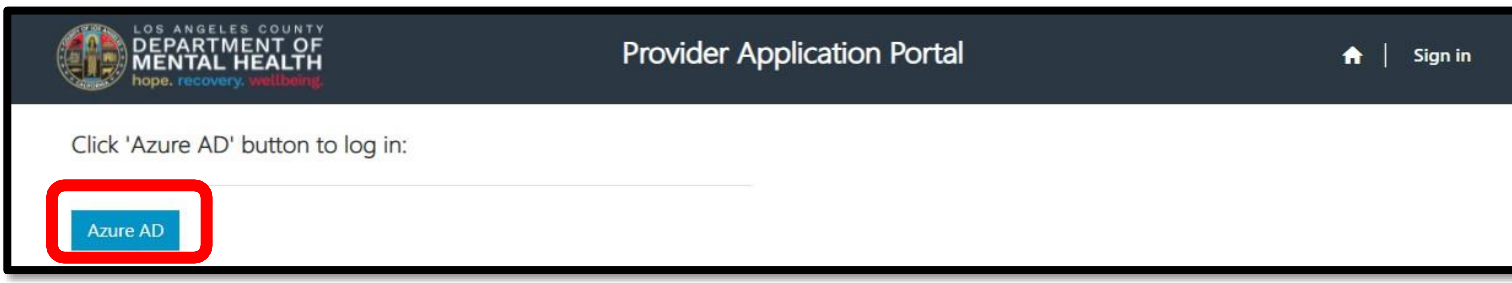
1. Access granted to NAPPA
2. Previously set up Multi-Factor Authentication (MFA)

*Azure AD Multi-Factor Authentication (MFA) adds additional security over only using a password when a user signs in while not on DMH's network. The user can choose to verify his or her identify through a text message (SMS), email, phone call, or app notification.*

*Note: If you do not have access granted to NAPPA, please submit a Service Catalog Request.*

**Step 1:** Go to the NAPPA (portal) by entering the following URL verbatim. https://lacdmhpp.powerappsportals.us/ This will take you to the Welcome screen and we recommend saving this URL as a bookmark/favorite.

**Step 2:** Click the blue **Azure AD** button from the Welcome screen. You do not need to enter a username or password. If you do not see the blue Azure AD button, click Sign-In on the top right in the dark blue banner.



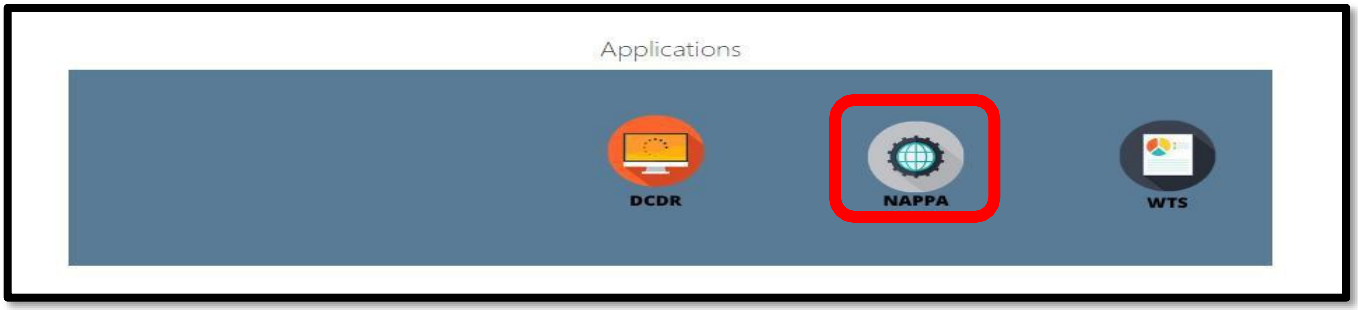

**Step 3:** If you are not on DMH'S intranet, you may get a pop-up requesting for you to enter your username: Example (jsmith6@dmh.lacounty.gov)

**Step 4:** Complete Multi-factor authentication (MFA)

For example, if a user chose to use a text message as their authentication method, they would receive a text message on their mobile device with an authentication code, and they would need to enter the code in the MFA pop-up window

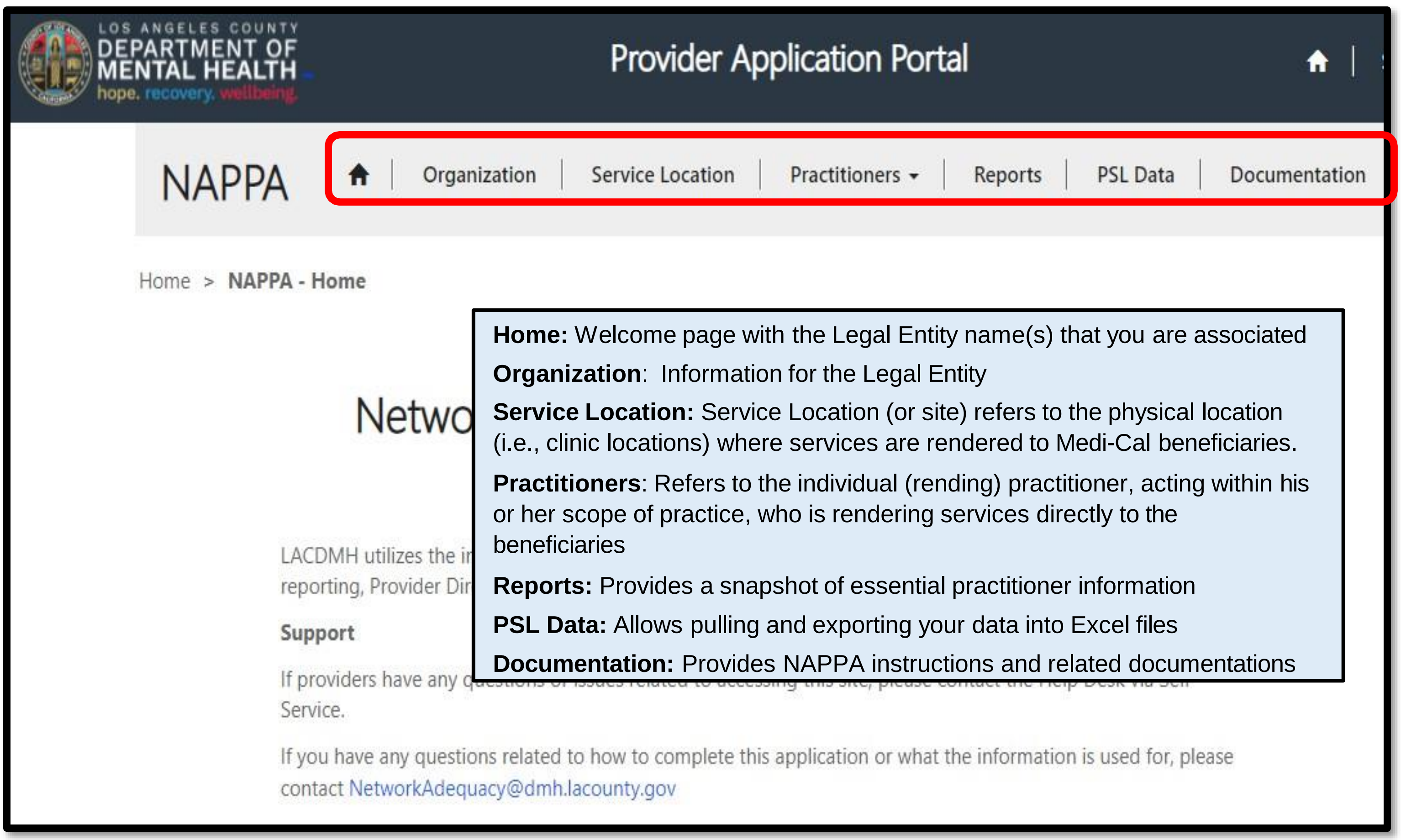
## Foundational: How to Launch & Navigate NAPPA application

**1 :** Click NAPPA icon to launch the application

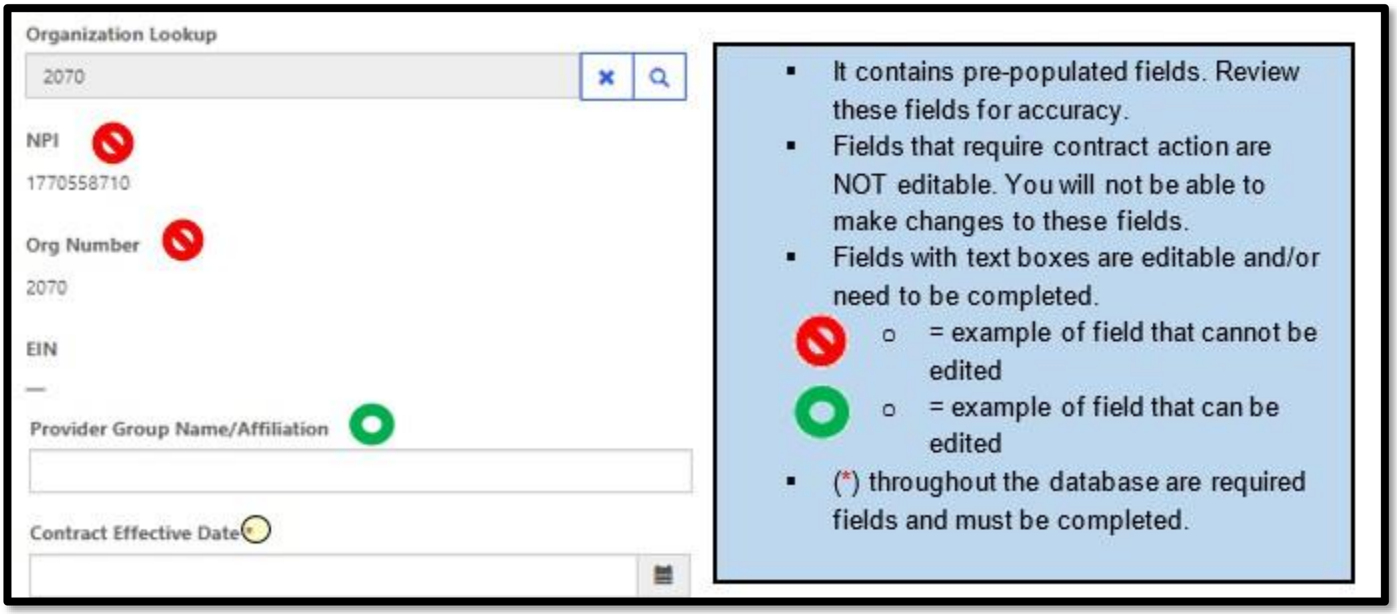



Note: If you experience any problems logging in, open a HEAT ticket. For additional log in instructions, see the [Multi-factor Authentication (MFA) Setup and NAPPA Login Guide.]

**2 : Grey primary navigation menu:** Utilize the grey primary navigation menu to click on the tab needed for the action you need to take



**3. Field Types:** NAPPA contains pre-populated fields, which cannot be edited within NAPPA because the data comes from other sources such as the PFAR, IBHIS or NPPES. These fields are identified because there is no search field or text box. If there is a red asterisk (*) this means the field is required.




4. **Submission of information:** NAPPA will provide you information upon submission or saving of records to let you know if there are any issues.

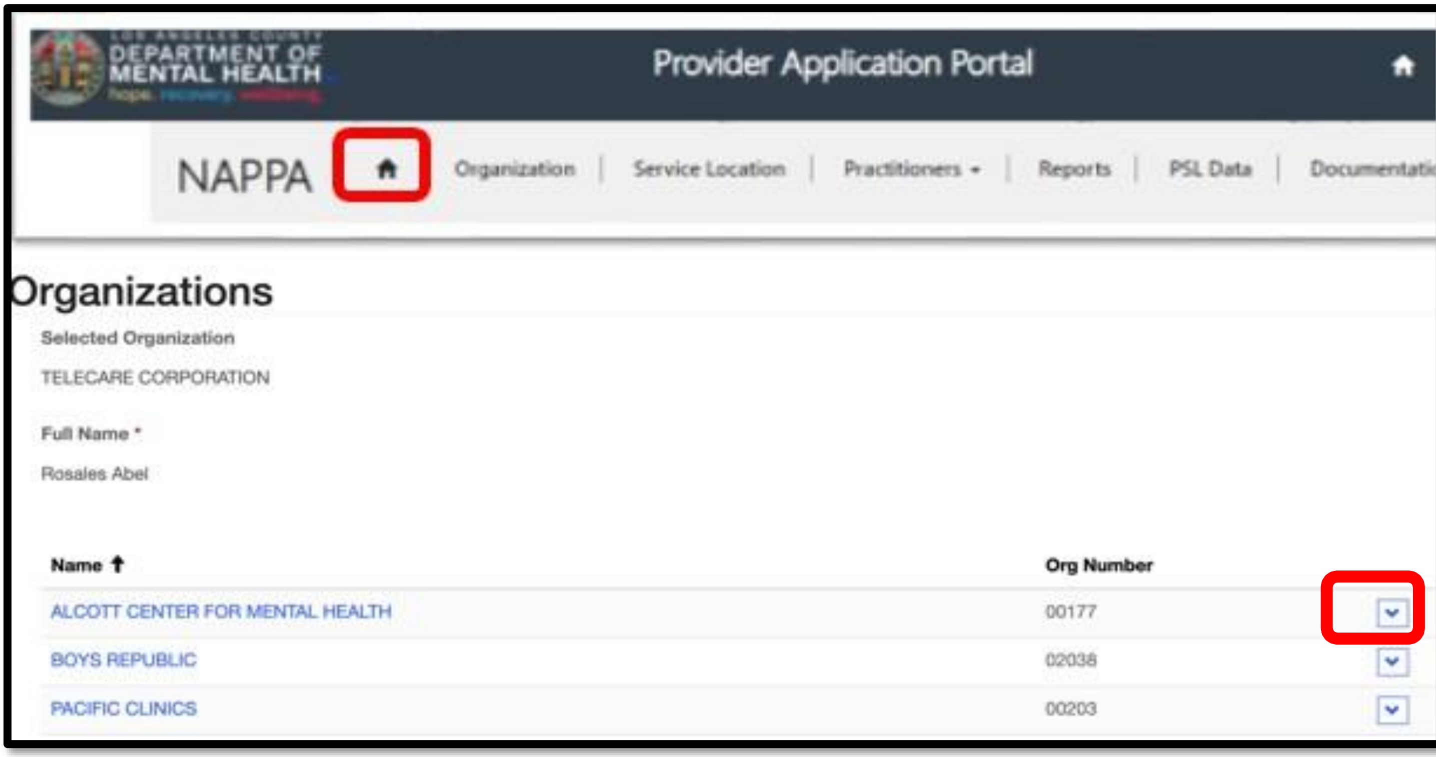
- ✓ Successful submission of data generates a green ribbon throughout the database


- ✓ Incomplete or invalid submission of data generates a red ribbon and will include the reason(s) for incomplete submission throughout the database. Once the issue is corrected, you should see the green.


5. **Tooltips:** Each field provides you instructions and/or definitions as you hover over the field name.

## LEGAL ENTITY INFORMATION

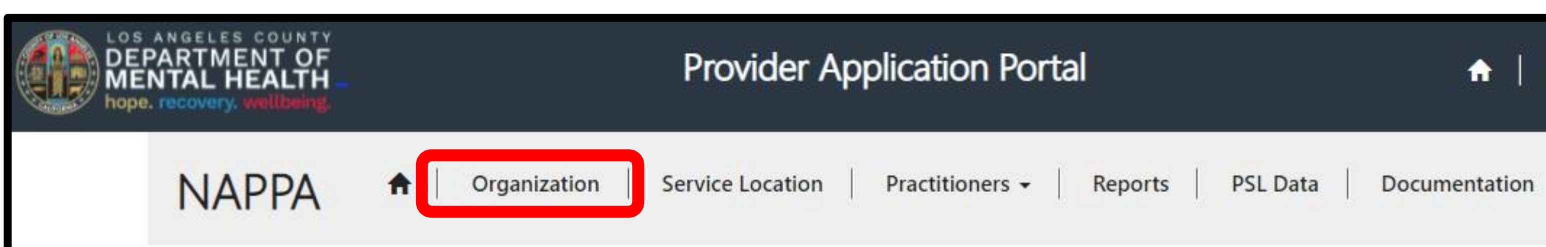
**Foundational Step:** If you are associated to multiple organizations (Legal Entities), you can switch organizations by selecting the “home” icon and then clicking “Select” from the drop-down to the right of the Legal Entity name.



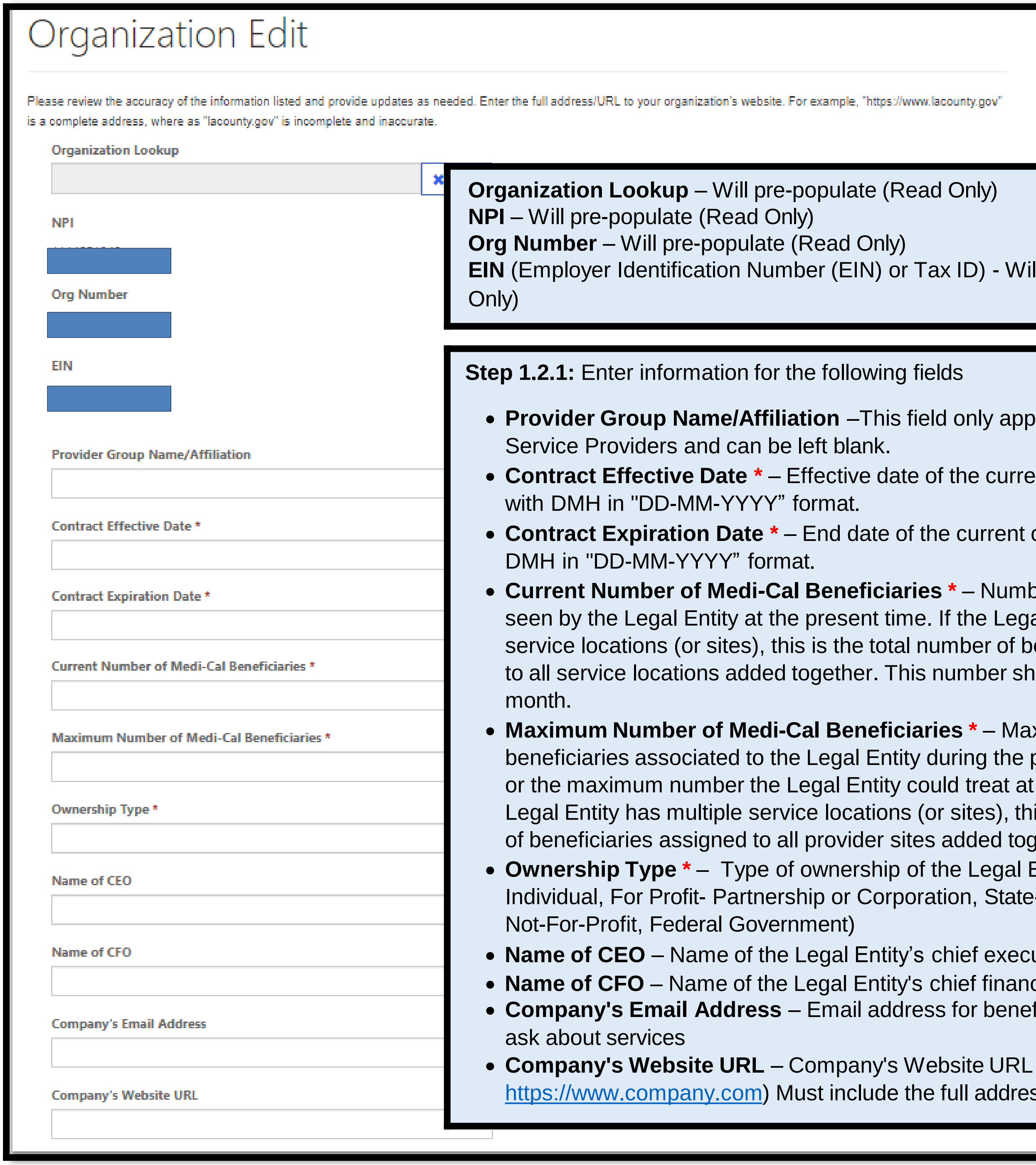

**IMPORTANT. Only LE Contract Providers need to complete Foundational Steps 1.1 through 1.3 on pages 7 and 8. Directly-Operated Providers should skip to Page 9.**

### 1. ADD, VERIFY & UPDATE LEGAL ENTITY INFORMATION

**Step 1.1:** Select the Organization tab in the primary navigation menu



**Step 1.2: . LE Contract Providers Only.** Enter information for your Legal Entity and review the accuracy of the information listed.




**Organization Lookup** – Will pre-populate (Read Only)
**NPI** – Will pre-populate (Read Only)
**Org Number** – Will pre-populate (Read Only)
**EIN** (Employer Identification Number (EIN) or Tax ID) - Will Pre-populate (Read Only)

**Step 1.2.1:** Enter information for the following fields

- **Provider Group Name/Affiliation** –This field only applies to Fee-for –Service Providers and can be left blank.
- **Contract Effective Date** * – Effective date of the current contract in place with DMH in "DD-MM-YYYY" format.
- **Contract Expiration Date** * – End date of the current contract in place with DMH in "DD-MM-YYYY" format.
- **Current Number of Medi-Cal Beneficiaries** * – Number of beneficiaries seen by the Legal Entity at the present time. If the Legal Entity has multiple service locations (or sites), this is the total number of beneficiaries assigned to all service locations added together. This number should be verified every month.
- **Maximum Number of Medi-Cal Beneficiaries** * – Maximum number of beneficiaries associated to the Legal Entity during the past 12-month period or the maximum number the Legal Entity could treat at any given time. If the Legal Entity has multiple service locations (or sites), this is the total number of beneficiaries assigned to all provider sites added together.
- **Ownership Type** * – Type of ownership of the Legal Entity (e.g., For Profit – Individual, For Profit- Partnership or Corporation, State-Local Government, Not-For-Profit, Federal Government)
- **Name of CEO** – Name of the Legal Entity's chief executive officer (CEO).
- **Name of CFO** – Name of the Legal Entity's chief financial officer (CFO).
- **Company's Email Address** – Email address for beneficiaries to contact to ask about services
- **Company's Website URL** – Company's Website URL (e.g., https://www.company.com) Must include the full address.

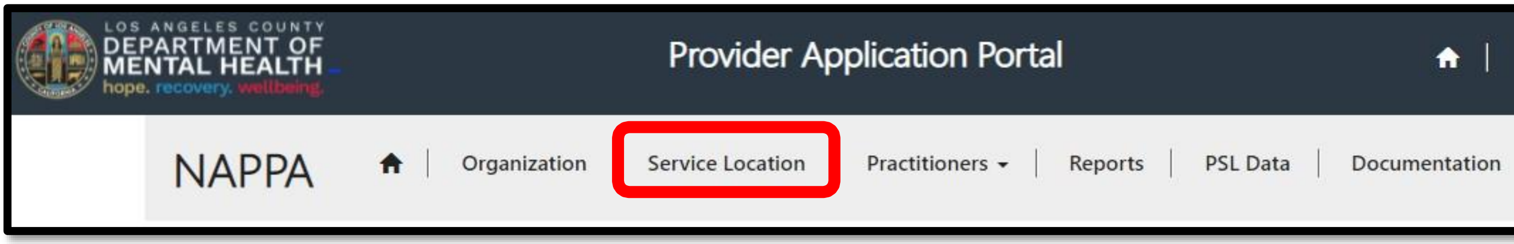
**Step 1.3:** Once you have reviewed, updated and input all relevant data fields, click the **submit** button at the bottom left.

*Note: If any of the un-editable fields are displaying information that is incorrect, a PFAR must be submitted to update the information. If a PFAR has already been submitted, please submit a HEAT ticket.*

# SERVICE LOCATION INFORMATION

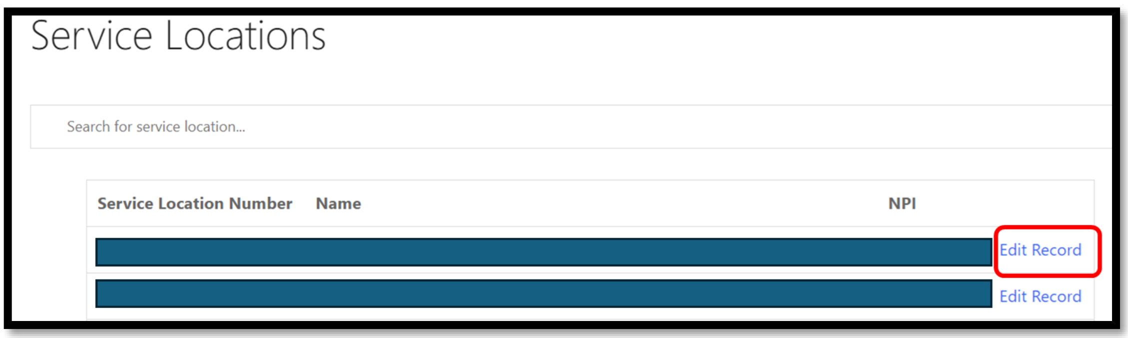
## 1. ADD, VERIFY & UPDATE SERVICE LOCATION INFORMATION

**Step 1.1:** Select the Service Location tab in the primary navigation menu




*Note: This will display all the service locations associated to your Legal Entity. If you do not see a service location, submit a HEAT ticket.*

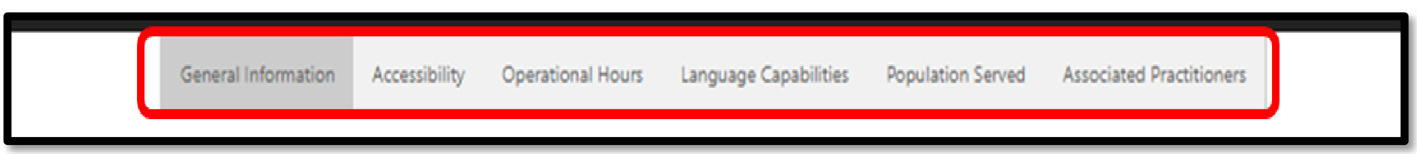
**Step 1.2:** Select the service location for which you would like to enter/update information by clicking Edit Record (a hyperlink in blue text) on right end of the row.




**Step 1.3:** Complete/verify all fields for the Service Location including fields on each of the following tabs:

- General Information
- Accessibility
- Operational Hours
- Language Capabilities
- Population Served
- Associated Practitioners

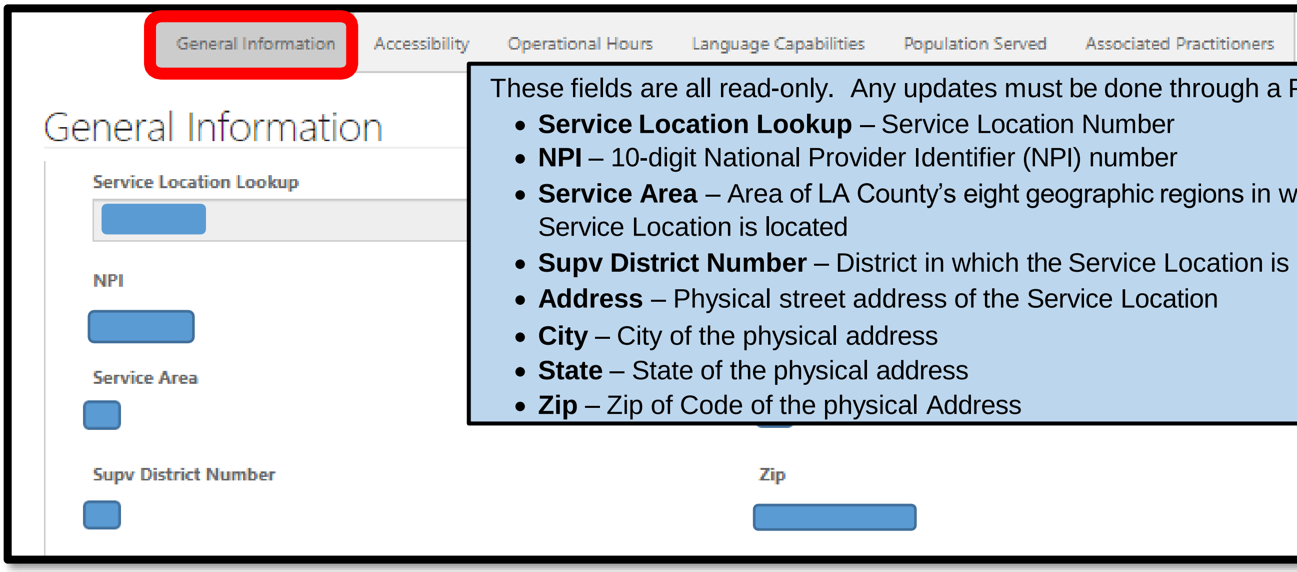
Note: Some fields for Service Location are generated based on Provider File Adjustment Request (PFAR) information and are NOT editable. You will not be able to make changes to these fields.




**NOTE**: Once you begin input for a particular service location, it is important to complete the first five tabs (General Information, Accessibility, Operational Hours, Language Capabilities, and Population Served) in one sitting. If you stop or log-off and even if you hit the save button, your changes may be LOST!

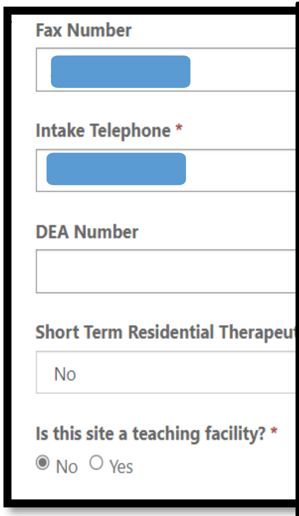
After completing all five tabs, click "Save" or "Submit". Once the green bar is displayed, your information has been saved for tabs: General Information, Accessibility, Operational Hours, Language Capabilities, and Population Served.

The Associated Practitioners tab is used only when modifying a practitioners FTE hours or beneficiaries seen as identified in Practitioners section of this manual. DO NOT USE the Associated Practitioners tab for associating a brand-new practitioner.




These fields are all read-only. Any updates must be done through a PFAR.

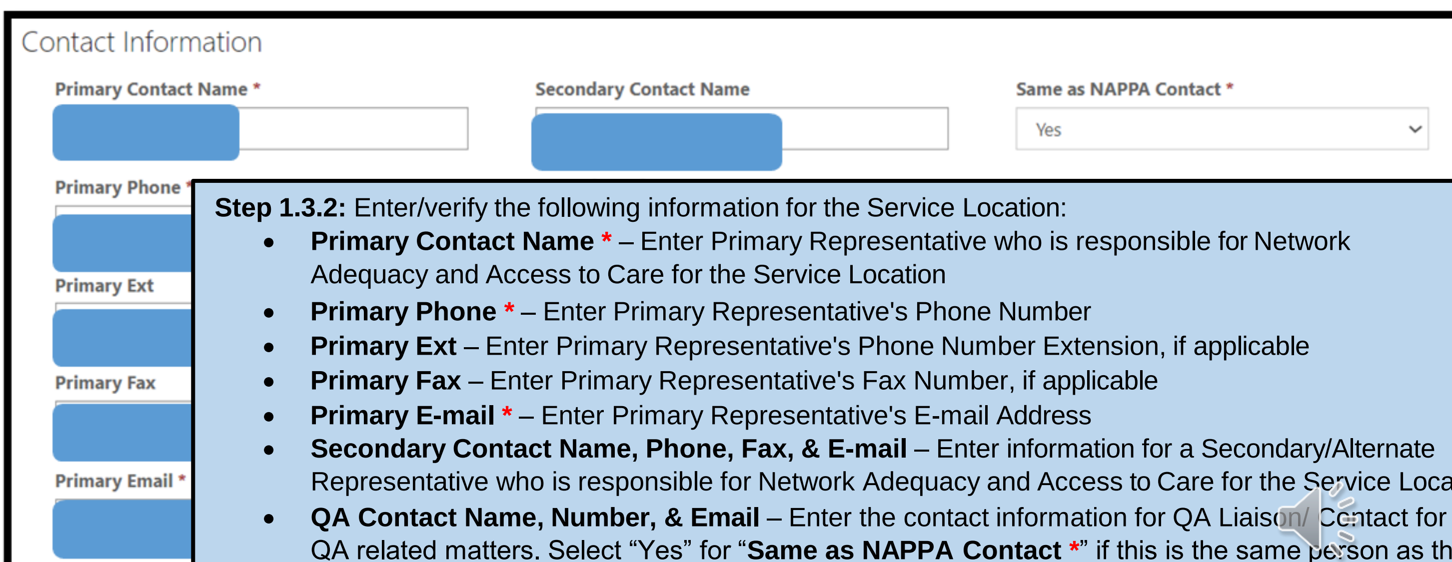
- **Service Location Lookup** – Service Location Number
- **NPI** – 10-digit National Provider Identifier (NPI) number
- **Service Area** – Area of LA County's eight geographic regions in which the Service Location is located
- **Supv District Number** – District in which the Service Location is located
- **Address** – Physical street address of the Service Location
- **City** – City of the physical address
- **State** – State of the physical address
- **Zip** – Zip of Code of the physical Address




**Step 1.3.1:** Enter/verify the following information for the Service Location:

- **Fax Number** – Public Fax Number
- **Intake Telephone** – Telephone number for potential clients to connect directly to triage and/or scheduling for the service location
- **Extension** –Intake Telephone extension (if applicable)
- **DEA Number** – State and Federal Drug Enforcement Administration (DEA) number (if applicable)
- **Short Term Residential Therapeutic Programs** – Short-term residential facilities that provide culturally relevant, trauma-informed, 24-hour care and medically necessary specialty mental health services to children/youth under the custody of the DCFS and/or the Probation Departments
- **Is this site a teaching facility?** – If your site is a Graduate Medical Education (GME) teaching facility, mark "Yes"; otherwise, mark "No".

Note: A Teaching Facility is a hospital or organization that sponsors GME programs or participates in GME. (Reference Source: https://www.acgme.org/Portals/0/PDFs/2010-11.pdf)



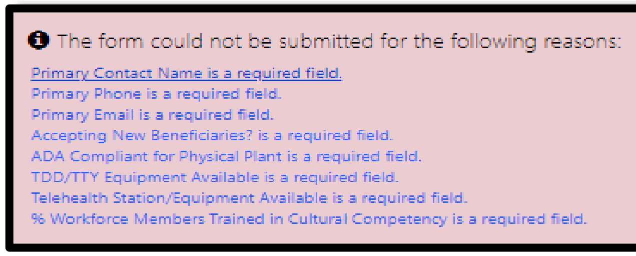

**Step 1.3.2:** Enter/verify the following information for the Service Location:

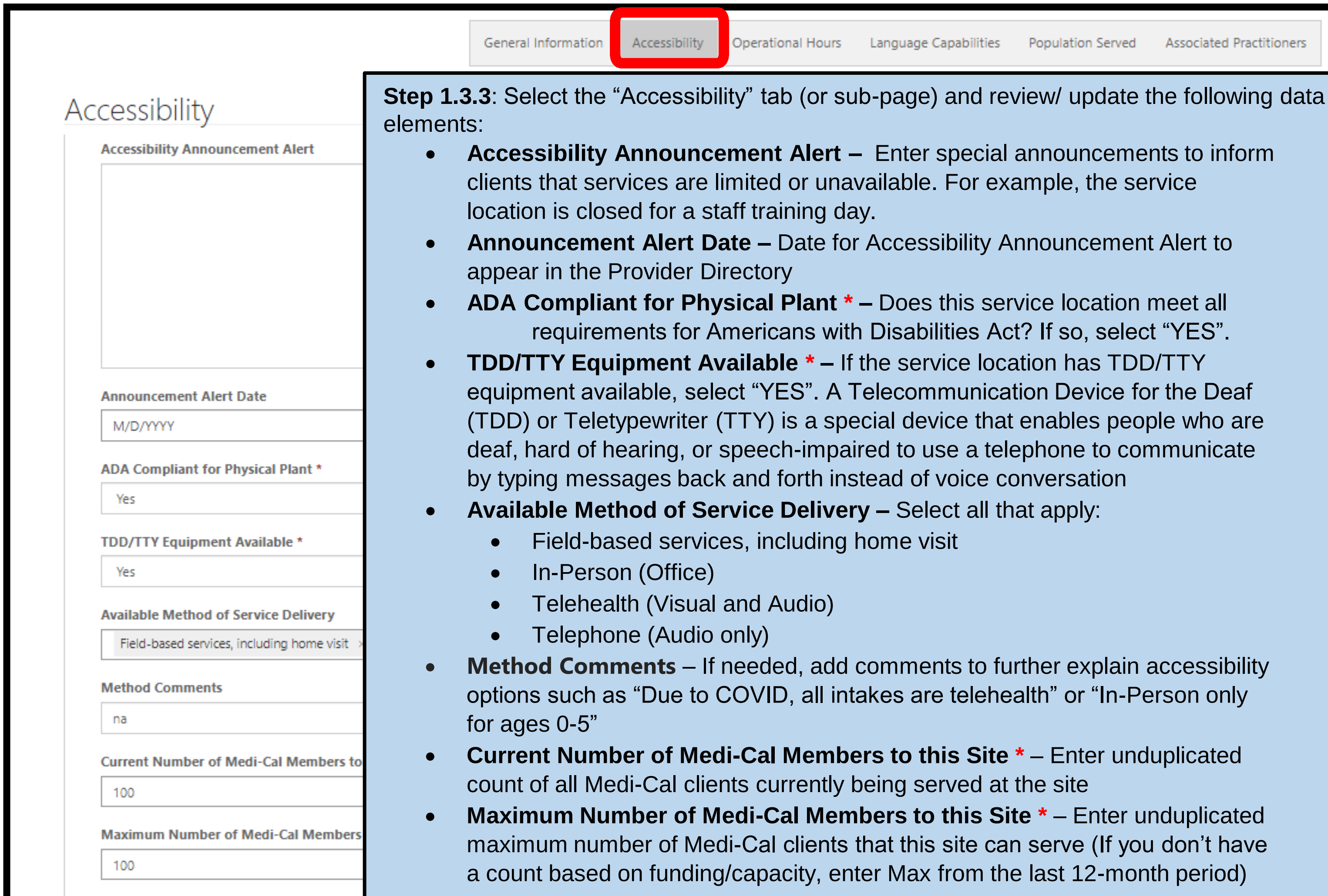
- **Primary Contact Name *** – Enter Primary Representative who is responsible for Network Adequacy and Access to Care for the Service Location
- **Primary Phone *** – Enter Primary Representative's Phone Number
- **Primary Ext** – Enter Primary Representative's Phone Number Extension, if applicable
- **Primary Fax** – Enter Primary Representative's Fax Number, if applicable
- **Primary E-mail *** – Enter Primary Representative's E-mail Address
- **Secondary Contact Name, Phone, Fax, & E-mail** – Enter information for a Secondary/Alternate Representative who is responsible for Network Adequacy and Access to Care for the Service Location
- **QA Contact Name, Number, & Email** – Enter the contact information for QA Liaison/ Contact for all QA related matters. Select "Yes" for "**Same as NAPPA Contact ***" if this is the same person as the Primary Contact for NAPPA questions.



Revised: February 14, 2025

Note: There is a "Save" button at the bottom of the page. Do not select this until you have completed data in all five tabs (General Information, Accessibility, Operational Hours, Language Capabilities, and Population Served).
If you choose to (or inadvertently) select "Save" you will receive a pop-up window indicting that required fields are incomplete.

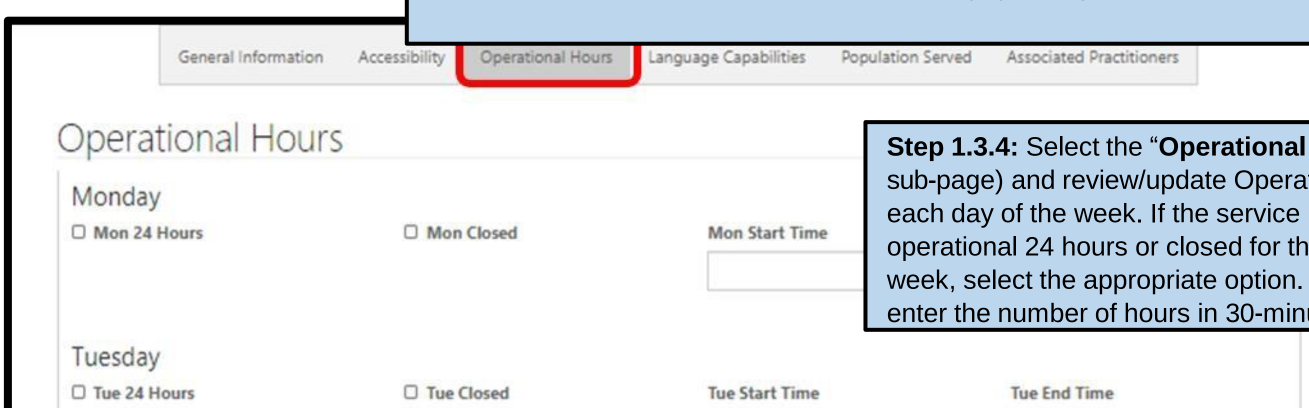


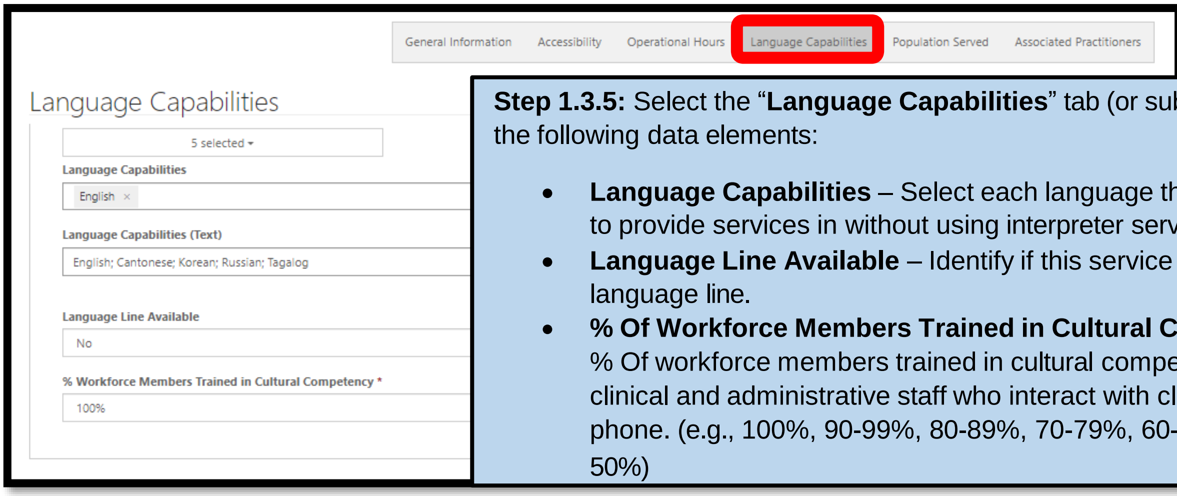

**Step 1.3.3**: Select the "Accessibility" tab (or sub-page) and review/ update the following data elements:

- **Accessibility Announcement Alert –** Enter special announcements to inform clients that services are limited or unavailable. For example, the service location is closed for a staff training day.
- **Announcement Alert Date –** Date for Accessibility Announcement Alert to appear in the Provider Directory
- **ADA Compliant for Physical Plant * –** Does this service location meet all requirements for Americans with Disabilities Act? If so, select "YES".
- **TDD/TTY Equipment Available * –** If the service location has TDD/TTY equipment available, select "YES". A Telecommunication Device for the Deaf (TDD) or Teletypewriter (TTY) is a special device that enables people who are deaf, hard of hearing, or speech-impaired to use a telephone to communicate by typing messages back and forth instead of voice conversation
- **Available Method of Service Delivery –** Select all that apply:
  - Field-based services, including home visit
  - In-Person (Office)
  - Telehealth (Visual and Audio)
  - Telephone (Audio only)
- **Method Comments** – If needed, add comments to further explain accessibility options such as "Due to COVID, all intakes are telehealth" or "In-Person only for ages 0-5"
- **Current Number of Medi-Cal Members to this Site *** – Enter unduplicated count of all Medi-Cal clients currently being served at the site
- **Maximum Number of Medi-Cal Members to this Site *** – Enter unduplicated maximum number of Medi-Cal clients that this site can serve (If you don't have a count based on funding/capacity, enter Max from the last 12-month period)

Note: The information above is critical for populating the Provider Directory.

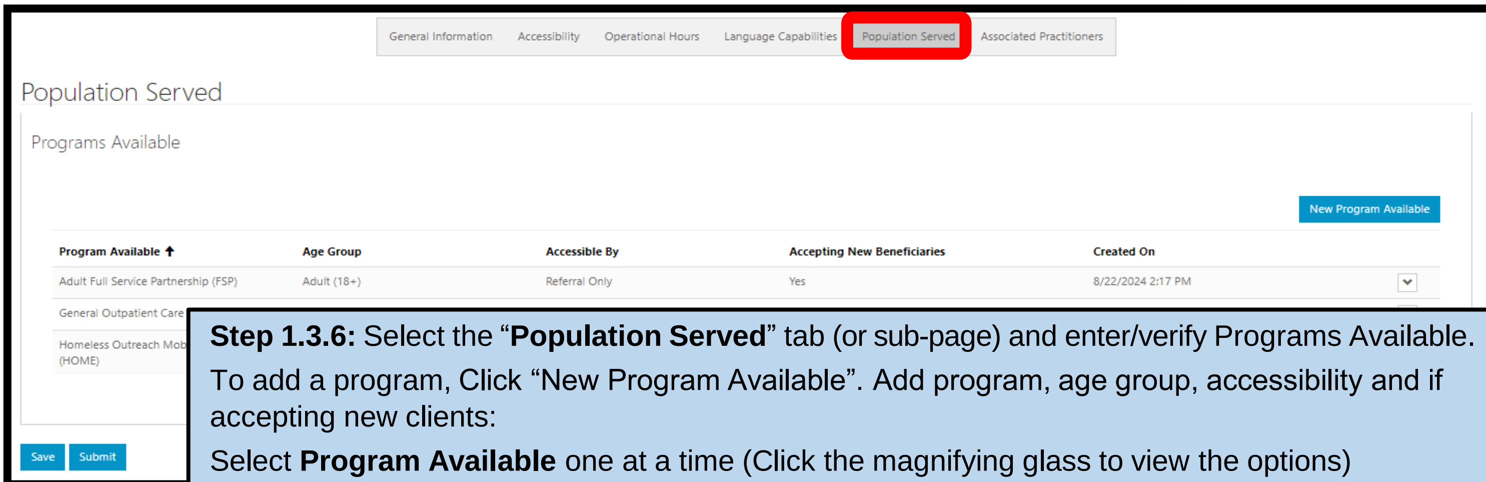



**Step 1.3.4:** Select the "**Operational Hours**" tab (or sub-page) and review/update Operational Hours for each day of the week. If the service location is operational 24 hours or closed for the day of the week, select the appropriate option. Otherwise, enter the number of hours in 30-minute increments.




**Step 1.3.5:** Select the "**Language Capabilities**" tab (or sub-page) and review/ update the following data elements:

- **Language Capabilities** – Select each language the Service Location is able to provide services in without using interpreter services.
- **Language Line Available** – Identify if this service location has access to a language line.
- **% Of Workforce Members Trained in Cultural Competency** * – Indicate the % Of workforce members trained in cultural competency. This includes all clinical and administrative staff who interact with clients face-to-face or on the phone. (e.g., 100%, 90-99%, 80-89%, 70-79%, 60-69%, 50-59%, Less than 50%)




**Step 1.3.6:** Select the "**Population Served**" tab (or sub-page) and enter/verify Programs Available. To add a program, Click "New Program Available". Add program, age group, accessibility and if accepting new clients:

Select **Program Available** one at a time (Click the magnifying glass to view the options)

Select **Age Group Served**, one at a time (Click the magnifying glass to view the options)

Select or verify the associated **Accessible By** option. The options are **Emergency Response Only, Navigation Only, Phone Only, Phone/Walk In,** and **Referral Only**

Identify if this program is currently **Accepting New Beneficiaries.** "NO" should only be marked if not accepting ANY referrals/requests for this selected program.

Click **Submit** to save program. ***Repeat*** *the above steps to list all the programs and age groups for the site.*

Once a program is added, **ONLY** the **Accepting New Beneficiaries** value can be changed. If a program was entered in error or any of the other values change, the program will need to be deactivated and added again with the correct values.

*Note: For the list of all Programs Available, refer to the Appendix A. If there is a program to be added in the list of programs, contact NetworkAdequacy@dmh.lacounty.gov*

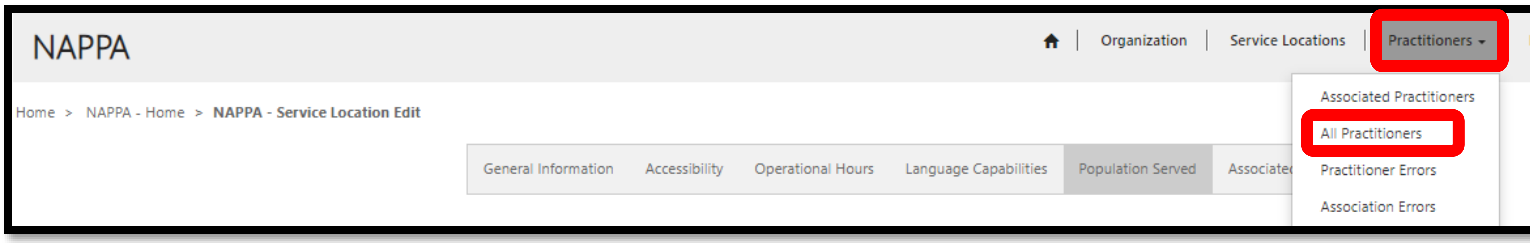
**Step 1.4:** After completing all five tabs, click "**Save**" or "**Submit**". "Save" will save entries and keep the form open. "Submit" will save entries, close the from, and take you to your list of Service Locations.

## PRACTITIONER INFORMATION

## Foundational: Verify If Practitioner Already Exists within the DMH system

Optional: Utilize the paper/pdf-fillable **Practitioner Enrollment Data Collection Form** to gather information to enter into NAPPA.

**Step 1:** From the Practitioners tab, select "All Practitioners" from the drop-down.




**Step 2:** In the "Search" field, enter the NPI number OR enter the name of the practitioner with the LAST name first, then the first name.

*Tip: Utilize the NPI number for searching. Search the NPI Registry for NPI information* https://npiregistry.cms.hhs.gov/

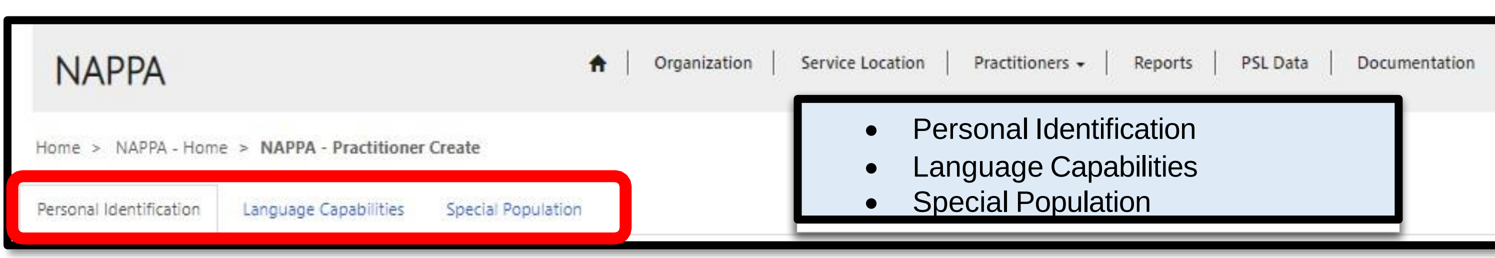

- If the practitioner is not found, go to Scenario 1.
- If the practitioner is found, go to Scenario 2.

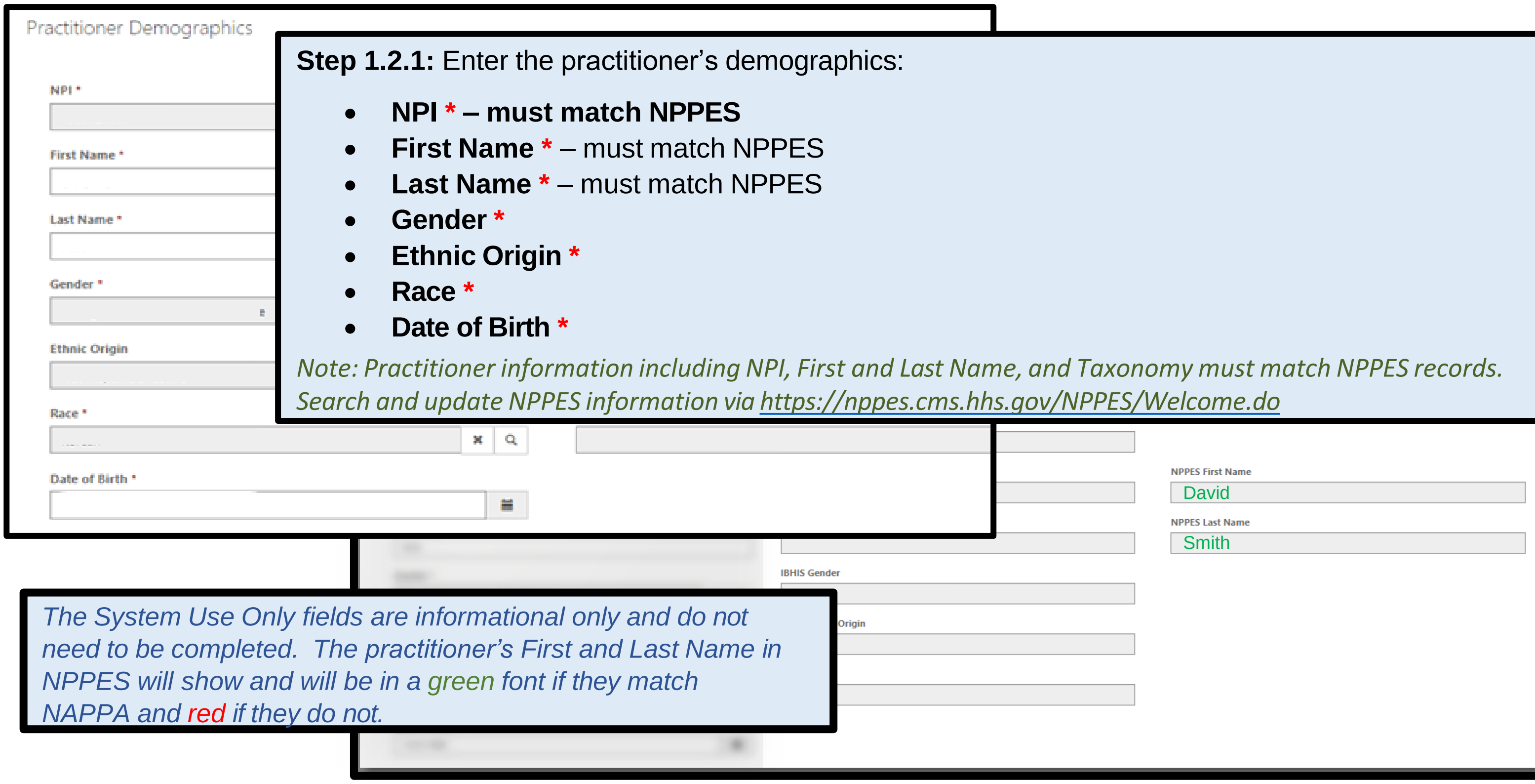
## Scenario 1. CREATE NEW PRACTITIONER & ADD TO LEGAL ENTITY

**Step 1.1:** If the practitioner is not found in the DMH system after following Step 1, select "**Create New Practitioner**"


*This will automatically take you to the "NAPPA – Practitioner Create" page*

**Step 1.2:** Complete all fields on "NAPPA – Practitioner Create" including fields on each of the following tabs:



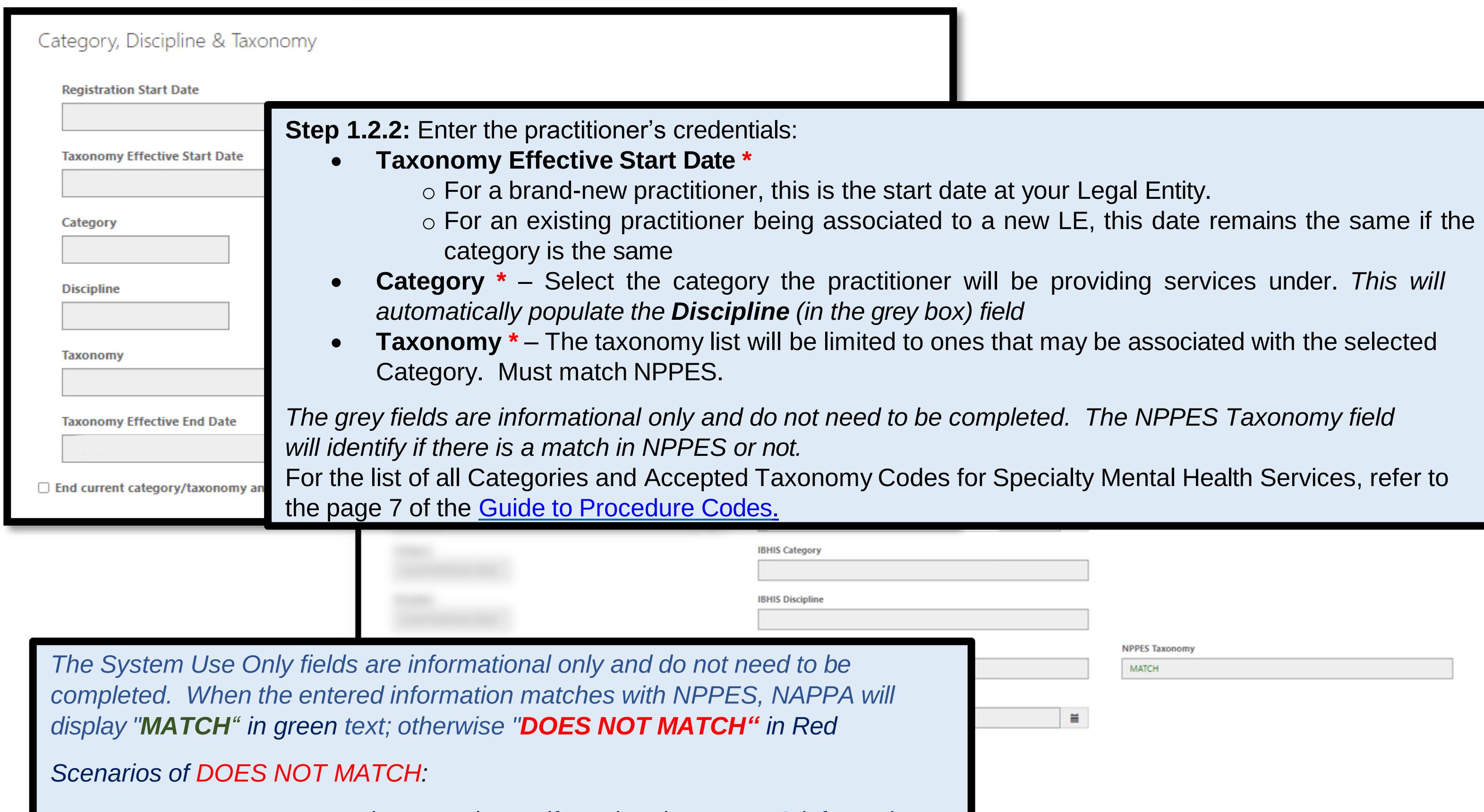



**Step 1.2.1:** Enter the practitioner's demographics:

- **NPI * – must match NPPES**
- **First Name *** – must match NPPES
- **Last Name *** – must match NPPES
- **Gender ***
- **Ethnic Origin ***
- **Race ***
- **Date of Birth ***

*Note: Practitioner information including NPI, First and Last Name, and Taxonomy must match NPPES records. Search and update NPPES information via https://nppes.cms.hhs.gov/NPPES/Welcome.do*

*The System Use Only fields are informational only and do not need to be completed. The practitioner's First and Last Name in NPPES will show and will be in a green font if they match NAPPA and red if they do not.*




**Step 1.2.2:** Enter the practitioner's credentials:

- **Taxonomy Effective Start Date ***
  - For a brand-new practitioner, this is the start date at your Legal Entity.
  - For an existing practitioner being associated to a new LE, this date remains the same if the category is the same
- **Category *** – Select the category the practitioner will be providing services under. *This will automatically populate the **Discipline** (in the grey box) field*
- **Taxonomy *** – The taxonomy list will be limited to ones that may be associated with the selected Category. Must match NPPES.

*The grey fields are informational only and do not need to be completed. The NPPES Taxonomy field will identify if there is a match in NPPES or not.*

For the list of all Categories and Accepted Taxonomy Codes for Specialty Mental Health Services, refer to the page 7 of the Guide to Procedure Codes.

*The System Use Only fields are informational only and do not need to be completed. When the entered information matches with NPPES, NAPPA will display "**MATCH**" in green text; otherwise "**DOES NOT MATCH**" in Red*

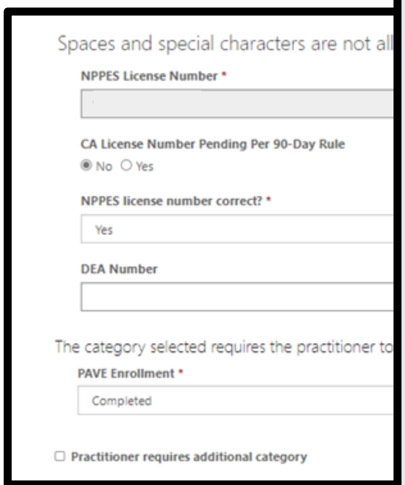
*Scenarios of DOES NOT MATCH:*

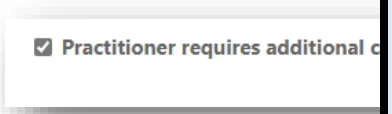
- *Incorrect Taxonomy is entered – Verify and update NPPES information*
- *An existing practitioner with a new taxonomy in NPPES (i.e., unlicensed to licensed)*

**Step 1.2.3:** Verify the practitioner's NPPES License Number, DEA Number, PAVE Enrollment:

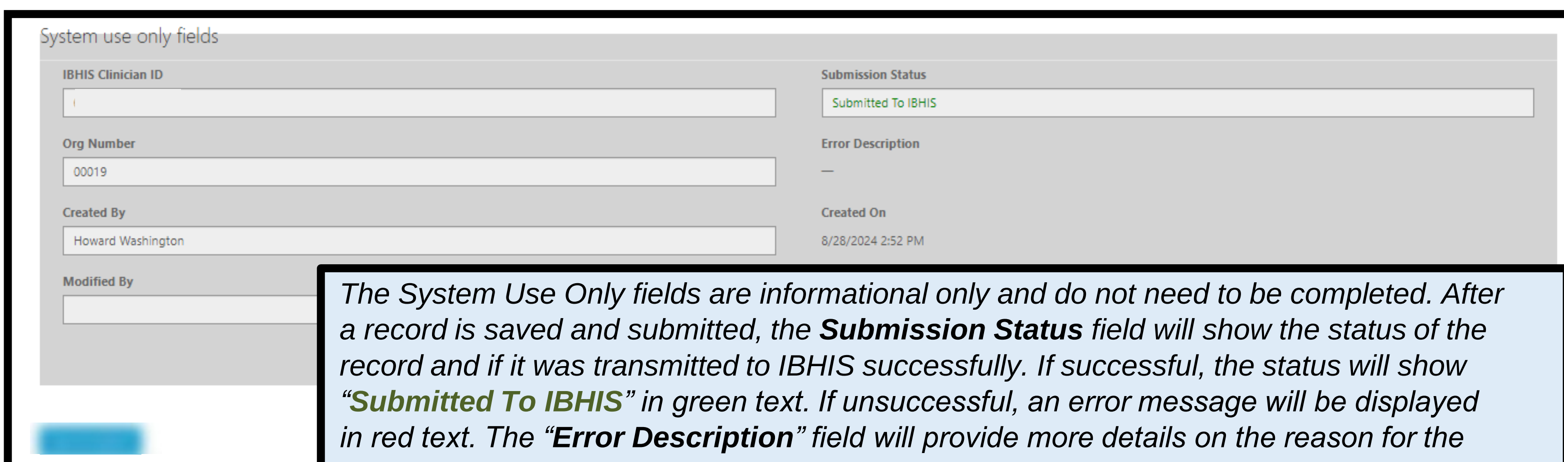
- **NPPES License Number * –** will auto populate if there is a license in NPPES. This is only required for some categories
- **CA License Number Pending Per 90-Day Rule** – Select "YES" if license is pending under 90-Day Rule. The "90-day rule" allows applicants to count supervised experience gained during the window of time between the degree award date and the date they receive their Associate registration number, as long as they apply for their Associate registration within 90 days of receiving their degree. This rule applies to Associate Marriage and Family Therapist, Associate Professional Clinical Counselor, or Associate Clinical Social Worker
- **NPPES license number correct? * –** Verify that license number is correct by selecting "YES" or "NO"
- **DEA Number** – Drug Enforcement Administration (DEA) Number should be entered for all prescribing practitioners. A DEA Number consists of nine characters and only a valid number can be entered
- **PAVE Enrollment** – Verify if enrollment is "Completed" or "In Process" if the category selected requires the practitioner to be enrolled in the state Provider Application And Validation For Enrollment (PAVE) application.

  Note: The Federal Cures Act (42 CFR 438.602(b)) requires states to screen, enroll and periodically re-validate all network providers of managed care organizations, including County Mental Health Plans. See [QA Bulletin 20-07R.](#)



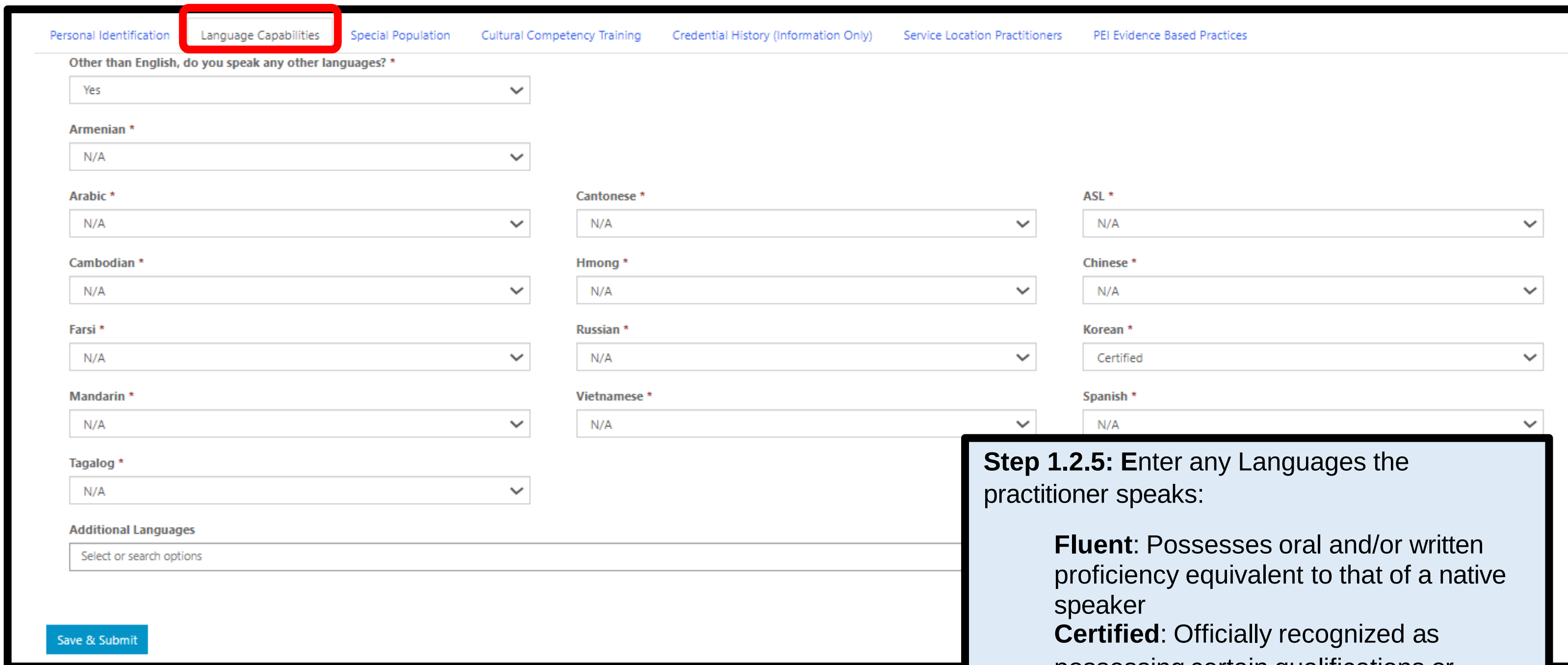




**Step 1.2.4 (Optional):** Practitioner Requires an additional Category: This should only be marked if the practitioner is currently hired to work in two different capacities within DMH (e.g., case manager while also interning as a social work student). **If you need to add a Secondary Category, go to Scenario 8.**



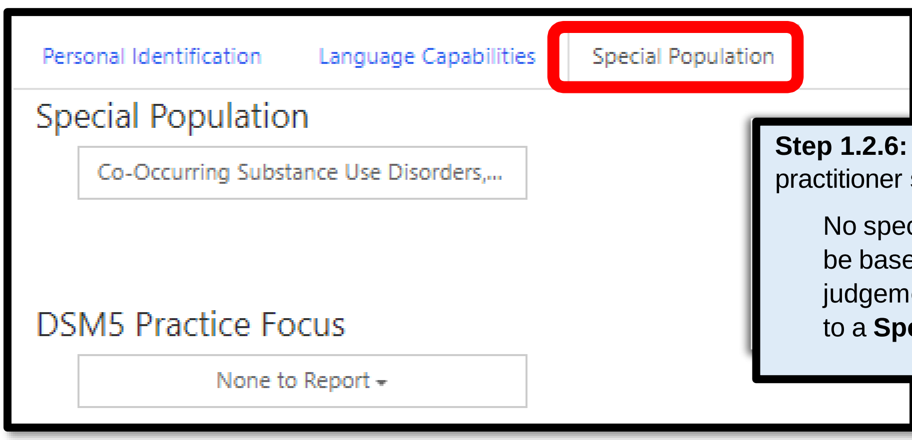

*The System Use Only fields are informational only and do not need to be completed. After a record is saved and submitted, the **Submission Status** field will show the status of the record and if it was transmitted to IBHIS successfully. If successful, the status will show "**Submitted To IBHIS**" in green text. If unsuccessful, an error message will be displayed in red text. The "**Error Description**" field will provide more details on the reason for the error.*

Note: **DO NOT** click the "**Save & Submit**" button until all the required fields on the Personal Identification, Language Capabilities, and Special Population tabs are complete to avoid losing all your previous entries.




**Step 1.2.5:** Enter any Languages the practitioner speaks:

> **Fluent**: Possesses oral and/or written proficiency equivalent to that of a native speaker
> **Certified**: Officially recognized as possessing certain qualifications or meeting certain standards based on formal testing.



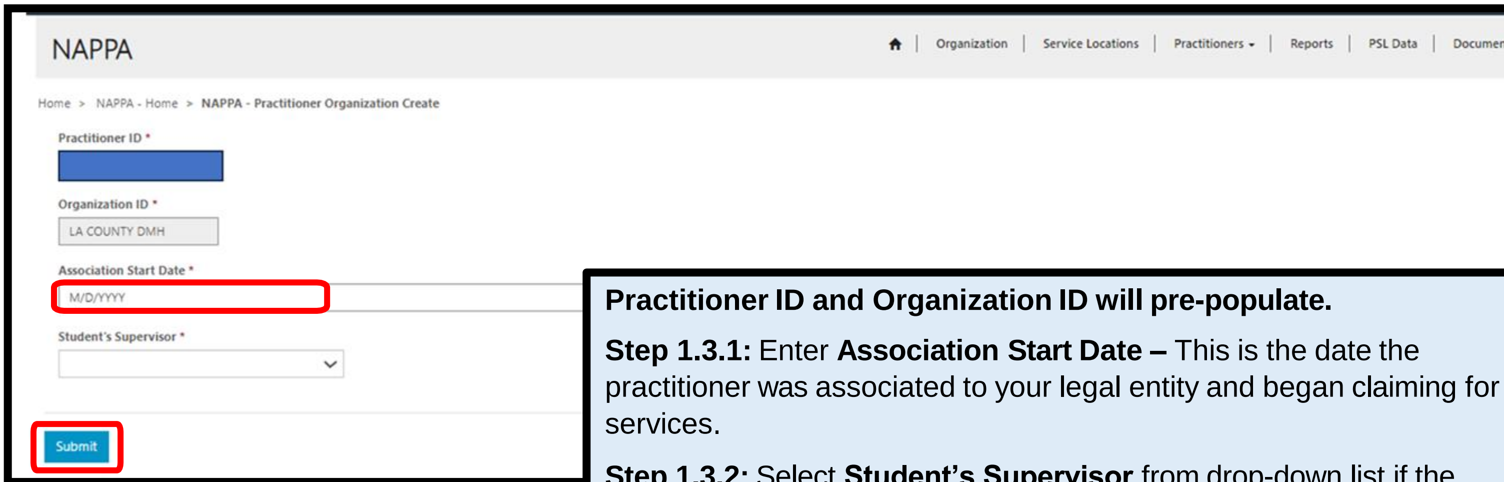

**Step 1.2.6:** Enter any Special Populations the practitioner serves and DSM5 Practice Focus:

> No specific certification is required. Selection should be based on the practitioner's professional judgement and comfort level with promoting services to a **Special Population** or **DSM5 Practice Focus**.

**Step 1.2.7:** After completing all the required fields of each tab, click **"Save & Submit"**.


*Note: If you select "Save & Submit", it will take you automatically to the "NAPPA-Practitioner Organization Create" page and proceed to Step 1.3.*

**Step 1.3:** Complete all fields on **"NAPPA - Practitioner Organization Create"**



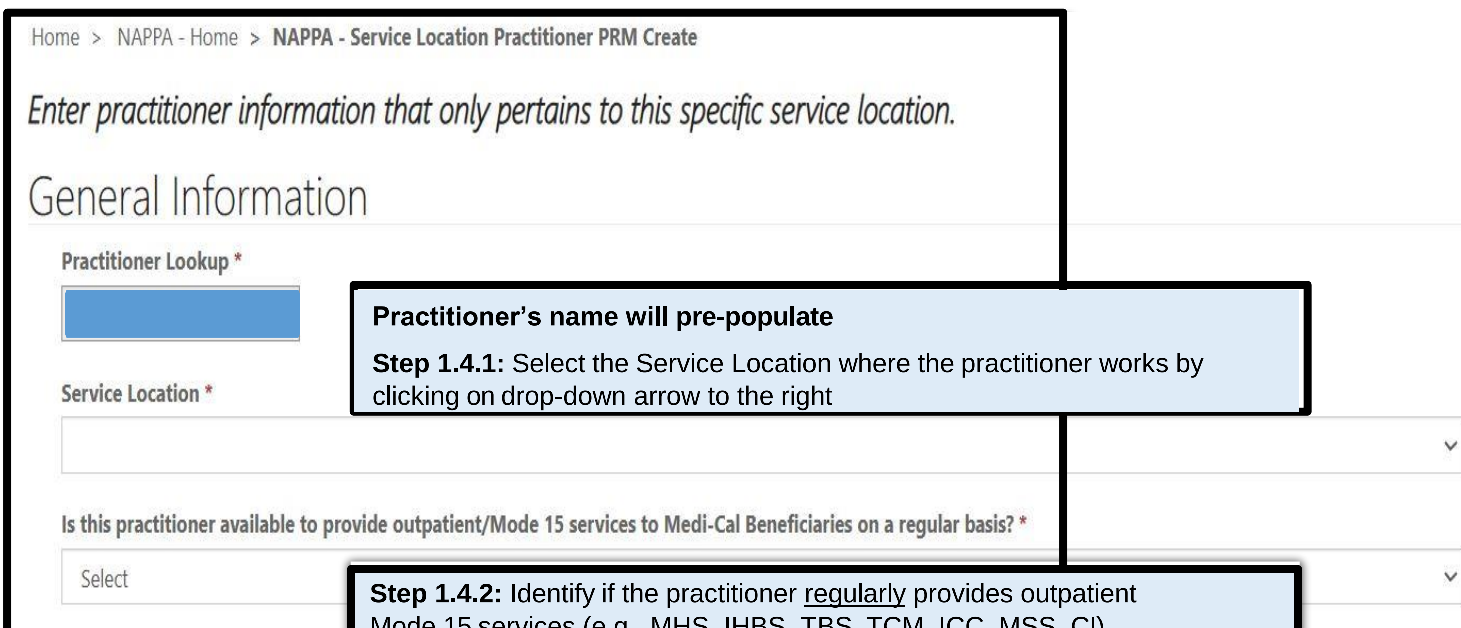

**Practitioner ID and Organization ID will pre-populate.**

**Step 1.3.1:** Enter **Association Start Date –** This is the date the practitioner was associated to your legal entity and began claiming for services.

**Step 1.3.2:** Select **Student's Supervisor** from drop-down list if the practitioner has a student category. Drop-down list will contain only practitioners associated to your legal entity. The State has mandated that we include the supervisor for any student claims. Select **Submit**.

*After you select "Submit", it will take you automatically to the "NAPPA-Service Location Practitioner Create" page and proceed to Step 1.4.*

**Step 1.4:** Complete all fields on **"NAPPA – Service Location Practitioner PRM Create"**

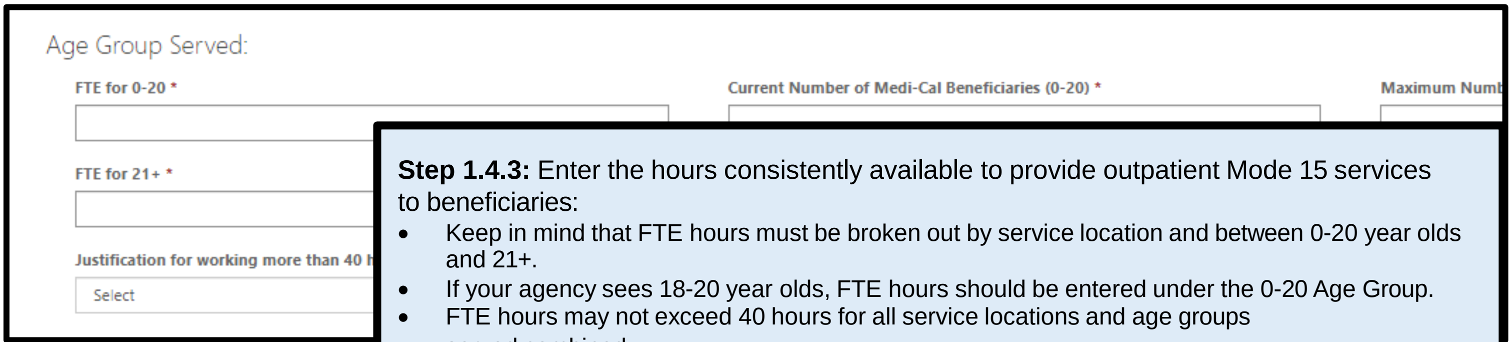



**Practitioner's name will pre-populate**

**Step 1.4.1:** Select the Service Location where the practitioner works by clicking on drop-down arrow to the right

**Step 1.4.2:** Identify if the practitioner regularly provides outpatient Mode 15 services (e.g., MHS, IHBS, TBS, TCM, ICC, MSS, CI).
*Note: Mark "NO" for supervisors/managers who only see clients rarely, on an as needed basis, or practitioners who only provide COS/CalWorks services*

- **If you answered NO to the Mode 15 question, proceed to Step 1.5.**
- **If you answered YES to the Mode 15 question, proceed to Step 1.4.3.**

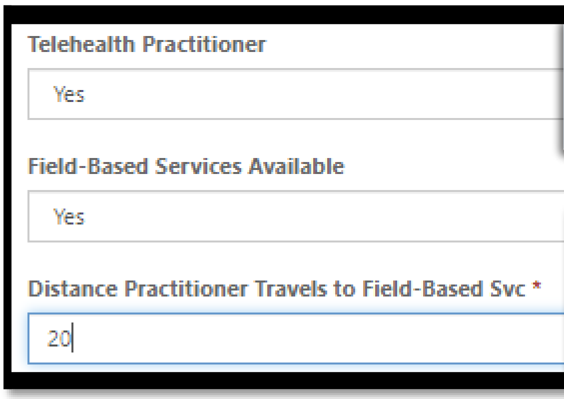



**Step 1.4.3:** Enter the hours consistently available to provide outpatient Mode 15 services to beneficiaries:

- Keep in mind that FTE hours must be broken out by service location and between 0-20 year olds and 21+.
- If your agency sees 18-20 year olds, FTE hours should be entered under the 0-20 Age Group.
- FTE hours may not exceed 40 hours for all service locations and age groups served combined.
  If the hours legitimately exceed 40 hours, select the reason in the **"Justification for working more than 40 hours"** field.

**Step 1.4.4:** Enter the practitioner's Current and Maximum Number of Medi-Cal Beneficiaries by Age Group:

- Current caseload is the number of beneficiaries assigned to the practitioner at the point in time in which the NAPPA is completed. If the practitioner does not carry a traditional caseload, you can use the number of clients seen in the most recent 40-hour work period.
- Maximum is the number of beneficiaries a practitioner could be assigned. If the practitioner does not carry a traditional caseload, you can use the largest number of clients that were seen in a 40-hour work period in the last 12 months.



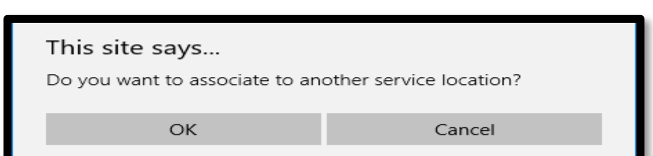

**Step 1.4.5:** Identify if the practitioner provides Telehealth services. Telehealth describes the use of electronic communications with both an audio and video component to provide direct client outpatient services.

**Step 1.4.6:** Identify if the practitioner can provide services in the field (e.g., beneficiary's home). If yes, enter the distance the practitioner is available to travel. Distance must be greater than 0

**Step 1.5:** Click **"Submit"**

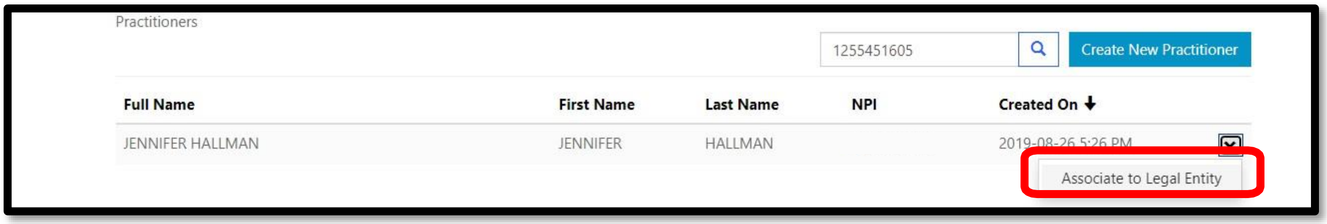

**Step 1.6:** Identify if the practitioner works at any other service locations.

- If the practitioner works at more than one service location, click **"OK"**. This will prompt you to repeat **Steps 1.4.1 through 1.4.6**
- If the practitioner does not work at any other service locations, click **"Cancel"**. This will automatically return you to the "Associated Practitioners List" and **all steps are complete for this practitioner**.



## Scenario 2. ADD EXISTING PRACTITIONER TO LEGAL ENTITY

**Step 2.1:** If the practitioner is found in the DMH system after following Step 1, associate the Practitioner to your LE by clicking on the drop-down arrow next to the practitioner's record then selecting **"Associate to Legal Entity"**.

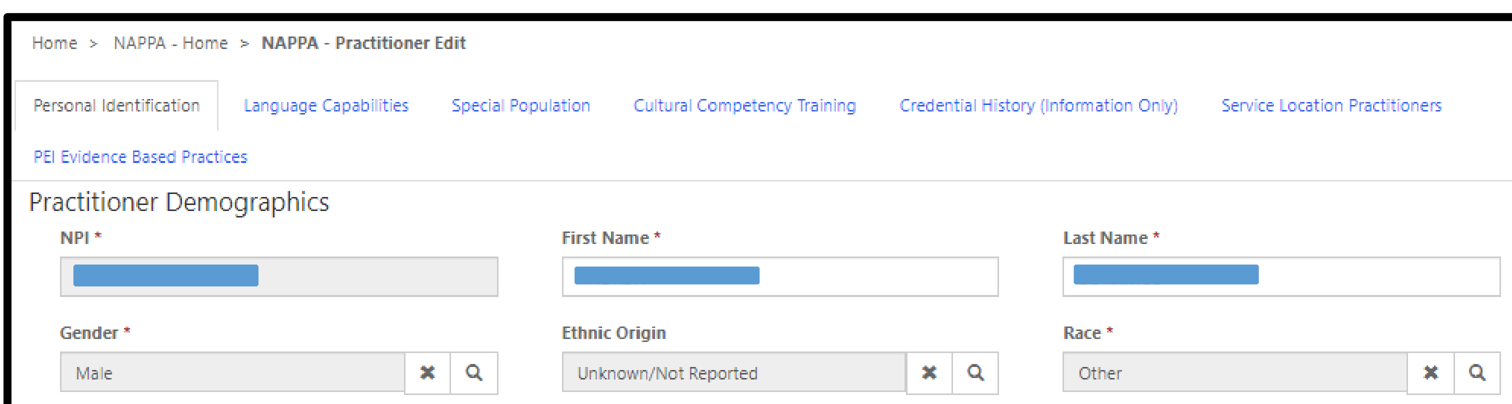



**Step 2.2:** Complete all fields on **"Practitioner Organization Create" and "Practitioner Service Location Create"**

Refer to the Steps 1.3 through 1.6 of Scenario 1, which will automatically take you to the "Associated Practitioners List". Then proceed with Step 2.3.

**Step 2.3:** Locate the practitioner that you just associated to the service location(s) by searching for their name or NPI number. Verify if the practitioner is submitted to IBHIS, then select the practitioner by clicking on the blue hyperlinked name.


**Step 2.4:** Verify and update all information on "Practitioner Edit"

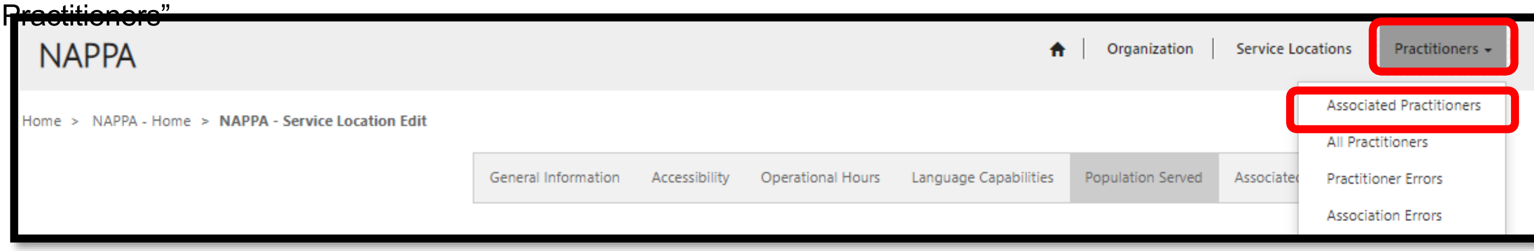



If any of the practitioner's information needs to be edited, please refer to Scenario 6.

## Scenario 3: TERMINATE PRACTITIONER FROM LEGAL ENTITY

(Completely Leaving the Legal Entity)

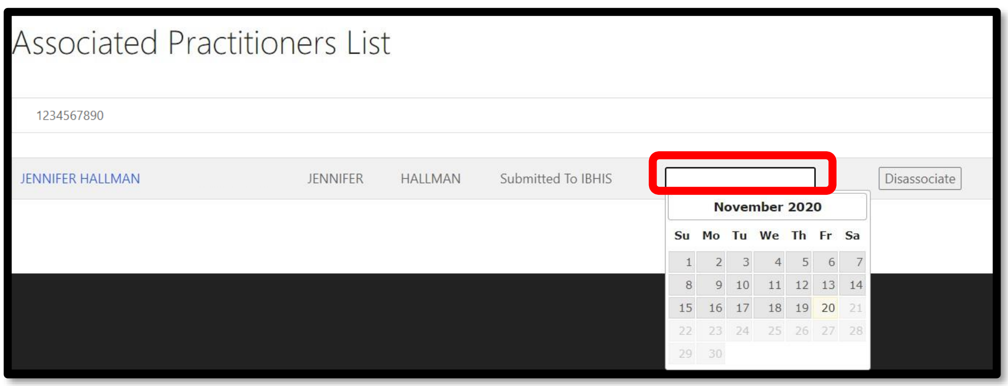
**Step 3.1:** On the grey navigation menu, click “Practitioners” and select “Associated Practitioners”



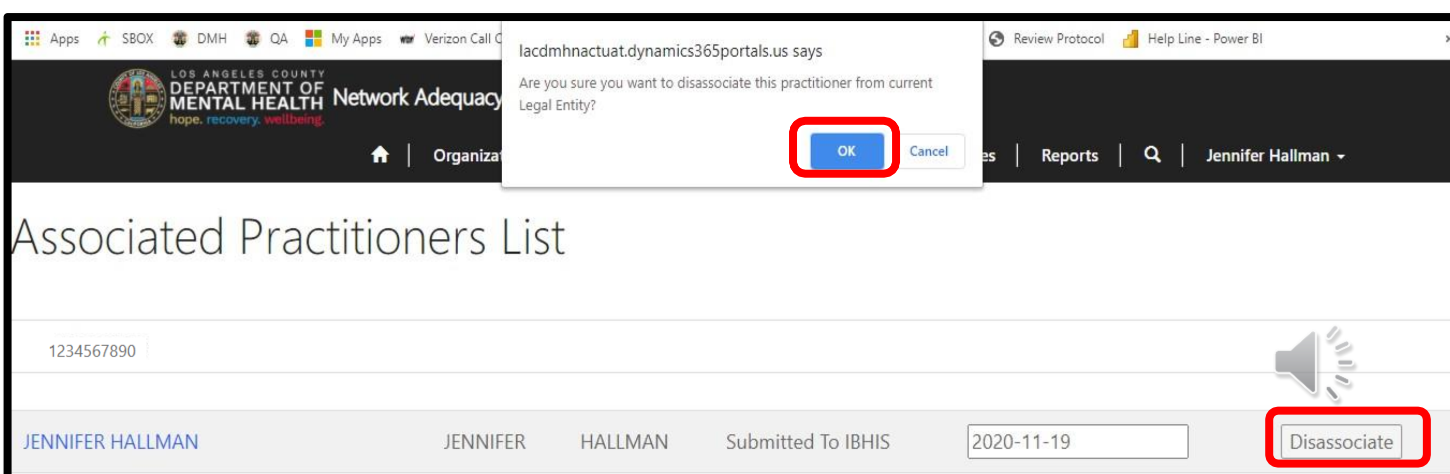

**IMPORTANT.** Only terminate a practitioner from your legal entity (or organization) if they are leaving entirely (e.g., relocating outside LA county, retirement). *If they will continue to provide services at any service location affiliated with your legal entity or could submit claims in the future,* ***DO NOT*** *terminate.*

**Step 3.2:** Use the “Search” field to search for practitioner by name or NPI number. Click within the “Disassociate Date” field and a calendar pop-up window will appear. Enter the practitioners last date at the Legal Entity.

*Note: This date cannot be in the future.*

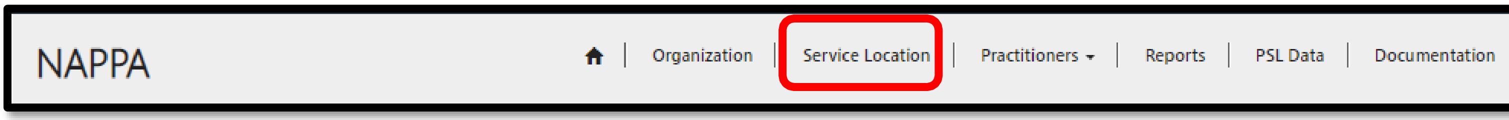



**Step 3.3**: Select **“Disassociate”** to remove the practitioner from your Legal Entity. A pop-up will appear asking if you are sure you want to disassociate the practitioner. Select **“OK”** and then hit refresh. The practitioner’s name will disappear from the list. This also will automatically disassociate practitioner from all the service locations under your legal entity. **All steps are complete for this practitioner for Scenario 3.**

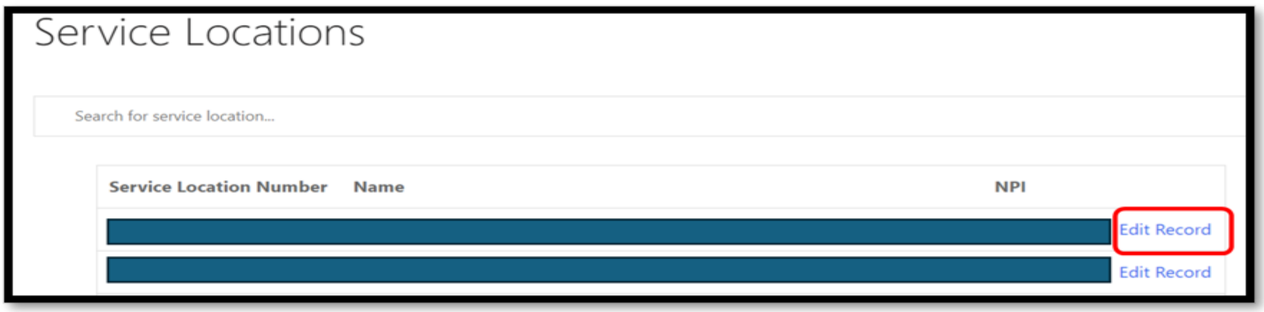


## Scenario 4. ADD A SERVICE LOCATION FOR PRACTITIONER ASSOCIATED TO YOUR LEGAL ENTITY

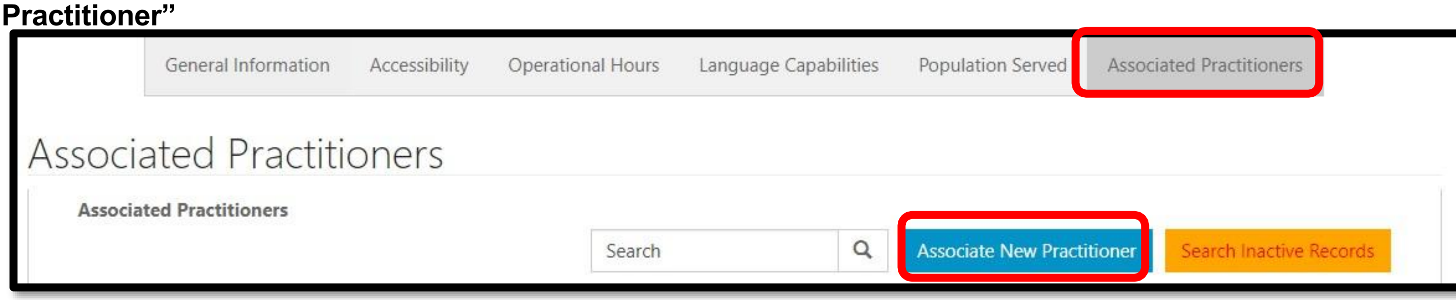
**Step 4.1:** On the grey navigation menu, click **"Service Location"**




**Step 4.2:** Locate the service location you would like to add by using the **Search** field (enter service location number or name). Once the location is found, click **"Edit Record"** to the right in blue text.

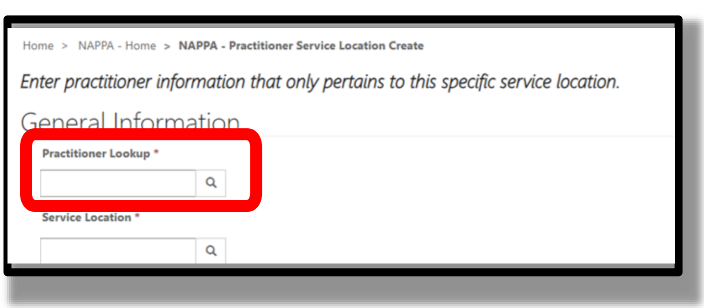


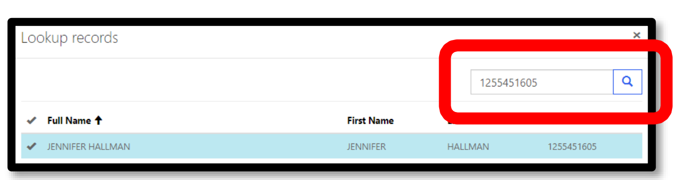

**Step 4.3:** On the grey navigation menu, click **"Associated Practitioners"** then click **"Associate New Practitioner"**




*This will automatically take you to the "Practitioner Service Location Create" page*

**Step 4.4:** Use the **"Practitioner Lookup"** field by clicking on the magnifying glass. This will open a pop-up window to search by practitioner name or NPI number. Once the practitioner is found, click **"Select"**..



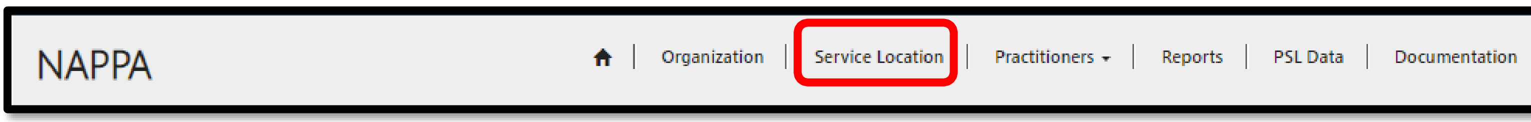




**Step 4.5:** Complete all fields on **"Practitioner Service Location Create"** page. Refer to Scenario 1, Steps 1.4 through 1.6 for further information.

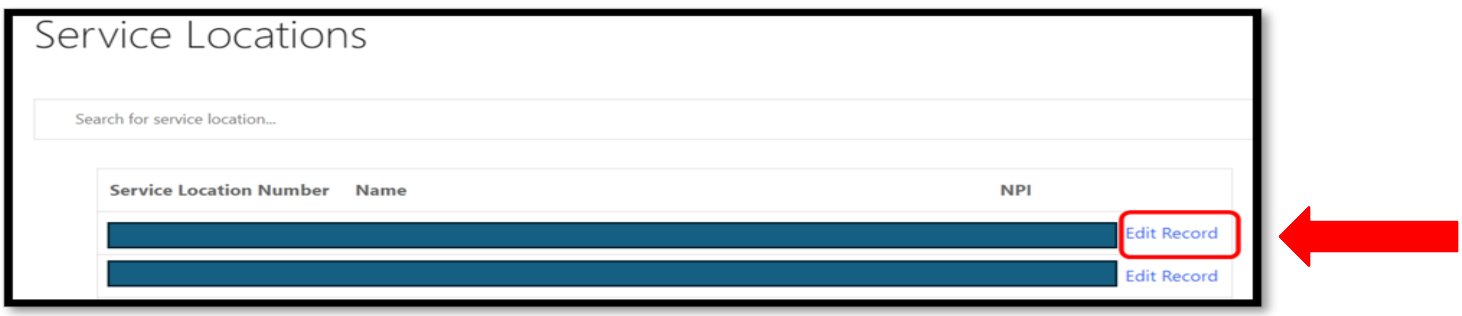
## Scenario 5: REMOVE A SERVICE LOCATION FOR PRACTITIONER ASSOCIATED TO YOUR LEGAL ENTITY

The following instructions are to be used when a practitioner is no longer active at your service location (e.g., has been transferred/promoted or is on an extended leave of absence).

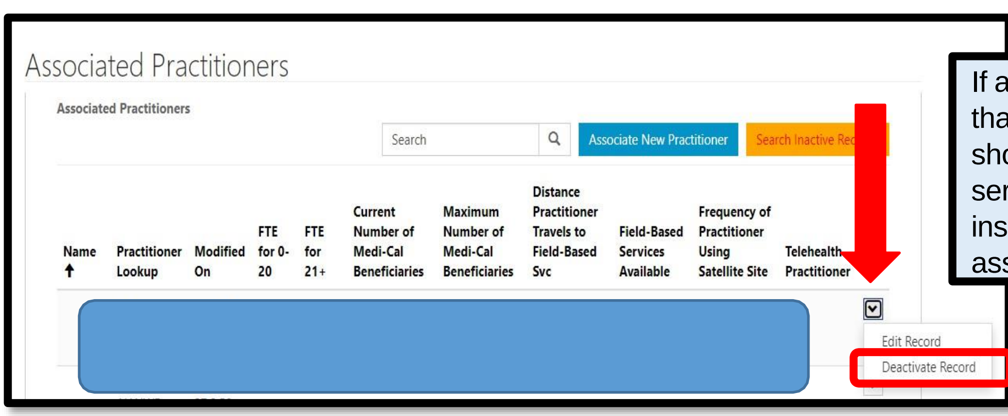
**Step 5.1:** On the grey ribbon, click **"Service Location"**




**Step 5.2:** Locate the service location you would like to remove by using the **Search** field (enter service location number or name). Once the location is found, click **"Edit Record"** to the right in blue text.




**Step 5.3:** Under the **Associated Practitioners** tab, locate the practitioner you want to remove by entering the name or NPI number in the **Search** field. Once the practitioner is found, click the down arrow and select **"Deactivate Record".** A pop-up will appear asking if you are sure you want to deactivate the practitioner's association to service location. Select **"OK"**

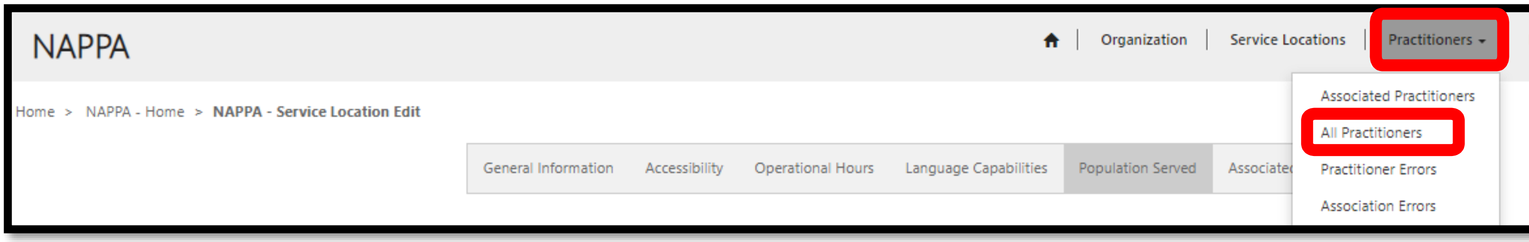



If a practitioner will be absent for more than a month and plans to return, you should deactivate their associate to any service locations until their return. For instructions on how to activate their association(s) again, **go to Scenario 7.**

## Scenario 6: UPDATE PRACTITIONER'S IDENTIFYING INFORMATION

**IMPORTANT: NPPES must be updated prior to updating the practitioner's name or taxonomy in NAPPA.**

**Step 6.1:** On the grey ribbon, click **"Practitioners"** and select **"Associated Practitioners"**

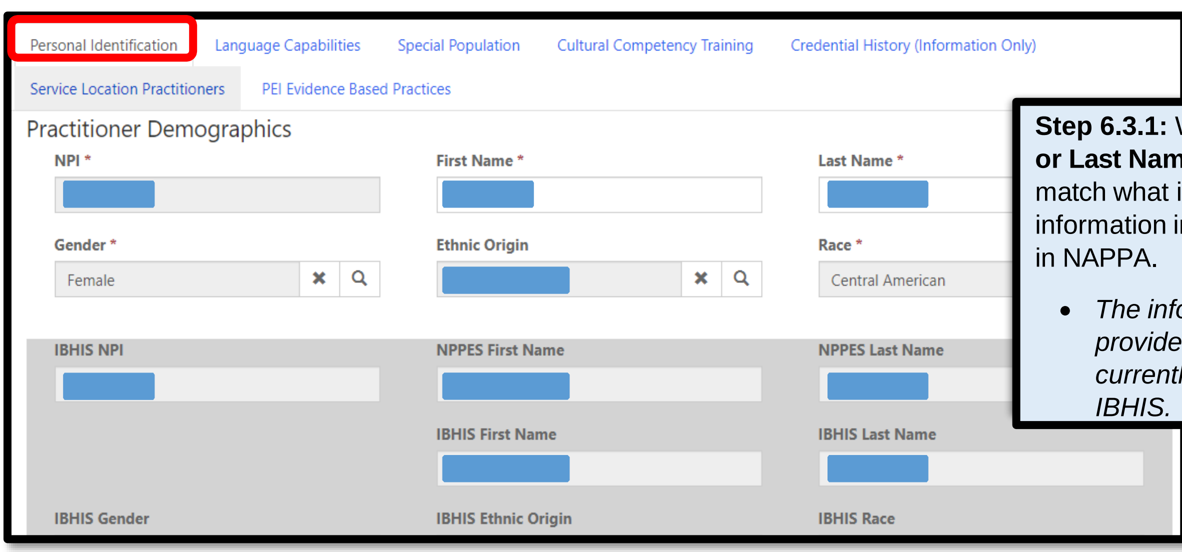



**Step 6.2:** Locate the practitioner that you wish to update by searching for their name or NPI number then select the practitioner by clicking on the blue hyperlinked name


**Step 6.3:** Select the tab that has information that needs to be updated:

- **Personal Identification** (Refer to Step 6.3.1)
- **Category/Taxonomy** (Refer to Step 6.3.2)
- **Language Capabilities** – Update the information
- **Special Population** – Update the information
- **Cultural Competency Training** (Refer to Step 6.3.3)

Tip: The Service Location Practitioners tab provides all the services locations the practitioner is currently associated to as well as the count of their FTEs. Refer to Step 6.4

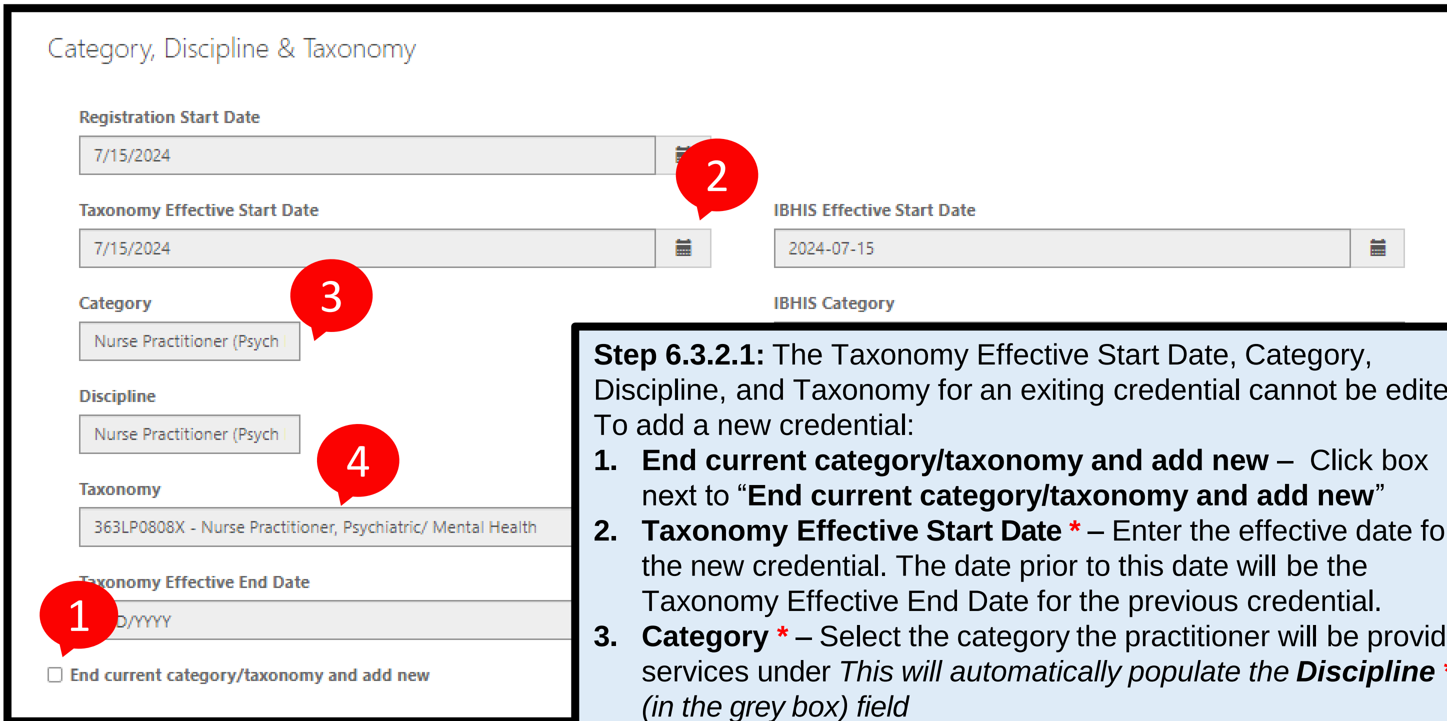



**Step 6.3.1:** When updating the **First or Last Name**, this information must match what is in NPPES. Update the information in NPPES prior to updating in NAPPA.

- *The information in the grey box provides reference to what is currently listed in NPPES and in IBHIS. This is informational only.*

**Step 6.3.2:** Prior to ending the current category/taxonomy to add a new one, ensure the practitioner's record has no errors, and the submission status of the record is "Submitted to IBHIS."


*Note: For any practitioner's records in Pending or Draft status, category/taxonomy cannot be edited.*

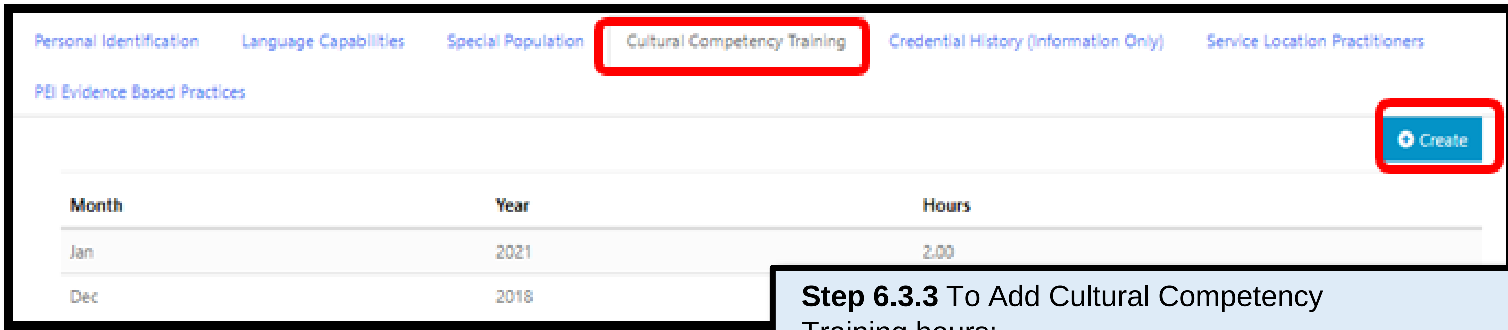


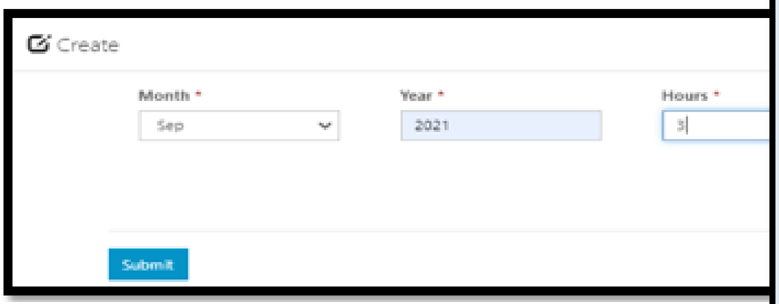

**Step 6.3.2.1:** The Taxonomy Effective Start Date, Category, Discipline, and Taxonomy for an exiting credential cannot be edited. To add a new credential:

1. **End current category/taxonomy and add new** – Click box next to "**End current category/taxonomy and add new**"
2. **Taxonomy Effective Start Date *** – Enter the effective date for the new credential. The date prior to this date will be the Taxonomy Effective End Date for the previous credential.
3. **Category *** – Select the category the practitioner will be providing services under *This will automatically populate the* ***Discipline*** ** (in the grey box) field*
4. **Taxonomy *** – The taxonomy list will be limited to ones that may be associated with the selected Category. Must match NPPES.

For the list of all Categories and Accepted Taxonomy Codes for Specialty Mental Health Services, refer to the page 7 of the Guide to Procedure Codes.

Tip: The **Credential History** tab provides all the category and taxonomy information the practitioner has had. Refer to Step 6.4

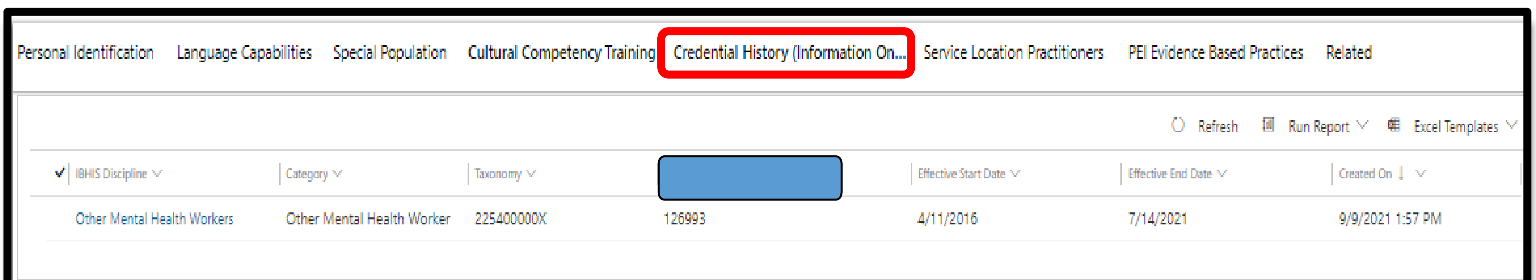


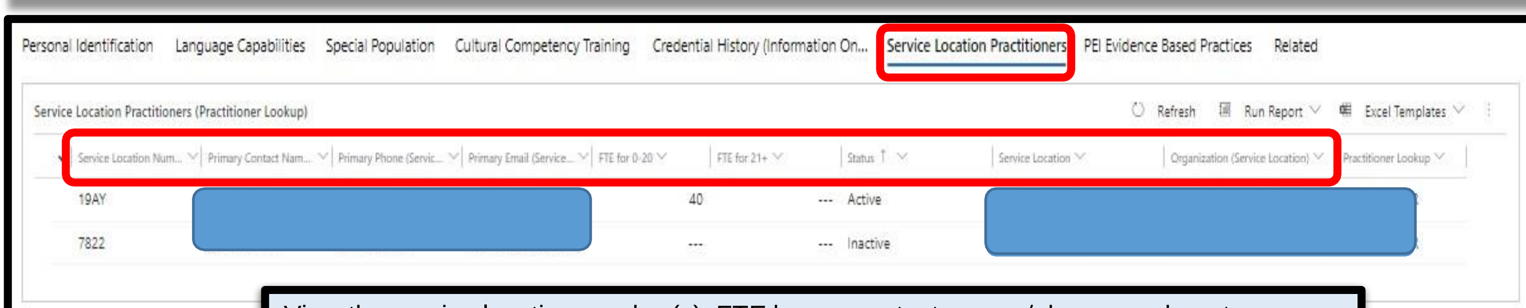




**Step 6.3.3** To Add Cultural Competency Training hours:
1.Click "Create" and A Create pop-up window will appear
2.Enter the "Month" of training
3.Enter the "Year" of training
4.Enter the "Hours" of training (the hours cannot be greater than 99.99)
5.Click Submit

Note: The practitioner record needs to be saved before Cultural Competency Training hours can be added

**Step 6.4:** If needed, review credential history in the **Credential History (Information Only)** tab and service location information for the practitioner in the **Service Location Practitioners tab**



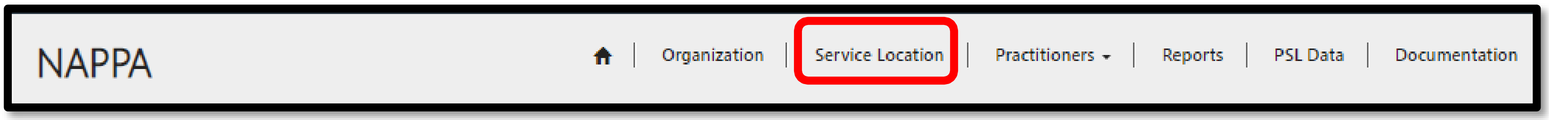

View the service location number(s), FTE hours, contact names/phone numbers to quickly find other locations and hours the practitioner works and who to contact if the hours need to be modified.

**Step 6.5:** Once all information has been updated, click **"Save & Submit"**

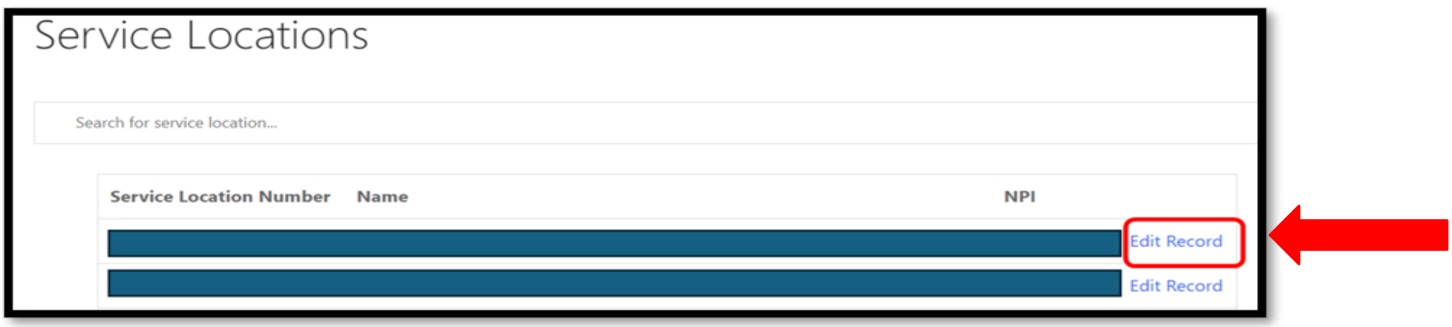
## Scenario 7. ACTIVATE A PRACTITIONER'S PREVIOUS ASSOCATION TO A SERVICE LOCATION

The following instructions are to be used when a practitioner returns from an extended leave of absence, and you want to change their inactive association to a Service Location back to active.

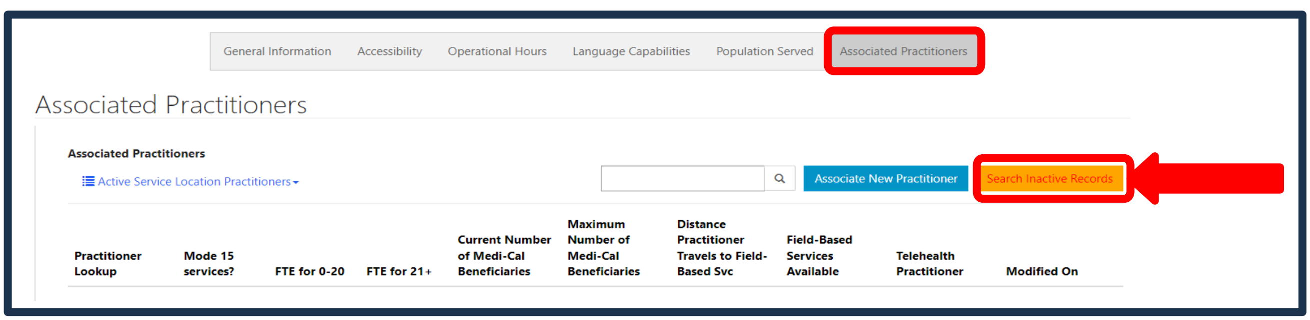
**Step 7.1:** On the grey navigation menu, click **"Service Location"**



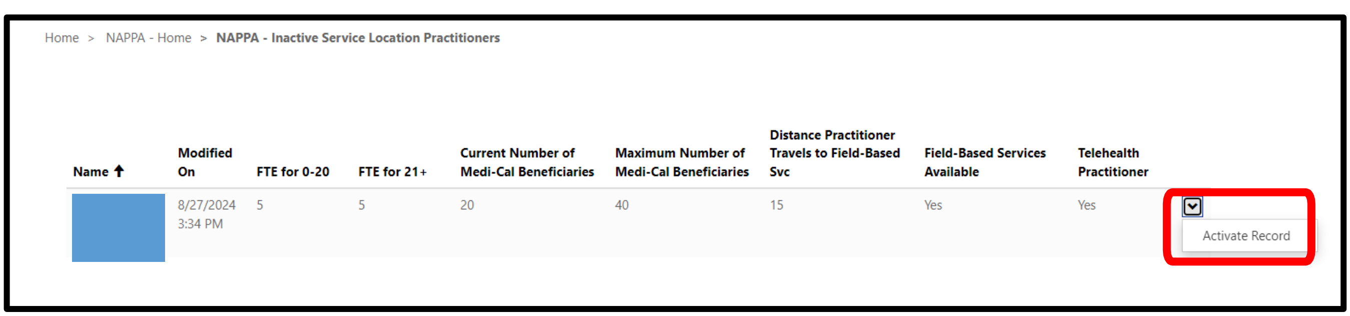

**Step 7.2:** Locate the service location you would like to reinstate the association to by using the **Search** field (enter service location number or name). Once the location is found, click **"Edit Record"** to the right in blue text.




**Step 7.3:** Under the **Associated Practitioners** tab, select the orange button labeled "**Search Inactive Records**".



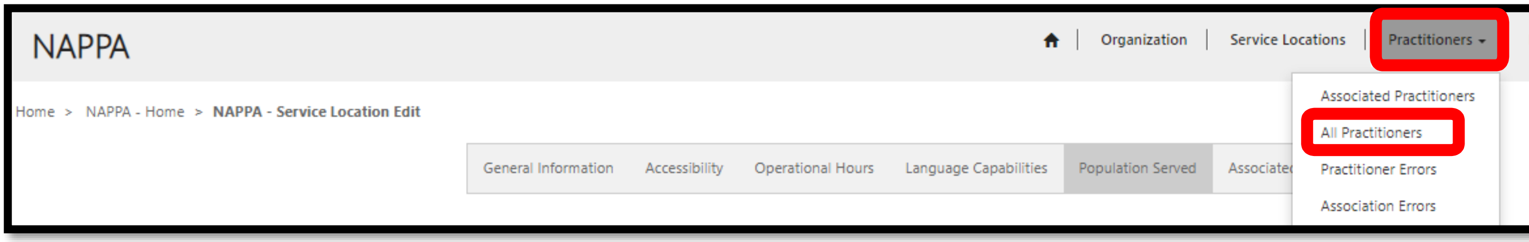

**Step 7.4:** Locate the practitioner in the list of inactive records. Once the practitioner is found, click the down arrow to the right and select **"Activate Record".**



## Scenario 8. ADD A SECONDARY CATEGORY TO AN EXISTING PRACTITIONER

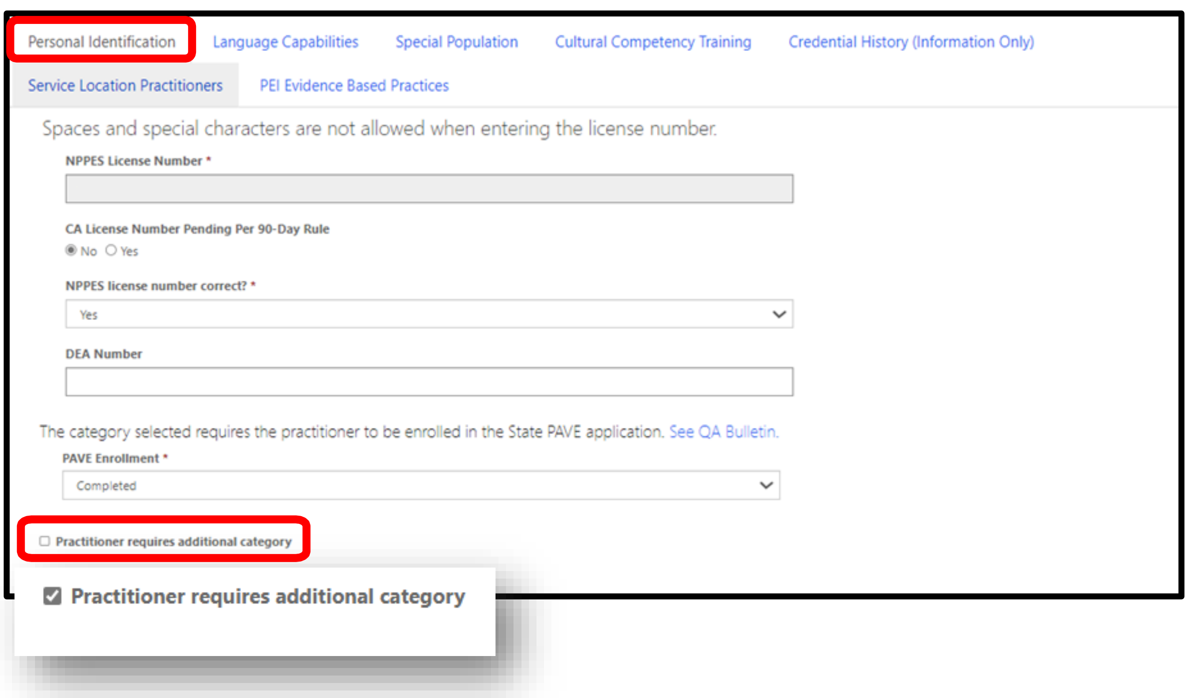
**IMPORTANT: NPPES must be updated prior to updating the practitioner's secondary taxonomy in NAPPA.**

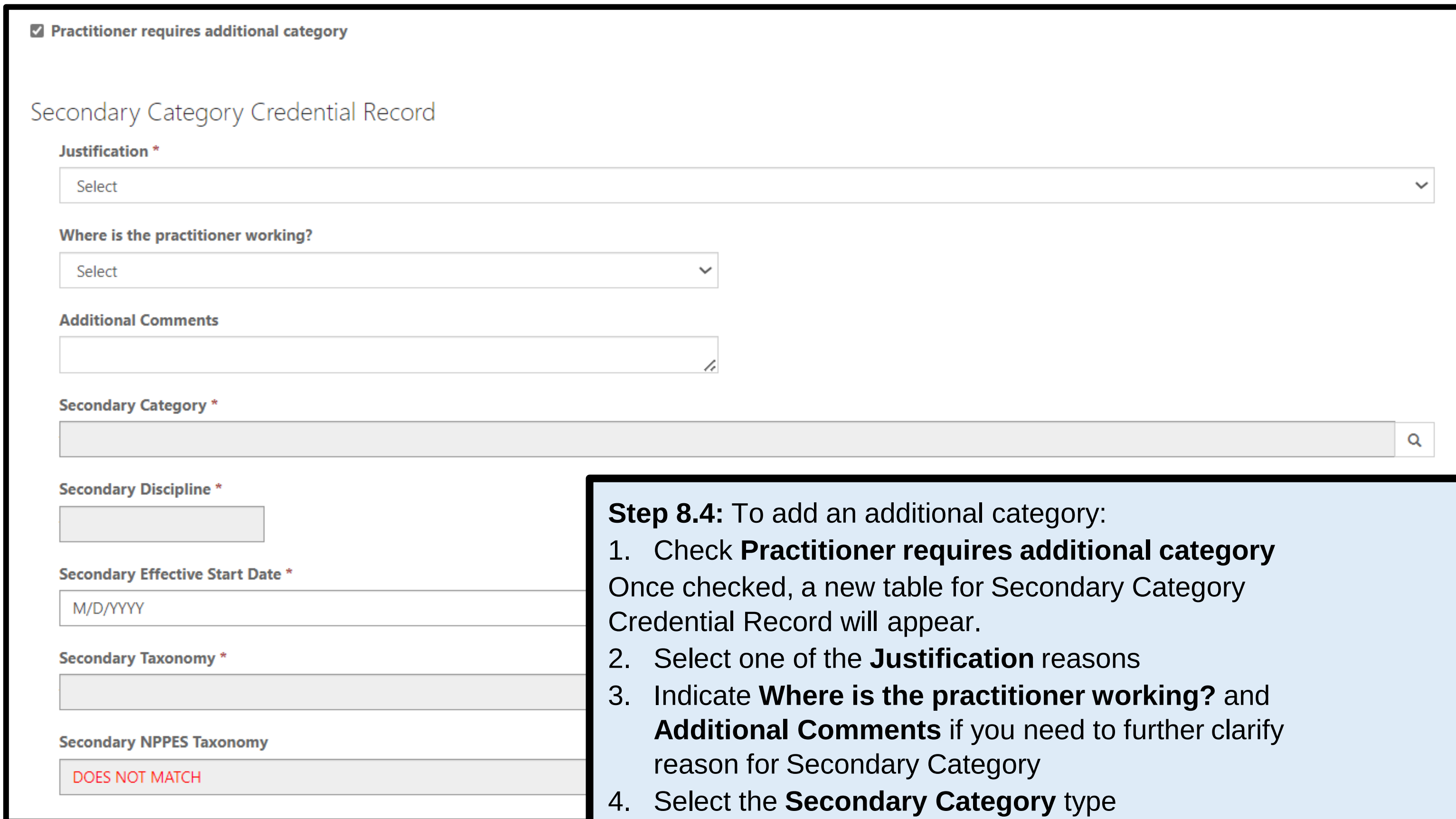
**Step 8.1:** On the grey navigation menu, click **"Practitioners"** and select **"Associated Practitioners"**




**Step 8.2:** Locate the practitioner that you wish to update by searching for their name or NPI number then select the practitioner by clicking on the blue hyperlinked name


**Step 8.3:** Select the Personal Identification tab and **Practitioner requires additional category** field.






**Step 8.4:** To add an additional category:

1. Check **Practitioner requires additional category**

Once checked, a new table for Secondary Category Credential Record will appear.

2. Select one of the **Justification** reasons
3. Indicate **Where is the practitioner working?** and **Additional Comments** if you need to further clarify reason for Secondary Category
4. Select the **Secondary Category** type
5. Enter **Secondary Effective Start Date**
6. Enter the **Secondary Taxonomy** which must match with what is in NPPES. Update the information in NPPES prior to updating NAPPA.

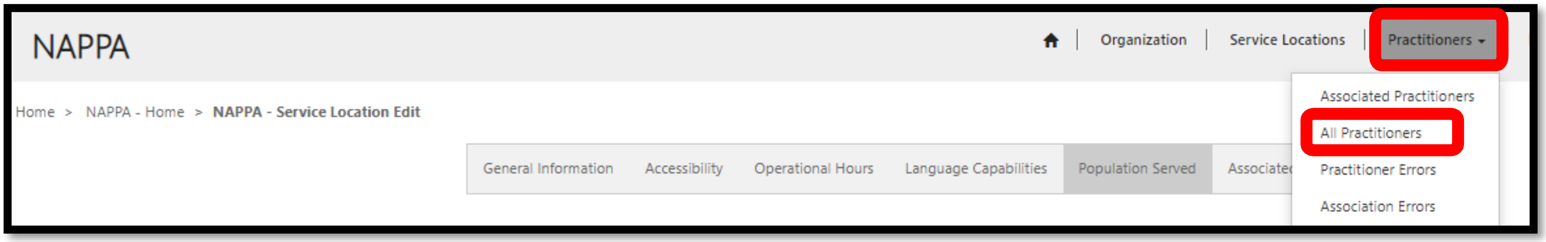
Note: QA will be notified that a secondary category is needed in IBHIS. Open a HEAT ticket if you are not contacted in two business days. QA may be having difficulties contacting you.

***Secondary NPPES Taxonomy –*** *if the entered information matches with NPPES, field will show MATCH, otherwise DOES NOT MATCH.*

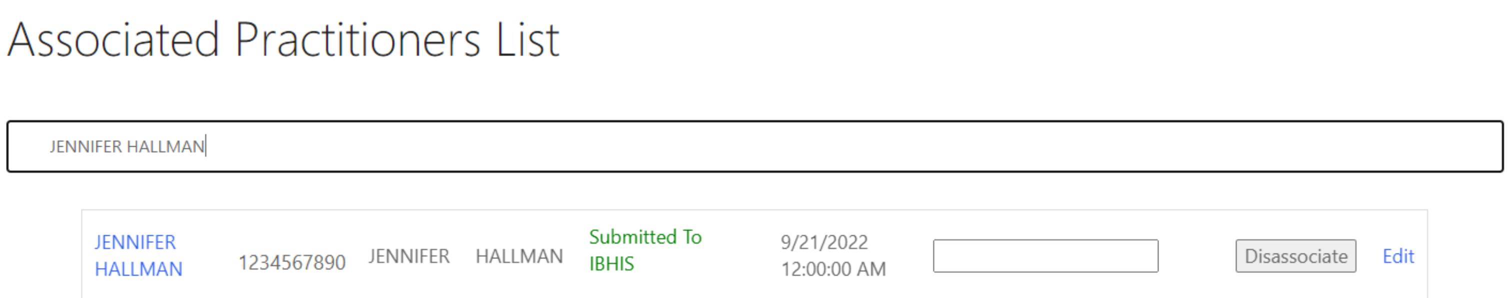
**Step 8.5:** After entering the secondary category/taxonomy, click **"Save & Submit**" on the bottom of the page.

## Scenario 9. UPDATE SUPERVISOR FOR A STUDENT PRACTITIONER ASSOCIATED TO YOUR LEGAL ENTITY

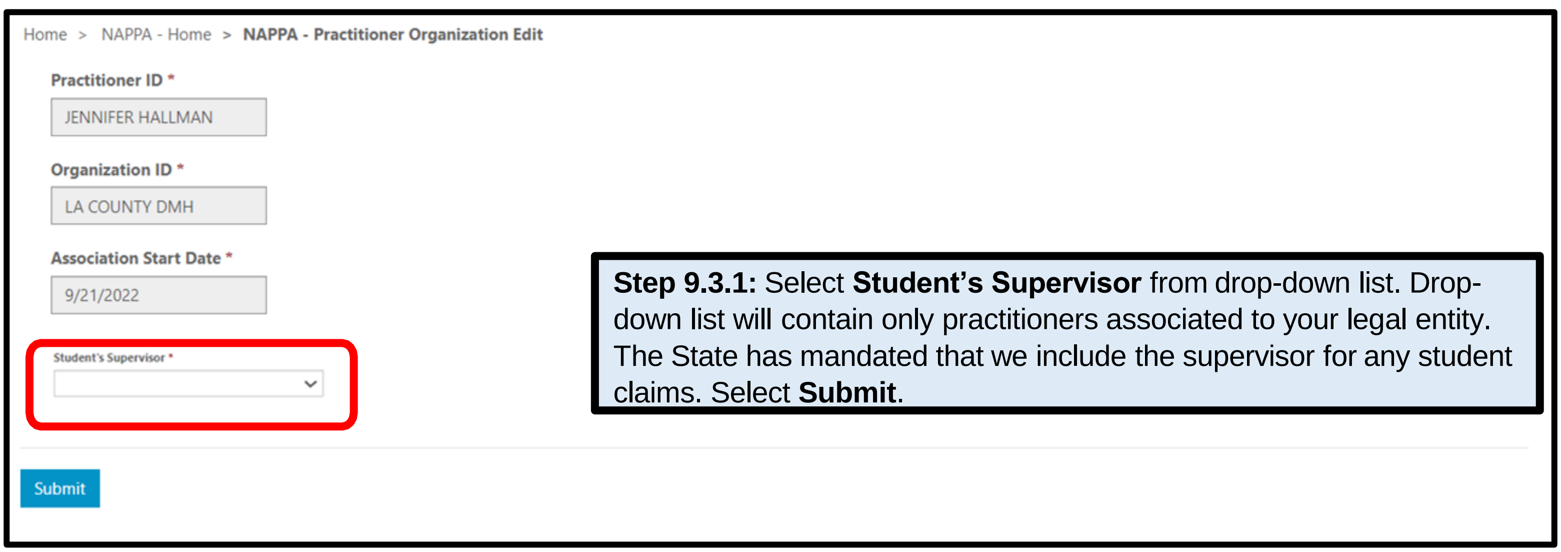
**Step 9.1:** On the grey navigation menu, click **"Practitioners"** and select **"Associated Practitioners"**




**Step 9.2:** Locate the practitioner that you wish to update by searching for their name or NPI number then selecting the practitioner by clicking **Edit** in blue text on the right




**Step 9.3: Practitioner ID and Organization ID** will pre-populate. (Refer to Step 9.3.1)

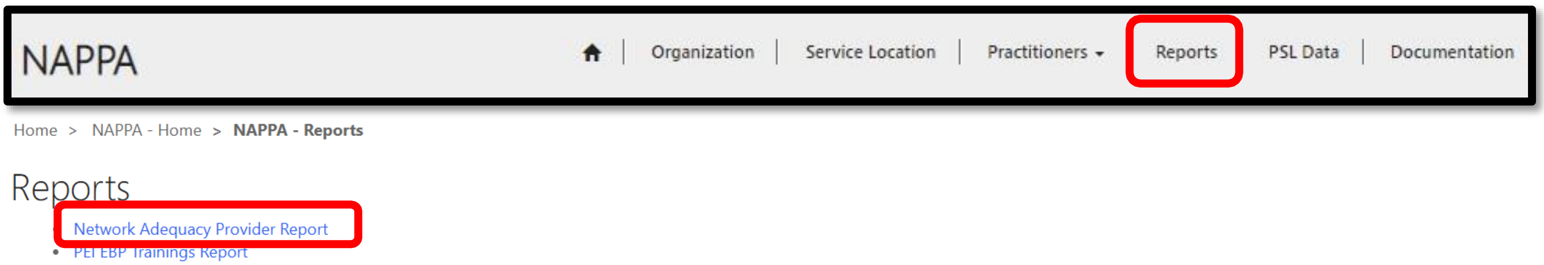



**Step 9.3.1:** Select **Student's Supervisor** from drop-down list. Drop-down list will contain only practitioners associated to your legal entity. The State has mandated that we include the supervisor for any student claims. Select **Submit**.

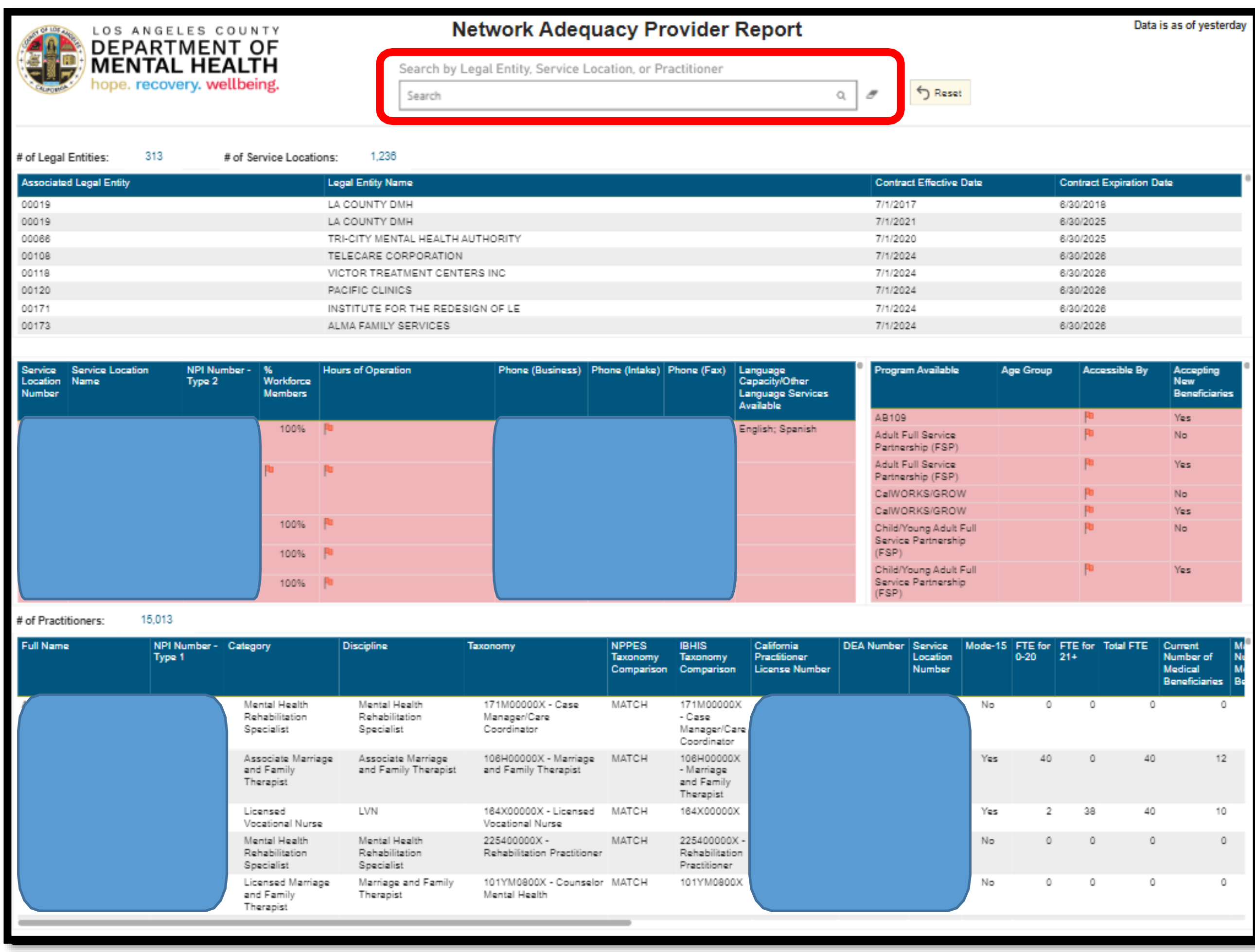
## Scenario 10. REVIEW AND CONFIRM ALL NAPPA INFORMATION

The **Network Adequacy Provider Report** provides a snapshot of essential organization, service location, and practitioner information. The report should minimally be run every month to verify that the information entered in NAPPA is correct.

**Step 10.1:** On the grey navigation menu, click "**Reports"** and on the reports page select **"Network Adequacy Provider Report",** which is shown in blue text.

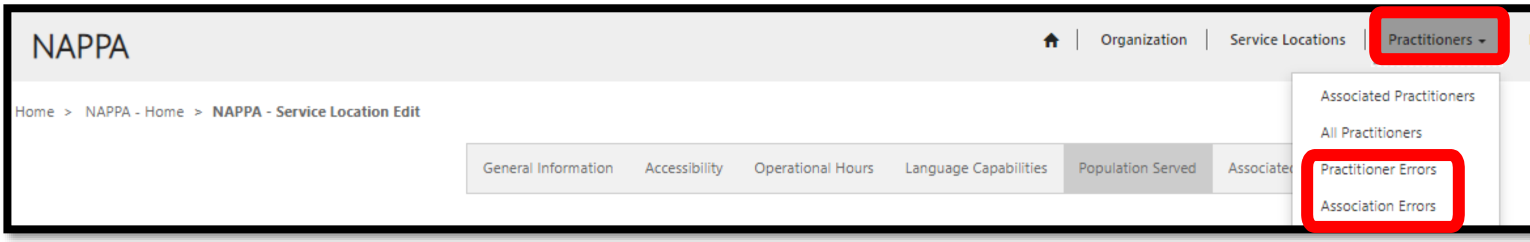



**Step 10.2:** Search for your service location by entering Service Location Number or Name. Rows highlighted in red indicate there is issue. The specific fields with an issue will have a red flag.

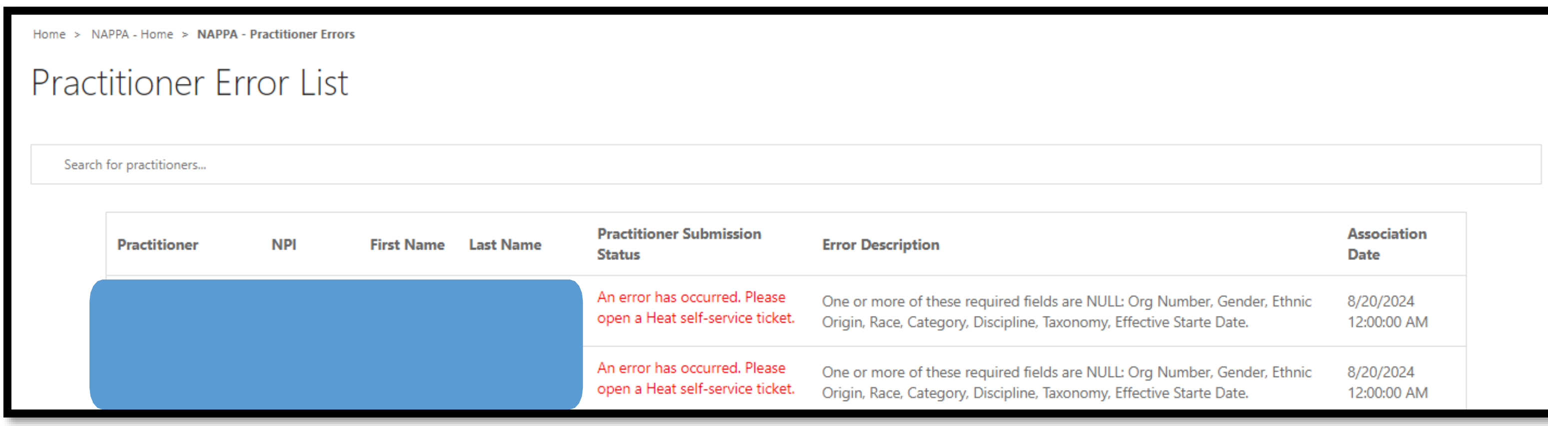



**Step 10.3:** Review the information with the red flags and update any incorrect or missing information.

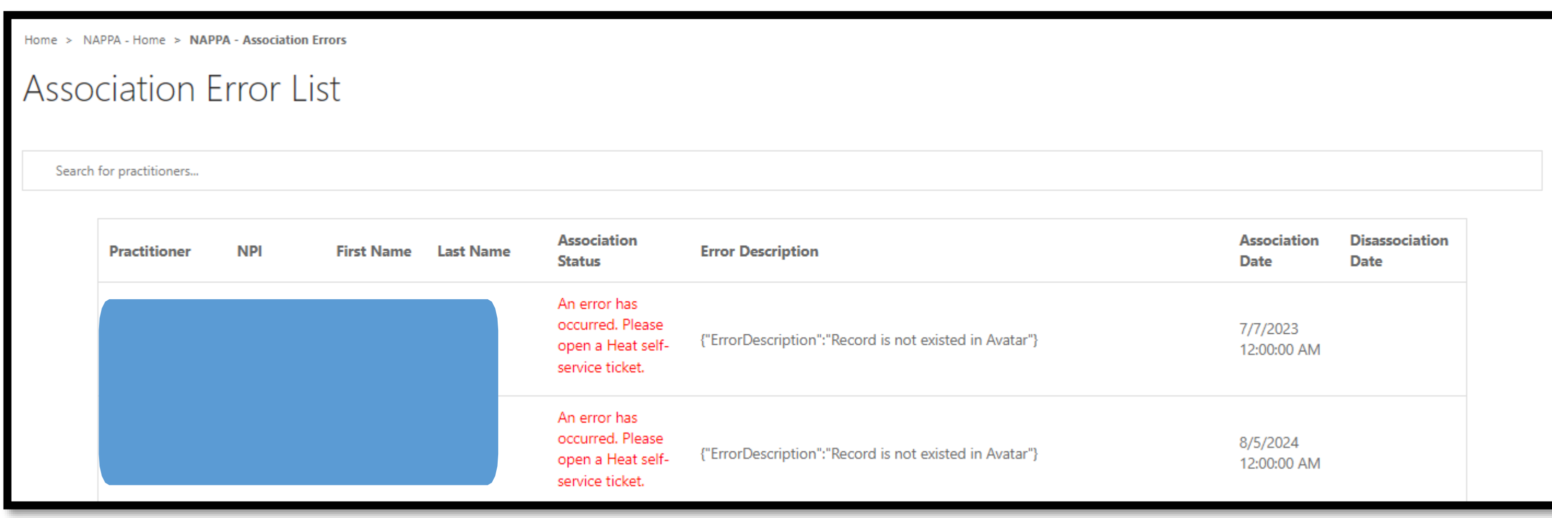
**Step 10.4:** Reports on errors can be found in the **Practitioner Errors List** and **Association Errors List**. These reports help identify any issues when records are transmitted from NAPPA to IBHIS. When there is an error, the reports provide the type of error and a description of the error.




**Step 10.4.1: Practitioner Errors List** – shows errors related to updating a practitioner record and submitting the data to IBHIS. These errors are the result of a practitioner's category, discipline, taxonomy, effective date, or demographic information not matching IBHIS.

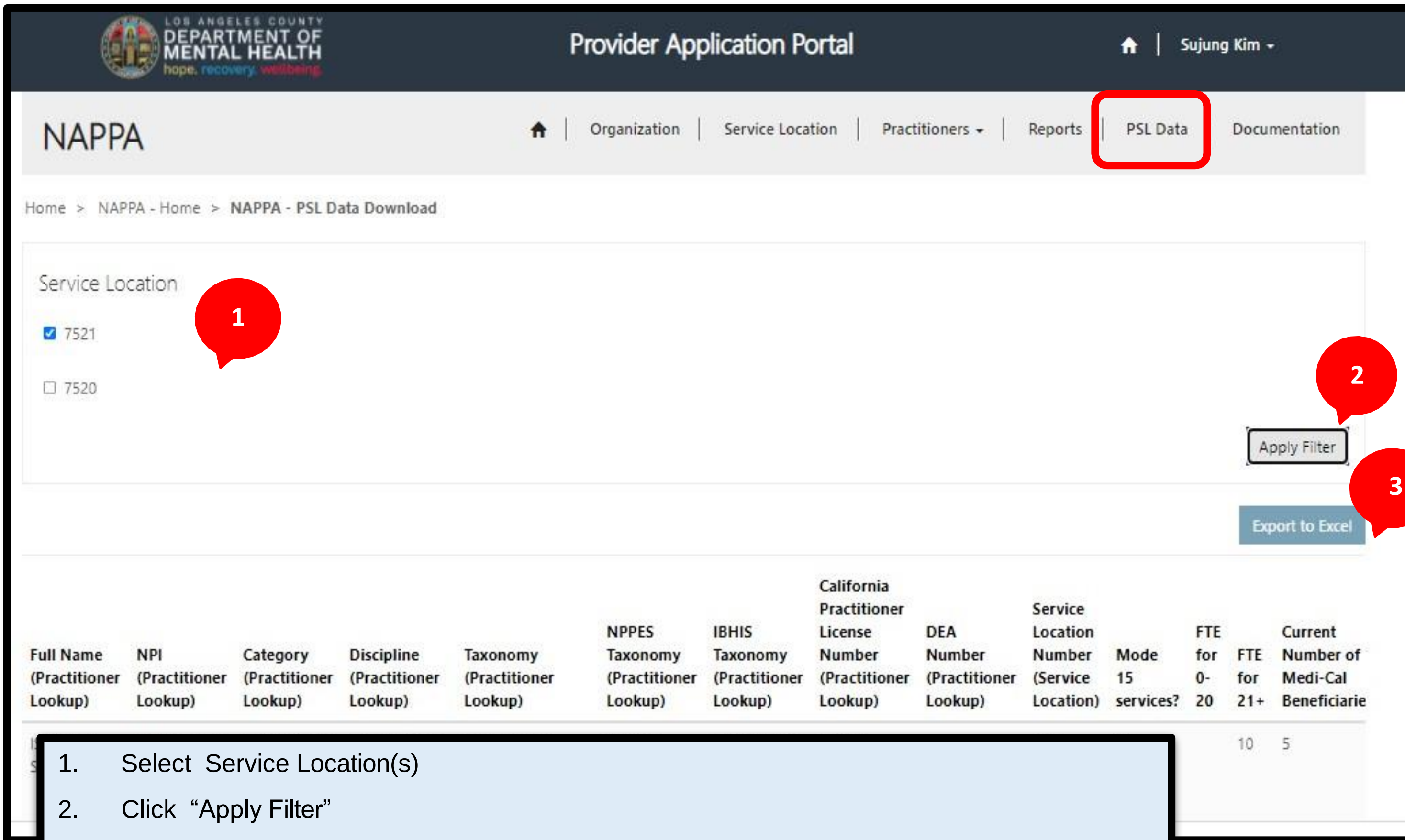



**Step 10.4.2: Association Errors List** – show errors related to updating the association of a practitioner to a legal entity (or organization) and transmitting the data to IBHIS.



## Scenario 11. PSL Data Download

**Step 11.1:** On the grey navigation menu, click "**PSL Data"** to get to an exportable excel file of all information entered for practitioners at a given Service Location.




1. Select Service Location(s)
2. Click "Apply Filter"
3. Click "Export to Excel" if you want to extract the report to an excel spreadsheet

## Appendix A. List of all Programs Available

| PROGRAMS |
|---|
| AB109 |
| Adult Full Service Partnership (FSP) |
| Assisted Outpatient Treatment (AOT) |
| CalWORKS Family Stabilization Counseling 4 Kids |
| CalWORKS/GROW |
| Child/Young Adult Full Service Partnership (FSP) |
| Enriched Residential Care |
| Family Preservation Program |
| Fee For Service |
| General Outpatient Care Services |
| Homeless Outreach Mobile Engagement (HOME) |
| Inpatient |
| Intensive Field Capable Clinical Services (IFCCS) |
| Intensive Services Foster Care |
| Juvenile Facility |
| Law Enforcement Team (LET/MET/SMART) |
| Medical Hub |
| Mental Health Navigator |
| Mental Health Urgent Care - Crisis Stabilization Unit |
| Mental Health Urgent Care - Outpatient |
| Mobile Transcranial Magnetic Stimulation (TMS) |
| Multidisciplinary Assessment Team (MAT) |
| Navigation |
| Other |
| Prevention & Early Intervention (PEI) |
| Psychiatric Mobile Response (PMRT/MCOT/Therapeutic Transportation) |
| School-Based Mental Health |
| Short-Term Residential Therapeutic Program (STRTP) |
| Specialized Foster Care (SFC) Co-Located Sites |
| Transitional Age Youth (TAY) Drop In Center |
| Wraparound |

# Glossary

### Current Number of Medi-Cal Beneficiaries

The number of Medi-Cal beneficiaries currently receiving services from a Legal Entity (LE), service location, or practitioner. If a traditional "caseload" is not maintained, report the number of beneficiaries seen within the most recent 40-hour work period.

### Department of Health Care Services (DHCS)

The California Department of Health Care Services (DHCS) administers Medi-Cal, the state's Medicaid program, providing health care to low-income individuals and families. As the largest health care purchaser in California, DHCS oversees services including physical and mental health care, substance use treatment, dental, pharmacy, and long-term care. Through a federal-state partnership, DHCS funds and organizes care for over 14.8 million Californians, ensuring equitable access to quality health care while working to improve outcomes and reduce disparities.

### Full-Time Equivalent (FTE)

*The State definition of FTE defers from how the term is used usually. They are asking for the availability of the practitioner and not their employment status (e.g., full-time, part-time).*

FTE is the number of hours available for outpatient direct client (Mode 15) services. The State already makes a productivity adjustment to our data, and we **DO NOT** need to deduct time for meals, meetings, and training. Typically, 40 hours total is accurate for the majority of practitioners. FTE hours are broken out by service location and age group served (e.g., 0 to 20, 21+).

FTE hours should not exceed 40 hours for all service locations and age groups served combined. If FTE hours exceed 40 hours, gather evidence (e.g., contract) and contact QA for further guidance.

Keep in mind that FTE hours must be broken out between 0-20 and 21+ age groups. If legal entity sees clients between18 to 20-year-olds, we recommend entering FTE hours in NAPPA under age group 0-20.

CONTINUED

# Glossary

### Integrated Behavioral Health Information System (IBHIS)

The Integrated Behavioral Health Information System (IBHIS) is LACDMH's electronic health record (EHR) system. It is used to document, track, and process claims for specialty mental health services provided to Medi-Cal beneficiaries. IBHIS integrates with NAPPA and other data sources to maintain accurate practitioner records.

### Legal Entity (LE)

A legal entity refers to an organization, agency, or provider group contracted with LACDMH to deliver Specialty Mental Health Services (SMHS). Legal entities may operate multiple service locations and are responsible for maintaining accurate provider and practitioner information in NAPPA.

### Los Angeles County Department of Mental Health (LADMH)

The Los Angeles County Department of Mental Health (LACDMH) is the largest public mental health department in the U.S., responsible for providing specialty mental health services to Medi-Cal beneficiaries and other eligible individuals. LACDMH oversees network adequacy, contracts with legal entities, and ensures compliance with state and federal mental health regulations.

### Maximum Number of Medi-Cal Beneficiaries

The maximum number of Medi-Cal beneficiaries that can be assigned to Legal Entity (LE), service location, or practitioner. If a traditional "caseload" is not maintained, report the maximum number of beneficiaries seen in a 40-hour work period during the last 12 months.

### Medi-Cal

Medi-Cal is California's Medicaid health care program. This program pays for a variety of medical services for children and adults with limited income and resources. Medi-Cal is supported by federal and state taxes.

CONTINUED

# Glossary

### Mode 15

Mode 15 refers to direct outpatient specialty mental health services funded by Medi-Cal, designed to support individuals with significant mental health needs.

Mode 15 services include:

**CI** (Crisis Intervention): Immediate, short-term mental health services aimed at stabilizing individuals in psychiatric crisis.

**TCM** (Targeted Case Management): Coordination of medical, mental health, and social services to promote client stability and recovery.

**MHS** (Mental Health Services): Includes individual and group therapy, rehabilitation, and interventions to address mental health symptoms and improve functioning.

**MSS** (Medication Support Services): Evaluation, prescription, administration, and monitoring of psychotropic medications to support mental health treatment.

**TBS** (Therapeutic Behavioral Services): Short-term, intensive one-on-one behavioral support for children and youth with serious emotional challenges.

**ICC** (Intensive Care Coordination): Comprehensive service coordination for children and youth with complex mental health needs, often involved in multiple systems of care.

**IHBS** (Intensive Home-Based Services): Individualized, family-centered interventions delivered in the home or community to help children and youth manage serious emotional and behavioral issues.

### Network Adequacy

Network adequacy is a set of standards that ensure mental health plans have enough service locations (or sites) and practitioners to meet the projected utilization of Medi-Cal beneficiaries. Projected utilization is based on estimates derived from population size and historic network utilization.

### Network Adequacy: Provider & Practitioner Administration (NAPPA)

NAPPA is a web-based application used by the Los Angeles County Department of Mental Health (LACDMH) to manage and track network adequacy data for providers and practitioners. It ensures compliance with state and federal requirements by maintaining up-to-date information on legal entities, service locations, and practitioners.

CONTINUED

# Glossary

### Practitioner

A rendering individual provider who provides direct mental health services within their scope of practice. This includes psychiatrists, psychologists, licensed clinical social workers (LCSWs), marriage and family therapists (MFTs), and other behavioral health professionals delivering services under Los Angeles County's mental health plan.

### Service Location

A service location is a physical site where mental health services are delivered. This includes clinics, community-based treatment centers, hospitals, and other facilities where Medi-Cal beneficiaries can receive Specialty Mental Health Services (SMHS). Each service location is registered within NAPPA and must meet specific accessibility and compliance requirements.