# Quality Assurance Unit – Policy & Technical Development 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.

#### Foundational Steps:

- ✓ How to Access NAPPA Application
- ✓ How to Launch and Navigate NAPPA Application

#### Legal Entity Information:

- ✓ Foundational Steps: Switch organizations
- ✓ Add, Verify & Update Organization Information (Legal Entity Contract Only)

#### **Service Location Information**

✓ Add, Verify & Update Service Location Information

#### **Practitioner Information:**

The following instructions are to be used when a practitioner is joining or leaving your Legal Entity.

- ✓ Foundational Steps: Verify If Practitioner Already Exists within the DMH system
- ✓ Scenario 1: Create New Practitioner & Add to Legal Entity
  - Step 1.1: Create New Practitioner

Step 1.2: Complete "NAPPA – Practitioner Create" (Personal Identification, Language Capabilities, & Special Population)

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

Step 1.4: Complete "NAPPA – Service Location Practitioner PRM Create" (Service Location, FTE, Caseload, etc.)

- ✓ Scenario 2: Add Existing Practitioner to Legal Entity
  - Step 2.1: Associate Practitioner to your LE
  - Step 2.2: Complete "Practitioner Organization Create" & "Service Location Practitioner Create"
  - Step 2.3: Find the Associated Practitioner's Submission Status (e.g., Draft or Submitted)
  - Step 2.4: Verify and Confirm the Associated Practitioner's information (e.g., Category, Taxonomy, Name, and Special Populations)
- ✓ Scenario 3: Terminate Practitioner from Legal Entity (Completely Leaving the Legal Entity)

The following instructions are to be used when making changes to a practitioner who is associated to your Legal Entity.

- ✓ Scenario 4: Add a Service Location for a Practitioner Associated to your Legal Entity
- ✓ Scenario 5: Remove a Service Location for a Practitioner Associated to your Legal Entity
- ✓ Scenario 6: Update Associated Practitioner's Identifying Information

Step 6.3.1: Personal Identification

Step 6.3.2: Category/Taxonomy

Step 6.3.3: Cultural Competency Training

- ✓ Scenario 7: Activate a Practitioner's Previous Association to a Service Location
- ✓ Scenario 8: Add a Secondary Category to a Practitioner Associated to your Legal Entity
- ✓ Scenario 9: Update Supervisor for a Student Practitioner Associated to your Legal Entity
- ✓ Scenario 10: Review and Confirm all NAPPA Information
- ✓ Scenario 11: PSL Data Download

#### Glossary

Appendix A. List of all Programs Available

# Legal Entity Contract

# 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. <u>https://lacdmhpp.powerappsportals.us/</u> 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.

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH hope. recovery. wellbarg.	Provider Application Portal	🔒   Sign in
Click 'Azure AD' button to log in:		
Azure AD		

**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 <u>Multi-factor</u> <u>Authentication (MFA) Setup and NAPPA Login Guide.</u>

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

DEPARTMENT OF MENTAL HEALTH hope. recovery, wellbeing.	Provider Application Portal
	nization Service Location Practitioners - Reports PSL Data Documentation
Home > NAPPA - Home	
LACDMH utilizes the i reporting, Provider Di	<ul> <li>Home: Welcome page with the Legal Entity name(s) that you are associated</li> <li>Organization: Information for the Legal Entity</li> <li>Service Location: Service Location (or site) refers to the physical location (i.e., clinic locations) where services are rendered to Medi-Cal beneficiaries.</li> <li>Practitioners: Refers to the individual (rending) practitioner, acting within his or her scope of practice, who is rendering services directly to the beneficiaries</li> <li>Reports: Provides a snapshot of essential practitioner information</li> </ul>
<b>Support</b> If providers have any o	PSL Data: Allows pulling and exporting your data into Excel files Documentation: Provides NAPPA instructions and related documentations
Service. If you have any questi contact NetworkAdeq	ons related to how to complete this application or what the information is used for, please uacy@dmh.lacounty.gov

**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.

Organization Lookup		
2070 NPI S 1770558710 Org Number S 2070 EIN 	×Q	<ul> <li>It contains pre-populated fields. Review these fields for accuracy.</li> <li>Fields that require contract action are NOT editable. You will not be able to make changes to these fields.</li> <li>Fields with text boxes are editable and/or need to be completed.</li> <li>• = example of field that cannot be edited</li> <li>• = example of field that can be</li> </ul>
Contract Effective Date		edited (*) throughout the database are required fields and must be completed.
	<b></b>	

- 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

	Submission completed successfully.	
√	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.

	C C
• The form could not be submitted for the following reasons:	
Company's Email Address must be a valid email address.	

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

Mode 15 services?	* Yes	
Mode basis?	15 services? - Is this practitioner available to provide outpatient/Mode	15 services to Medi-Cal Beneficiaries on a regular

# 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.

DEPARTMENT OF MENTAL HEALTH	Provider Application Portal	ń
	Organization   Service Location   Practitioners +   Reports   PSL Data	Documentatio
Organizations		
Selected Organization		
TELECARE CORPORATION		
Full Name *		
Rosales Abel		
Name 🕇	Org Number	
ALCOTT CENTER FOR MENTAL HEALTH	00177	
BOYS REPUBLIC	02038	*
PACIFIC CLINICS	00203	~

**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

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH		Provider Application Portal	♠
NAPPA	♠ Organization	Service Location Practitioners - Reports PSL Data	Documentation

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

Organization Edit	
Please review the accuracy of the information listed and provide updates is a complete address, where as "lacounty.gov" is incomplete and inaccu Organization Lookup	s as needed. Enter the full address/URL to your organization's website. For example, "https://www.lacounty.gov" urate.
NPI Org Number	<ul> <li>Organization Lookup – Will pre-populate (Read Only)</li> <li>NPI – Will pre-populate (Read Only)</li> <li>Org Number – Will pre-populate (Read Only)</li> <li>EIN (Employer Identification Number (EIN) or Tax ID) - Will Pre-populate (Read Only)</li> </ul>
EIN	Stop 1.2.1. Enter information for the following fields
Provider Group Name/Affiliation	<ul> <li>Provider Group Name/Affiliation –This field only applies to Fee-for – Service Providers and can be left blank.</li> <li>Contract Effective Date * – Effective date of the current contract in place</li> </ul>
Contract Effective Date *	<ul> <li>With DMH in "DD-MM-YYYY" format.</li> <li>Contract Expiration Date * – End date of the current contract in place with DMH in "DD MM VO(V(" format.</li> </ul>
Contract Expiration Date *	<ul> <li>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</li> </ul>
Current Number of Medi-Cal Beneficiaries *	to all service locations added together. This number should be verified every month.
Maximum Number of Medi-Cal Beneficiaries *	<ul> <li>Maximum Number of Medi-Cal Beneficiaries * – Maximum number of beneficiaries associated to the Legal Entity during the past 12-month period</li> </ul>
Ownership Type *	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.
Name of CEO	<ul> <li>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)</li> </ul>
Name of CFO	<ul> <li>Name of CEO – Name of the Legal Entity's chief executive officer (CEO).</li> <li>Name of CEO – Name of the Legal Entity's chief financial officer (CEO).</li> </ul>
Company's Email Address	<ul> <li>Name of CFO – Name of the Legal Entry's chief infancial officer (CFO).</li> <li>Company's Email Address – Email address for beneficiaries to contact to ask about services</li> <li>Company's Website UPL – Company's Website UPL (a.g.)</li> </ul>
Company's Website URL	<ul> <li><u>https://www.company.com</u>) Must include the full address.</li> </ul>

**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

DEPARTMENT OF MENTAL HEALTH _ hope. recovery. wellbeing.		Provider Ap	oplication Portal		♠
NAPPA	A Organization	Service Location	Practitioners - Repo	orts PSL Data	Documentation

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.

Se	rvice Locations		
S	Search for service location		
	Service Location Number Name	NPI	
			Edit Record
			Edit Record

**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**

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.

Assoc	ciated Practitioner	rs				
	General Information	Accessibility	Operational Hours	Language Capabilities	Population Served	Associated Practitioners

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.

General Information Accessibility	Operational Hours Language Capabilities Population Served Associated Practitioners
	These fields are all read-only. Any updates must be done through a PFAR.
General Information	Service Location Lookup – Service Location Number
Service Location Lookup	<ul> <li>NPI – 10-digit National Provider Identifier (NPI) number</li> <li>Service Area – Area of LA County's eight geographic regions in which the Service Location is located</li> </ul>
NPI	<ul> <li>Supv District Number – District in which the Service Location is located</li> <li>Address – Physical street address of the Service Location</li> </ul>
Service Area	<ul> <li>City – City of the physical address</li> <li>State – State of the physical address</li> <li>Zip – Zip of Code of the physical Address</li> </ul>
Supv District Number	Zip

Fax Number	Step 1.3.1: Enter/verify the following information for the Service Location:
	Fax Number – Public Fax Number
Intake Telephone *	<ul> <li>Intake Telephone – Telephone number for potential clients to connect directly to triage and/or scheduling for the service location</li> </ul>
	Extension –Intake Telephone extension (if applicable)
DEA Number	<ul> <li>DEA Number – State and Federal Drug Enforcement Administration (DEA) number (if applicable)</li> </ul>
Short Term Residential Therapeur	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 that this site a teaching facilitie?
Is this site a teaching facility? *	• Is this site a teaching facility? – If your site is a Graduate Medical Education (GME) teaching facility, mark "Yes"; otherwise, mark "No".
® No ⊖Yes	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)

Contact Information			
Primary Contact Name *	Secondary Contact Name	Same as NAPPA Contact	*
		Yes	~
Primary Ext Primary Ext Primary Fax Primary Email * Step 1.3.2: Enter/ver • Primary Con Adequacy ar • Primary Pho • Primary Pho • Primary Pho • Primary Ext • Primary Fax • Primary Con • Primary Con • Primary Pho • Primary Pho • Primary Pho • Primary Fax • Primary Fax • Primary Con • Primary Con • Primary Con	rify the following information for the <b>ntact Name</b> * – Enter Primary Repr and Access to Care for the Service L <b>one</b> * – Enter Primary Representative's I a – Enter Primary Representative's <b>nail</b> * – Enter Primary Representative's <b>nail</b> * – Enter Primary Representative <b>Contact Name, Phone, Fax, &amp; E-r</b> ive who is responsible for Network <b>Name, Number, &amp; Email</b> – Enter the natters. Select "Yes" for " <b>Same as</b> tact for NAPPA questions.	Service Location: resentative who is responsible f ocation ve's Phone Number Phone Number Extension, if ap Fax Number, if applicable ve's E-mail Address <b>mail</b> – Enter information for a Se Adequacy and Access to Care f the contact information for QA I <b>NAPPA Contact</b> *" if this is the	for Network plicable econdary/Alternate for the Service Location Liaison (Centact for all e same person as the

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.

• The form could not be submitted for the following reasons:
Primary Contact Name is a required field.
Primary Phone is a required field.
Primary Email is a required field.
Accepting New Beneficiaries? is a required field.
ADA Compliant for Physical Plant is a required field.
TDD/TTY Equipment Available is a required field.
Telehealth Station/Equipment Available is a required field.
% Workforce Members Trained in Cultural Competency is a required field.

	General Information Accessibility Operational Hours Language Capabilities Population Served Associated Practitioners
Accessibility	Step 1.3.3: Select the "Accessibility" tab (or sub-page) and review/ update the following data
Accessibility Announcement Alert	
	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     service available collect "VES" A Telesemmunication Device for the Deef
Announcement Alert Date	(TDD) or Teletypewriter (TTY) is a special device that enables people who are
M/D/YYYY	deaf hard of hearing or speech-impaired to use a telephone to communicate
ADA Compliant for Physical Plant *	by typing messages back and forth instead of voice conversation
Yes	Available Method of Service Delivery – Select all that apply:
TDD/TTY Equipment Available *	<ul> <li>Field-based services, including home visit</li> </ul>
Yes	In-Person (Office)
Available Method of Service Delivery	Telehealth (Visual and Audio)
Field-based services, including home visit >	Telephone (Audio only)
	Method Comments – If needed, add comments to further explain accessibility
Method Comments	options such as "Due to COVID, all intakes are telehealth" or "In-Person only
na	for ages 0-5"
Current Number of Medi-Cal Members to	Current Number of Medi-Cal Members to this Site * – Enter unduplicated
100	count of all Medi-Cal clients currently being served at the site
Maximum Number of Medi-Cal Members	Maximum number of Medi-Cal Members to this Site - Enter unduplicated     maximum number of Medi-Cal elignts that this site can carrie (If you don't have
100	a count based on funding/canacity enter Max from the last 12-month period)
	Note: The information above is critical for populating the Provider Directory.
Consultation Access	With Described House Learning Cooklines, Desciptor Second, Associated Describing as
General Information Access	ibility Operational Hours Canguage Capabilities Population Served Associated Macutoners
Operational Hours	Step 1.3.4: Select the "Operational Hours" tab (or
Mandau	sub-page) and review/update Operational Hours for
	each day of the week. If the service location is
U MON 24 HOURS	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.
Tuesday	

**Tue Start Time** 

Tue End Time

Tue Closed

Tue 24 Hours

	General Information Accessibility Operational Hou	Language Capabilities Population Served	Associated Practitioners			
Language Capabilities          5 selected ~         Language Capabilities         English ×         Language Capabilities (Text)         English; Cantonese; Korean; Russian; Tagalog         Language Line Available         No         % Workforce Members Trained in Cultural Competency *         100%	e Capabilities         Step 1.3.5: Select the "Language Capabilities" tab (or sub-page) and review/ update the following data elements:         spabilities         upabilities         Language Capabilities – Select each language the Service Location is able to provide services in without using interpreter services.         Language Line Available         ne Available         Members Trained in Cultural Competency*         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%)					
Population Served       Programs Available       Program Available +       Age Group       Adult Full Sender Battarchin (FSD)	General Information       Accessibility       Operational Hours       Language Capabilities       Population Served         aulation Served       grams Available       New Program Available       New Program Available					
General Outpatient Care Homeless Outpatient Care Homeless Outpatient Care Homeless Outpatient Care Homeless Outpatient Care Homeless Outpatient Care Homeless Outpatient Care Step 1.3.6: S To add a progra accepting new Select Progra Select Age G Select or verif Only, Naviga Identify if this not accepting Click Submit the site. Once a progra program was deactivated a Note: For the lit the list of progr	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 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 NetworkAdeguacy@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.



Revised: February 14, 2025

# **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.

NAPPA				÷	Organization	Service Lo	ecations Practitioners +
Home > NAPPA - Home > NAPPA - Service Location Edit							Associated Practitioners
							All Practitioners
	General Information	Accessibility	Operational Hours	Language Capabilities	Population Served	Associated	Practitioner Errors
							Association Errors

**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/

	Practitioners	<b>Q</b>	Create New Practitioner
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- 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:

NAPPA	♠ Organization	Service Location   Practitioners -   Reports   PSL Data   Docur	nentation
Home > NAPPA - Home > NAPPA - Practitioner Create Personal Identification Language Capabilities Special Population		<ul> <li>Personal Identification</li> <li>Language Capabilities</li> <li>Special Population</li> </ul>	

Practitioner Demographics		
NPI*  First Name*  Last Name*  Gender*  Ethnic Origin  Note. Secure	<ul> <li>1.2.1: Enter the practitioner's demographics:</li> <li>NPI * – must match NPPES</li> <li>First Name * – must match NPPES</li> <li>Last Name * – must match NPPES</li> <li>Gender *</li> <li>Ethnic Origin *</li> <li>Race *</li> <li>Date of Birth *</li> <li>Practitioner information including NPI, First and Last N</li> </ul>	ame, and Taxonomy must match NPPES records.
Race *		NPPES First Name David NPPES Last Name Smith
The System Use Only field need to be completed. The NPPES will show and will b NAPPA and red if they do r Category, Discipline & Taxonomy	s are informational only and do not practitioner's First and Last Name in the in a green font if they match not.	
Taxonomy Effective Start Date Category Discipline Taxonomy Taxonomy Effective End Date Taxonomy Effective End Date End current category/taxonomy and the p	<ul> <li>1.2.2: Enter the practitioner's credentials:</li> <li>Taxonomy Effective Start Date * <ul> <li>For a brand-new practitioner, this is the star</li> <li>For an existing practitioner being associate category is the same</li> </ul> </li> <li>Category * – Select the category the practition automatically populate the Discipline (in the grey Taxonomy * – The taxonomy list will be limited to Category. Must match NPPES.</li> <li>grey fields are informational only and do not need to be dentify if there is a match in NPPES or not.</li> <li>he list of all Categories and Accepted Taxonomy Code age 7 of the Guide to Procedure Codes.</li> </ul>	t date at your Legal Entity. ed to a new LE, this date remains the same if the her will be providing services under. <i>This will</i> <i>box) field</i> ones that may be associated with the selected be completed. The NPPES Taxonomy field es for Specialty Mental Health Services, refer to
The System Use Only field completed. When the ente display " <b>MATCH</b> " in green Scenarios of DOES NOT I • Incorrect Taxonom	ds are informational only and do not need to be ered information matches with NPPES, NAPPA will text; otherwise " <b>DOES NOT MATCH</b> " in Red MATCH: ny is entered – Verify and update NPPES information	MATCH

 An existing practitioner with a new taxonomy in NPPES (i.e., unlicensed to licensed)

	<b>Step 1.2.3:</b> Verify the practitioner's NPPES License Number, DEA Number, PAVE Enrollment:
	<ul> <li>NPPES License Number * – will auto populate if there is a license in NPPES.</li> <li>This is only required for some categories</li> </ul>
Spaces and special characters are not all NPPES License Number * CA License Number Pending Per 90-Day Rule ® No O Yes NPPES License number correct? * Yes DEA Number	• 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
The category selected requires the practitioner to	<ul> <li>NPPES license number correct? * – Verify that license number is correct by selecting "YES" or "NO"</li> </ul>
PAVE Enrollment * Completed Practitioner requires additional category	<ul> <li>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</li> </ul>
Practitioner requires additional c	<ul> <li>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.</li> </ul>
	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 <u>QA Bulletin 20-07R.</u>

**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.** 

System use only fields		
IBHIS Clinician ID		Submission Status
1		Submitted To IBHIS
Org Number		Error Description
00019		-
Created By		Created On
Howard Washington		8/28/2024 2:52 PM
	a record is saved and submitted, the record and if it was transmitted to a "Submitted To IBHIS" in green tex in red text. The "Error Description error.	he <b>Submission Status</b> field will show the status of the IBHIS successfully. If successful, the status will show at. If unsuccessful, an error message will be displayed <b>n</b> " field will provide more details on the reason for the
	Note: <b>DO NOT</b> click the " <b>Save &amp; S</b> Personal Identification, Language to avoid losing all your previous en	<b>Submit</b> " button until all the required fields on the Capabilities, and Special Population tabs are complete stries.

Personal Identification Language Capabilities Special Population Cultural C	ompetency Training Credent	tial History (Information Only)	Service Location Practitioner	s PEI Evidence Based Practices
Other than English, do you speak any other languages? *				
Yes 🗸				
Armenian *				
N/A 🗸				
Arabic *	Cantonese *			ASL *
N/A 🗸	N/A		~	N/A 🗸
Cambodian *	Hmong *			Chinese *
N/A 🗸	N/A		~	N/A 🗸
Farsi *	Russian *			Korean *
N/A 🗸	N/A		~	Certified 🗸
Mandarin *	Vietnamese *			Spanish *
N/A 🗸	N/A		~	N/A 🗸
Tagalog *			Step 1	.2.5: Enter any Languages the
N/A 🗸			practiti	oner speaks:
Additional Languages				
Select or search options				Fluent: Possesses oral and/or written
				proficiency equivalent to that of a native
			5	speaker
Save & Submit				Certified: Officially recognized as
				possessing certain qualifications or
				meeting certain standards based on
				formal testing
				onnai testing.
Personal Identification Language Capabili	ties Special Po	opulation		
Special Population				
		Step 1.	2.6: Enter any	Special Populations the
Co-Occurring Substance Use Disorders,		practitio	oner serves and	DSM5 Practice Focus:
		No	specific certific	ation is required. Selection should
		ho	based on the n	ractitionar's professional
		be .	based on the p	
DCME Desition France		Jud	gement and co	mfort level with promoting services
DSM5 Practice Focus		to a	a Special Popu	llation or DSM5 Practice Focus.
None to Report -				

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"

NAPPA	🚖   Organization   Service Locations   Practitioners 🗸   Reports   PSL Data   Documen
Home > NAPPA - Home > NAPPA - Practitioner Organization Create Practitioner ID * Organization ID * LA COUNTY DMH	
Association Start Date * M/D/YYYY Student's Supervisor *	<ul> <li>Practitioner ID and Organization ID will pre-populate.</li> <li>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.</li> </ul>
Submit	<b>Step 1.3.2:</b> Select <b>Student's Supervisor</b> 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 <b>Submit</b> .

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"

Home > NAPPA - Home > NAPPA	A - Service Location Practitioner PRM Create	
Enter practitioner informa	tion that only pertains to this specific service location.	
General Informati	on	
Practitioner Lookup *		
	Practitioner's name will pre-populate	
Service Location *	<b>Step 1.4.1:</b> Select the Service Location where the practitioner works by clicking on drop-down arrow to the right	
		~
Is this practitioner available to p	provide outpatient/Mode 15 services to Medi-Cal Beneficiaries on a regular basis? *	
Select	Step 1.4.2: Identify if the practitioner regularly provides outpatient	~
	Mode 15 services (e.g., MHS, IHBS, TBS, TCM, ICC, MSS, CI).	
	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.

FTE for 0-20 *	Current Number of Medi-Cal Beneficiaries (0-20) * Maximum Nu
FTE for 21+ *	<ul> <li>Step 1.4.3: Enter the hours consistently available to provide outpatient Mode 15 services to beneficiaries:</li> <li>Keep in mind that FTE hours must be broken out by service location and between 0-20 year olds</li> </ul>
Justification for working more tha	and 21+.
Select	<ul> <li>If your agency sees 18-20 year olds, FTE hours should be entered under the 0-20 Age Group.</li> <li>FTE hours may not exceed 40 hours for all service locations and age groups served combined.</li> </ul>
	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.

Telehealth Practitioner Yes	<b>Step 1.4.5:</b> 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.					
Field-Based Services Available						
Yes Distance Practitioner Travels to Field-Based Svc * 20	<b>Step 1.4.6:</b> 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**.

This site says. Do you want to as	sociate to and	other service location?	
OK		Cancel	

# 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"**.

			1255451605	Create New Practitione			
Full Name	First Name	Last Name	NPI	Created On 🕇			
JENNIFER HALLMAN	JENNIFER	HALLMAN		2019-08-26 5:26 PM			

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.

Associated	Practitior	ners List	t			
1234567890						
JENNIFER HALLMAN	1234567890	JENNIFER	HALLMAN	Submitted To IBHIS		Disassociate

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

Home > NAPPA - Hom	e > NAPPA - Practitioner	Edit								
Personal Identification	Language Capabilities	Special	Population	Cultural Competency Training	Creder	ntial Hi	story (Information Only)	Service Location Practition	ers	
PEI Evidence Based Pract	PEI Evidence Based Practices									
Practitioner Dem	ographics									
NPI *			First N	ame *			Last Name *			
Gender *			Ethnic	Origin			Race *			
Male	\$	e Q	Unkn	own/Not Reported	×	Q	Other		×	Q

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

NAPPA				<b>†</b>	Organization	Service Lo	Practitioners -
Home > NAPPA - Home > NAPPA - Service Location Edit						(	Associated Practitioners All Practitioners
	General Information	Accessibility	Operational Hours	Language Capabilities	Population Served	Associated	Practitioner Errors Association Errors

**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.

Associated Prac	titioners List										
1234567890											
JENNIFER HALLMAN	JENNIFER	HALLMAN	Submitted To IBHIS								Disassociate
					N	ovem	ber	202	0		
				Su	Мо	Tu	We	Th	Fr	Sa	
				1	2	3	4	5	6	7	
				8	9	10	11	12	13	14	
				15	16	17	18	19	20	21	
				22		24				28	
				29							

**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.

Apps If SBOX I DAN I QA I My Apps I Veri LOS AN GELES COUNTY DEPARTMENT OF MENTAL HEALTH hope, recovery, wellbeing.	izon Call C lacdmh Are you Legal Er rganiza	nactuat.dynamics365 sure you want to disasso tity?	Sportals.us says ociate this practitioner from current	🔇 Review Protocol 🔏 Help Line - I	Power Bl →
Associated Practitione	ers List				
1234567890					A Day of the second sec
JENNIFER HALLMAN	JENNIFER	HALLMAN	Submitted To IBHIS	2020-11-19	Disassociate

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

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

	NAPPA	♠ Organization	Service Location   Practitioners -   Reports   PSL Data   Documentation
--	-------	----------------	---

**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.

Ser	vice Locations	
Se	arch for service location	
	Service Location Number Name NPI	
		Edit Record
		Edit Record

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

	General Information	Accessibility	Operational Hours	Language Capabilities	Population Served	Associated Practitioners	
Associa	ated Practiti	oners					
Associa	ted Practitioners						
			Search	Q	Associate New Pract	titioner Search Inactive R	ecords

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**".

Home > NAPPA - Home > NAPPA - Practitioner Service Location Create				
Enter practitioner information that only pertains to this specific service location.				
General Information				
Practitioner Lookup *	Lookup records			
Q Service Location *			1255451605	α α
Q	🗸 🖌 Full Name 🕇	First Name		
	✓ JENNIFER HALLMAN	JENNIFER	HALLMAN	1255451605

**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"

NAPPA Organization Service Location Practitioners + Reports PSL Data Documentation

**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.

Ser	vice Locations		
Se	arch for service location		
	Service Location Number Name	NPI	
		Edit Record	
		Edit Record	

**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"** 

Associate	ed Practitioner	5			Search		Q Ass	ociate New Prac	ctitioner Sea	rch Inactive Rec		If a practitioner will be absent for more than a month and plans to return, you should deactivate their associate to an
Name ↑	Practitioner Lookup	Modified On	FTE for 0- 20	FTE for 21+	Current Number of Medi-Cal Beneficiaries	Maximum Number of Medi-Cal Beneficiaries	Distance Practitioner Travels to Field-Based Svc	Field-Based Services Available	Frequency of Practitioner Using Satellite Site	Telehealth Practitioner		service locations until their return. For instructions on how to activate their association(s) again, <b>go to Scenario</b>
											Edit Record	a la

# 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"

NAPPA				÷	Organization	Service Lo	ocations Practitioners +
Home > NAPPA - Home > NAPPA - Service Location Edit							Associated Practitioners All Practitioners
	General Information	Accessibility	Operational Hours	Language Capabilities	Population Served	Associated	Practitioner Errors
						_	Association Errors

**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

Associated F	Practition	ners Lis <sup>-</sup>	t		
1234567890					
JENNIFER HALLMAN	1234567890	JENNIFER	HALLMAN	Submitted To IBHIS	Disassociate

**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

Personal Identification Langua	age Capabilities Sp	ecial Population Cultural Competency Tra	aining	Credential History (Information O	nly)
Service Location Practitioners	PEI Evidence Based Pra	ctices			
Practitioner Demograph	nics				Step 6.3.1: When updating the First
NPI *		First Name *		Last Name *	or Last Name, this information must match what is in NPPES. Update the
Gender *		Ethnic Origin		Race *	Information in NPPES prior to updating in NAPPA
Female	<b>x</b> Q	×	Q	Central American	
					• The information in the grey box
IBHIS NPI		NPPES First Name		NPPES Last Name	provides reference to what is
					currently listed in NPPES and in IBHIS. This is informational only.
		IBHIS First Name		IBHIS Last Name	
IBHIS Gender		IBHIS Ethnic Origin		IBHIS Race	

**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."

JENNIFER HALLMAN	1234567890	JENNIFER	HALLMAN	Submitted To IBHIS		Disassociat	te

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

Taxonomy Effective Start Date         7/15/2024         Category         Nurse Practitioner (Psych)         Nurse Practitioner (Psych)         Taxonomy         363LP0808X - Nurse Practitioner, Psychiatric/ Mental Health         Exponomy Effective End Date         1         End current category/taxonomy and add new         2024-07-15         IBHIS Effective Start Date, Category, Discipline, and Taxonomy for an exiting credential cannot be exit to "add a new credential:         1.       End current category/taxonomy and add new – Click bor next to "End current category/taxonomy and add new"         2.       Taxonomy Effective Start Date * – Enter the effective date 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 provide the Discipline (in the grey box) field         4.       Taxonomy * – The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP	7/15/2024			
7/15/2024       Image: Category       Image:	Taxonomy Effective Start Date	2	IBHIS Effective Start Date	
Category       3       IBHIS Category         Nurse Practitioner (Psych       4         Nurse Practitioner (Psych       4         Taxonomy       4         363LP0806X - Nurse Practitioner, Psychiatric/ Mental Health       1         End current category/taxonomy and add new       Click botonext to "End current category/taxonomy and add new"         2.       Taxonomy Effective Start Date * - Enter the effective date the new credential. The date prior to this date will be the Taxonomy Effective End Date         1       Orregory * - Select the category the practitioner will be provide services under This will automatically populate the Discipling (in the grey box) field         4.       Taxonomy * - The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP	7/15/2024		2024-07-15	Ĩ
<ul> <li>Nurse Practitioner (Psych)</li> <li>Discipline</li> <li>Nurse Practitioner (Psych)</li> <li>Taxonomy</li> <li>363LP0808X - Nurse Practitioner, Psychiatric/ Mental Health</li> <li>Step 6.3.2.1: The Taxonomy for an exiting credential cannot be exponential:</li> <li>End current category/taxonomy and add new</li> <li>Category * – Select the category the practitioner will be proservices under This will automatically populate the Discipling (in the grey box) field</li> <li>Taxonomy * – The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP</li> </ul>	Category 3		IBHIS Category	
<ul> <li>Discipline</li> <li>Nurse Practitioner (Psych)</li> <li>Taxonomy</li> <li>363LP0808X - Nurse Practitioner, Psychiatric/ Mental Health</li> <li>To add a new credential:</li> <li>End current category/taxonomy and add new – Click boo next to "End current category/taxonomy and add new"</li> <li>Taxonomy Effective End Date</li> <li>Taxonomy Effective End Date</li> <li>Category * – Select the category the practitioner will be proservices under This will automatically populate the Discipling (in the grey box) field</li> <li>Taxonomy * – The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP</li> </ul>	Nurse Practitioner (Psych	Step 6.3.2.	: The Taxonomy Effective S	Start Date, Category.
<ul> <li>Nurse Practitioner (Psych</li> <li>Taxonomy</li> <li>363LP0808X - Nurse Practitioner, Psychiatric/ Mental Health</li> <li>Stonomy Effective End Date</li> <li>Taxonomy Effective End Date</li> <li>Taxonomy Effective End Date</li> <li>Category * – Select the category the practitioner will be provide services under This will automatically populate the Discipling (in the grey box) field</li> <li>Taxonomy * – The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP</li> </ul>	Discipline	Discipline, a	ind Taxonomy for an exiting	credential cannot be ed
<ol> <li>End current category/taxonomy and add new – Click bornext to "End current category/taxonomy and add new"</li> <li>Taxonomy Effective End Date</li> <li>Taxonomy Effective End Date</li> <li>Taxonomy Effective End Date</li> <li>Category * – Select the category the practitioner will be proviservices under This will automatically populate the Disciplin (in the grey box) field</li> <li>Taxonomy * – The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP</li> </ol>	Nurse Practitioner (Psych	To add a ne	w credential:	
<ul> <li>363LP0808X - Nurse Practitioner, Psychiatric/ Mental Health</li> <li>363LP0808X - Nurse Practitioner, Psychiatric/ Mental Health</li> <li>363LP0808X - Nurse Practitioner, Psychiatric/ Mental Health</li> <li>Taxonomy Effective Start Date * - Enter the effective date the new credential. The date prior to this date will be the Taxonomy Effective End Date for the previous credential.</li> <li>Category * - Select the category the practitioner will be proviservices under This will automatically populate the Disciplin (in the grey box) field</li> <li>Taxonomy * - The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP</li> </ul>	Тахолоту	1. End cu	rent category/taxonomy a	nd add new – Click bo
<ul> <li>Taxonomy Effective End Date</li> <li>Dryvy</li> <li>End current category/taxonomy and add new</li> <li>Category * – Select the category the practitioner will be proviservices under <i>This will automatically populate the Disciplin (in the grey box) field</i></li> <li>Taxonomy * – The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP</li> </ul>	363LP0808X - Nurse Practitioner. Psychiatric/ Mental Health		End current category/taxo	nomy and add new
<ul> <li>Taxonomy Effective End Date</li> <li>Taxonomy Effective End Date for the previous credential.</li> <li>Category * – Select the category the practitioner will be proservices under This will automatically populate the Disciplin (in the grey box) field</li> <li>Taxonomy * – The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP</li> </ul>		2. 1470110		
<ol> <li>Category * – Select the category the practitioner will be proviservices under <i>This will automatically populate the</i> Discipling (<i>in the grey box</i>) field</li> <li>Taxonomy * – The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP</li> </ol>		the new	credential. The date prior to	this date will be the
<ul> <li>End current category/taxonomy and add new</li> <li>Services under <i>This will automatically populate the</i> <b>Disciplin</b> (<i>in the grey box</i>) <i>field</i></li> <li><b>1. Taxonomy</b> * – The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP</li> </ul>	Texonomy Effective End Date	the new Taxono	credential. The date prior to ny Effective End Date for the	this date will be the e previous credential.
<ul> <li>(In the grey box) field</li> <li><b>1. Taxonomy</b> * – The taxonomy list will be limited to ones that be associated with the selected Category. Must match NPP</li> </ul>	Exonomy Effective End Date	the new Taxono <b>3. Catego</b>	credential. The date prior to ny Effective End Date for the ry * – Select the category the	this date will be the e previous credential. e practitioner will be prov
be associated with the selected Category. Must match NPP	End current category/taxonomy and add new	the new Taxono <b>3. Catego</b> services	credential. The date prior to ny Effective End Date for the ry * – Select the category the under <i>This will automaticall</i>	this date will be the e previous credential. e practitioner will be prov y populate the <b>Disciplin</b>
be associated with the selected Dategory. Must materin h	End current category/taxonomy and add new	the new Taxono 3. Catego services (in the g	credential. The date prior to ny Effective End Date for the <b>y</b> * – Select the category the under <i>This will automaticall</i> rey box) field	this date will be the e previous credential. e practitioner will be prov y populate the <b>Disciplin</b>
	End current category/taxonomy and add new	the new Taxono 3. Catego services (in the g 4. Taxono be asso	credential. The date prior to ny Effective End Date for the <b>y</b> * – Select the category the under <i>This will automaticall</i> <i>rey box) field</i> <b>my</b> * – The taxonomy list will plated with the selected Cate	this date will be the e previous credential. e practitioner will be prov y populate the <b>Disciplin</b> I be limited to ones that
	End current category/taxonomy and add new	the new Taxono 3. Catego services (in the g 4. Taxono be asso	credential. The date prior to ny Effective End Date for the under <i>This will automaticall</i> rey box) field <b>my</b> * – The taxonomy list will ciated with the selected Cate	this date will be the e previous credential. e practitioner will be prov y populate the <b>Disciplin</b> I be limited to ones that egory. Must match NPPI ed Taxonomy Codes for
Specialty Mental Health Services, refer to the page 7 of the Guid	D/YYYY End current category/taxonomy and add new	the new Taxono 3. Catego services (in the g 4. Taxono be asso For the list of Specialty M	credential. The date prior to ny Effective End Date for the under <i>This will automaticall</i> <i>rey box) field</i> <b>my</b> * – The taxonomy list will ciated with the selected Cate of all Categories and Accepte ental Health Services, refer	this date will be the e previous credential. e practitioner will be pro- y populate the <b>Disciplir</b> I be limited to ones that egory. Must match NPP ed Taxonomy Codes for o the page 7 of the Guid

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

Per PEI	sonal Identification	Language Capabilities	Special Population	Cultural Competence	y Training	Credential History (Information Only)	Service Location Practitioners
							• Create
	Month		Year			Hours	
	Jan		2021			2.00	
G	Dec Create Month * Sep	¥e:	2018 # *	Hours * 3	Step Train 1.Clic will a 2.Ent 3.Ent 4.Ent cann 5.Clic Note:	<b>6.3.3</b> To Add Cultural Co ing hours: ck "Create" and A Create ppear ter the "Month" of training ter the "Year" of training ter the "Hours" of training ot be greater than 99.99) ck Submit	pop-up window (the hours
					befor be ac	e Cultural Competency Tra Ided	aining hours can

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

Personal Identification Language C	apabilities Special Population	Cultural Competency Training	Credential History (Information On.	Service Location Practitioners	PEI Evidence Based Practices	Related
					🔿 Refresh 🗐 Run R	Report 🗸 🖷 Excel Templates 🛇
✓   IBHIS Discipline $∨$	Category 🗸	Taxonomy 🗸		Effective Start Date $\vee$	Effective End Date $\vee$	Created On $\downarrow$ $\checkmark$
Other Mental Health Workers	Other Mental Health Worker	225400000X	126993	4/11/2016	7/14/2021	9/9/2021 1:57 PM
ersonal Identification Language Ca	pabilities Special Population (	Ultural Competency Training C	redential History (Information On Se	rvice Location Practitioners PEI E	vidence Based Practices Related	
Service Location Practitioners (Practitioners	r Lookup)				🔘 Refresh 📓 Run Report 🗸	🕮 Excel Templates \vee 🗄
Service Location Num 😪 Primary Co	intact Nam $^{\vee} $ Primary Phone (Servic $^{\vee}$	Primary Email (Service_ >>  FTE for 0-20 >	✓ FTE for 21+ ∞ Status 1 >	Service Location Y	Organization (Service Location) >>	Practitioner Lookup 🗠 🔡
19AY			40 Active			
7822	eren an anti-anti-anti-anti-anti-anti-anti-anti-		Inactive			
	View the servic quickly find oth hours need to b	e location numbe er locations and h be modified.	r(s), FTE hours, cont nours the practitioner	act names/phone works and who to	numbers to contact if the	

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.

Service Locations	
Search for service location	
Service Location Number Name	NPI
	Edit Record
	Edit Record

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

	Genera	al Information	Accessibility	Operational Hours	Language Capab	oilities Population	Served Assoc	ciated Practitioners		
sociated Pr	actitio	ners								
Associated Practition	ers cation Practit	ioners •					Q Associate	New Practitioner	Search Inactive Records	)
	Mode 15			Current Number of Medi-Cal	Maximum Number of Medi-Cal	Distance Practitioner Travels to Field-	Field-Based Services	Telehealth		-

**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**".

Home > NAPPA - H	ome > NAPI	PA - Inactive Serv	ice Location Prac	titioners					
Name 🕇	Modified On	FTE for 0-20	FTE for 21+	Current Number of Medi-Cal Beneficiaries	Maximum Number of Medi-Cal Beneficiaries	Distance Practitioner Travels to Field-Based Svc	Field-Based Services Available	Telehealth Practitioner	
	8/27/2024 3:34 PM	5	5	20	40	15	Yes	Yes	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"

Home > NAPPA - Home > NAPPA - Service Location Edit	oners 🕶
	oners
General Information Accessibility Operational Hours Language Capabilities Population Served Associated Practitioner Errors Association Errors	

**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

Associated F	Practition	ners Lis <sup>-</sup>	t		
1234567890					
JENNIFER HALLMAN	1234567890	JENNIFER	HALLMAN	Submitted To IBHIS	Disassociate

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

Personal Identification La	anguage Capabilities	Special Population	Cultural Competency Training	Credential History (Information Only)
Service Location Practitioners	PEI Evidence Base	d Practices		
Spaces and special ch	aracters are not all	owed when enterir	ig the license number.	
NPPES License Number *				
CA License Number Pendin	g Per 90-Day Rule			
NPPES license number corr	ect? *			
Yes				~
DEA Number				
The category selected requ	ires the practitioner to	be enrolled in the Stat	e PAVE application. See QA Bulletir	Ъ.
PAVE Enrollment *				
Completed			~	*
Practitioner requires addition	al category			
Practitioner reg	uires additional	category		
		category		
		_		

Practitioner requires additional category		
Secondary Category Credential Record Justification * Select Where is the practitioner working? Select Additional Comments Secondary Category *		~
	c	۹
Secondary Discipline *          Secondary Effective Start Date *         M/D/YYYY         Secondary Taxonomy *         Secondary NPPES Taxonomy         DOES NOT MATCH	<ul> <li>Step 8.4: To add an additional category:</li> <li>1. Check Practitioner requires additional category</li> <li>Once checked, a new table for Secondary Category</li> <li>Credential Record will appear.</li> <li>2. Select one of the Justification reasons</li> <li>3. Indicate Where is the practitioner working? and</li> <li>Additional Comments if you need to further clarify reason for Secondary Category</li> <li>4. Select the Secondary Category type</li> <li>5. Enter Secondary Effective Start Date</li> <li>6. Enter the Secondary Taxonomy which must match with what is in NPPES. Update the information in NPPES prior to updating NAPPA.</li> <li>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.</li> </ul>	

**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"

NAPPA				÷	Organization	Service Lo	cations Practitioners +
Home > NAPPA - Home > NAPPA - Service Location Edit							Associated Practitioners All Practitioners
	General Information	Accessibility	Operational Hours	Language Capabilities	Population Served	Associated	Practitioner Errors
							Association Errors

**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

# Associated Practitioners List

JENNIFER HALLMAN						
JENNIFER HALLMAN	1234567890	JENNIFER	HALLMAN	Submitted To IBHIS	9/21/2022 12:00:00 AM	Disassociate Edit

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

Home > NAPPA - Home > NAPPA - Practitioner Organization Edit	
Practitioner ID * JENNIFER HALLMAN	
Organization ID *	
Association Start Date * 9/21/2022	<b>Step 9.3.1:</b> Select <b>Student's Supervisor</b> from drop-down list. Drop- down list will contain only practitioners associated to your legal entity.
Student's Supervisor *	The State has mandated that we include the supervisor for any student claims. Select <b>Submit</b> .
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.

Event by Legal Entity, Service Location. or Practitioner       Description         et legal Entity       12         et legal Entity, Service Location. or Practitioner       Description         et legal Entity, Service Location.       128         Account Legal Finity Carrier Carrier Service Location.       Practice Carrier Service Carrier Service Location.         Status       Account Legal Finity, Service Location.       Practice Carrier Service Location.         Status       Account Legal Finity, Service Location.       Practice Carrier Service Location.         Status       Account Legal Finity, Service Location.       Practice Carrier Service Location.         Status       Account Legal Finity, Service Location.       Practice Carrier Service Location.       Service Location.         Status       Account Legal Finity, Service Location.       Practice Carrier Service Location.       Service Location.       Service Location.         Status       Account Legal Finity Service Location.       Practice Finity Finity Service Location.       Service Location.<			s cou			Network Adeq	uacy Pr	ovider I	Report						Data i	s as of yeste	rday
e of Legi Entities: 21 et al. Atternet Legi Entiti	MEI hope.	NTAL H		LTH peing.	Search by	/ Legal Entity, Service Lo	ocation, or Pr	actitioner		a. 18	S Reset						
Ber Legal Linking:         3/3         P of service Location:         L.30           Construct Elegal Circle 0019         Construct Elections Date (Lago Circle)																	
Account logal fieldy         Legal Logal fieldy Name         Contract Explaint Date         Contract Explaint Date           00015         CL COUNTY DIAL         7/10201         602016         602025           00016         CL COUNTY DIAL         7/10201         602025         602025           00016         CL COUNTY DIAL         7/10201         602025         602026           00016         TELECARE CORPORATION         7/10202         602026         602026           0010         PACIFIC CUNICE         7/10202         602026         7/10202         602026           0010         PACIFIC CUNICE         7/10202         602026         7/10202         602026         7/10202         602026           0010         PACIFIC CUNICE         Phone (Idala)         Phone	# of Legal Entities:	313	# of	Service Location	IS: 1,230												
0019       LL COUNTY DNH       7/10217       6.00208         00019       LL COUNTY DNH       7/10217       6.00208         00019       CL COUNTY DNH       7/1021       6.00208         00019       TR-CTY NENTAL HEALTA UNDRY       7/1021       6.00208         00100       TR-CTY NENTAL HEALTA UNDRY       7/10224       6.00208         00110       WICTOR TREAMMENT CENTERS INC       7/10224       6.00208         00110       NISTRUT PORT THE REGEBION OF LS       7/10224       6.00208         00170       NISTRUT PORT THE REGEBION OF LS       7/10224       6.00208         00170       NISTRUT PORT THE REGEBION OF LS       7/10224       6.00208         00170       NISTRUT PORT THE REGEBION OF LS       7/10224       6.00208         00170       NISTRUT PORT THE REGEBION OF LS       7/10224       6.00208         00170       NISTRUT PORT THE REGEBION OF LS       7/1024       6.00208         00170       NISTRUT PORT THE REGEBION OF LS       7/1024       6.00208         00170       NISTRUT PORT THE REGEBION OF LS       7/1024       6.00208         00170       NISTRUT PORT THE REGEBION OF LS       7/1024       6.00208         00170       NISTRUT PORT THE REGEBION OF LS       7/1024       6.00	Associated Legal Entity	1			Legal Entity Name					c	ontract Effective I	Date	C	ontract Expi	ration Da	te	-
D0019         LL COUNTY DNH         PT/12021         6802025           0006         TELECARE CORPORATION         71/12024         6802026           0018         TELECARE CORPORATION         71/12024         6802026           0019         PACIFIC CLINICS         71/12024         6802026           00171         INSTITUTE FOR THE RECEIPTION IC         71/12024         6802026           00172         ALMA FAMILY SERVICES         71/12024         6902026           00173         ALMA FAMILY SERVICES         71/12024         6902026           00174         Neme         NOT HOTE FOR ATMANET CONTRE RECEIPTION IC         Templation IC           Number         Neme         NOT HOTE FOR THE RECEIPTION IC         Templation IC         Receive IC           Service         Service         NOT HOTE FOR THE RECEIPTION IC         Templation IC         Receive IC           Number         Note IC         Note IC         Note IC         Receive IC         Receive IC           Service         Note IC	00019				LA COUNTY DMH					7/	1/2017		6	/30/2018			_
D005     INFC/INV MENTAL HEAL(INDURINY     0/1220     Edu/data       0018     TELCARE CONCARTION     71/12224     Edu/data       0018     WICTOR REATIENT CENTERS IN C     71/12224     Edu/data       0017     INSTITUTE FOR THE REDESION OF LE     71/12224     Edu/data       00170     INSTITUTE FOR THE REDESION OF LE     71/12224     Edu/data       00170     INSTITUTE FOR THE REDESION OF LE     71/12224     Edu/data       00170     INSTITUTE FOR THE REDESION OF LE     71/12224     Edu/data       00170     INSTITUTE FOR THE REDESION OF LE     71/12224     Edu/data       00170     INSTITUTE FOR THE REDESION OF LE     71/12224     Edu/data       00170     INSTITUTE FOR THE REDESION OF LE     71/12224     Edu/data       00170     INSTITUTE FOR THE REDESION OF LE     71/12224     Edu/data       00170     INSTITUTE FOR THE REDESION OF LE     71/12224     Edu/data       00170     INSTITUTE FOR THE REDESION OF LE     Englishing Formatic     Reference       00170     INSTITUTE FOR THE REDESION OF LE     Englishing Formatic     Reference       00170     INSTITUTE FOR THE REDESION OF LE     Englishing Formatic     Reference       00170     INSTITUTE FOR THE REDESION OF LE     Englishing Formatic     Reference       00170     INSTI	00019				LA COUNTY DMH					7/	1/2021		6	/30/2025			
Control         Creations         Control         Production         Production <td>00000</td> <td></td> <td></td> <td></td> <td>TRI-GITY MENTAL HEALT</td> <td></td> <td></td> <td></td> <td></td> <td>7/</td> <td>1/2020</td> <td></td> <td>0</td> <td>130/2025</td> <td></td> <td></td> <td>-</td>	00000				TRI-GITY MENTAL HEALT					7/	1/2020		0	130/2025			-
Carlos         Pacherio Cunicis         Processo         Descesso           00120         Pacherio Cunicis         Prince         Biologia         Prince         Biologia	00118				VICTOR TREATMENT CEN					7	1/2024		6	120/2020			-
Optimization         INSTITUTE FOR THE REDEBION OF LE ALMA FAMUY SERVICES         7/12024         6000208           Sancia: Sancia Location Number         Martin Famuy Services         Phone (Business) Type 2         Phone (Susiness) Number         Phone (Susiness) Phone (Intake)         Phone (Fax) Language Explosing Sancia: Number         Program Available         Age Group         Accessible By Age Group         Age Consumer Age Group         Age Group         Accessible By Age Group         Age Consumer Age Group         Age Group         Accessible By Age Group         Age Consumer Age Group         Age Group         Accessible By Age Group         Age Group         Age Group         Accessible By Age Group         Age Consumer Age Group         Age Group         Accessible By Age Group         Age Consumer Age Group         Age Group         Age Group         Accessible By Age Group         Age Consumer Age Group         Age Group <td>00120</td> <td></td> <td></td> <td></td> <td>PACIFIC CLINICS</td> <td></td> <td></td> <td></td> <td></td> <td>7/</td> <td>1/2024</td> <td></td> <td>6</td> <td>/30/2026</td> <td></td> <td></td> <td></td>	00120				PACIFIC CLINICS					7/	1/2024		6	/30/2026			
D0173         ALMA FAMILY SERVICES         7/12224         8/00/2028           Barkies         Service Location Type 2         Monther Manuber         Number Manuber         Number Type 2         Number Manuber         Number Manuber         Number Manuber         Number Manuber         Number Manuber         Number Manuber         None (flakke) D006 k         Phone (flakke) D0	00171				INSTITUTE FOR THE RED	ESIGN OF LE				7/	1/2024		6	/30/2026			
Service Location Number         NPI Number         NPI Number         Not Type 2         Not Number         Hours of Operation Members         Phone (Business)         Phone (Business)         Phone (Fax) Language Capacity(Ofter Language Services Adult Full Service Adult Full Service For Name         Age Group         Accessible By Accessible By Acc	00173				ALMA FAMILY SERVICES					7/	1/2024		6	/30/2026			
Samia Number         Marke Type 2         Microsoft Type 2         Microsoft Type 2         Microsoft Type 2         Microsoft Type 2         Microsoft Type 2         Phone (Rasiness)																	-
100%     Martal Fall     English: Spanish     Aa109     Martal Spanish       100%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       100%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       100%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       100%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       100%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       100%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       100%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       100%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       100%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       100%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       100%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       101%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanish       101%     Martal Fall     Figlish: Spanish     Figlish: Spanish     Figlish: Spanis	Service Service Loca Location Name Number	ation NP Typ	1 Number pe 2	r - % H Workforce Members	lours of Operation	Phone (Business)	hone (Intake)	Phone (Fax)	Lenguage Capacity/Other Language Services Available	P	rogram Available	A	ge Group	Accessit	ıle By	Accepting New Beneficiari	85
Adult Full Service Partnership (FSP) 100% P 100% P 1				100%	t de la companya de la				English: Spanish	A	8109			P		Yes	
Full Name     NPI Number - Type 1     Catagory Partice sharesho (CBP)     Discipline     Taxonomy (PSP)     NPPES Taxonomy Comparison     BHIS Comparison Comparison     Cationia Partice sharesho (CBP)     Mode-15     FTE for F16     Total FTE 0-20     Cationia Partice sharesho (PSP)       # of Practitioners:     15013       Full Name     NPI Number - Type 1     Catigory Partice sharesho (PSP)     Discipline     Taxonomy Manager/Care Comparison     NPPES Taxonomy Comparison     DefA Number Comparison     Service Number     Mode-15     FTE for F16     FTE for Total FTE Number     Total FTE Number Number     Cationia Number     DefA Number Number     Service Number     No 0     0     0       # of Practitioner Type 1     Discipline     Taxonomy Manager/Care Comparison     Not     0     0     0       No     0     0     0     0     0     0     0										Pa	dult Full Service artnership (FSP)			19		No	
Ionis				P F	b i i i i i i i i i i i i i i i i i i i					Pa	artnership (FSP)					Yes	
Full Name     NPI Number     California Pi California Bervice Partnership (FSP)     California Pi Child'Young Aduli Full Bervice Partnership (FSP)     Pi Ves       # of Practitioners:     15.013       Full Name     NPI Number     Caligory     Discipline     Taxonomy     NPPES Taxonomy     California Taxonomy     Deathorization Comparison     Deathorization Comparison     Mode-15     FET for 21 / 100 /										Ca	WORKS/GROV			P		No	
Interview     Inter										Ca	alWORKS/GROV			P		Yes	
Norm     Norm     Normal Network     Norma				100%						CI Si	hild/Young Adult F ervice Partnership	ull ,		Po		No	
et of Practitioners: 15.013           Full Name         NPI Number - Type 1         Category Discipline         Discipline         Taxonomy Taxonomy Comparison         NPPES Taxonomy Comparison         Catefornia Practitioner License Number         DEA Number         Mode-15 Seciel License Number         FTE for Seciel License         Total FTE Number         Total FTE Number         Total FTE Seciel License         Total FTE Number				100%	•					CI	SP) hild/Young Adult F arvice Partnershi	ull		P		Yes	
# of Practitioners: 15.013 Full Name NPI Number Type 1 Category Discipline Taxonomy NPPES Taxonomy Comparison					-			]		(F	SP)						
Full Name     NPI Number - Type 1     Category Type 1     Discipline     Taxonomy Taxonomy Comparison     NPPES Comparison     DH4S Category Comparison     DEA Number     DEA Number     Mode-15 Continue     PTE for Cate Title     PTE for Contactioner       Mental Health     Mental Health     171M00000X - Case     MATCH     171M00000X - Case     -Case     No     0     0     0       Associate Marriage and Family Therapist     Associate Marriage and Family Therapist     Associate Marriage and Family Therapist     MATCH     108H0000X - Marriage and Family Therapist     MATCH     108H0000X - Marriage MATCH     No     0     0     0       Viscational Nurse     LVN     184X00000X - Licensed Viscational Nurse     MATCH     184X00000X - Licensed MATCH     184X00000X - Licensed MATCH     184X00000X - Marriage MATCH     No     0     0     0	# of Practitioners:	15,013															
Mantal Health Rehabilitation     Mental Health Rehabilitation     171M00000X - Case Manager/Care Coordinator     MATCH     171M00000X - Case     No     0     0     0       Associate and Family Therapist     Associate Marriage and Family Therapist     Associate Marriage and Family Therapist     MATCH     108H0000X - Marriage and Family Therapist     Yes     40     40       Licensed Vocational Nurse     LVN     184X0000X - Licensed Vocational Nurse     MATCH     184X0000X - Vocational Nurse     Yes     2     39     40       Mantal Health Rehabilitation     Mental Health     225400000X - Rehabilitation     MATCH     22540000X - MATCH     No     0     0	Full Name	NPI Numb Type 1	ver-Cat	legory	Discipline	Taxonomy	NPPES Taxonomy Comparison	IBHIS Taxonomy Comparison	California Practitioner License Number	DEA Nur	nber Service Location Number	Mode-15	FTE for F 0-20 2	TE for Tota 1+	IFTE	Current Number of Medical Beneficiaries	Mi <sup>0</sup> Ni Bi
Associate Marriage and Family Threapist     108H00000X - and Family Therapist     MATCH and Family Therapist     108H00000X - Marriage and Family Therapist     Yes     40     0     40       Licensed Vocational Nurse     LVN     164X0000X - Licensed Vocational Nurse     MATCH     184X0000X     Yes     2     38     40       Mantal Health     Mental Health     22540000X - MATCH     184X0000X - Vocational Nurse     No     0     0     0				Mental Health Rehabilitation Specialist	Mental Health Rehabilitation Specialist	171M00000X - Case Manager/Care Coordinator	MATCH	171M00000X - Case Manager/Car Coordinator				No	٥	0	0	c	,
Licensed LVN 184X00000X - Licensed MATCH 184X00000X Vocational Nurse Yes 2 38 40 Vocational Nurse Mental Health 225400000X - MATCH 225400000X - No 0 0 0 Rehabilitation Rehabilitation Practitioner Rehabilitation				Associate Marriag and Family Therapist	e Associate Marriage and Family Therapis	106H00000X - Marriage and Family Therapist	MATCH	108H00000X - Marriage and Family Therapist				Yes	40	0	40	12	:
Mental Health Mental Health 225400000X - MATCH 225400000X - Rehabilitation Rehabilitation Practicerer Rehabilitation				Licensed Vocational Nurse	LVN	164X00000X - Licensed Vocational Nurse	MATCH	164X00000X				Yes	2	38	40	10	1
Specialist Specialist Practitioner				Mental Health Rehabilitation Specialist	Mental Health Rehabilitation Specialist	225400000X - Rehabilitation Practition	MATCH	225400000X Rehabilitation Practitioner	1			No	0	0	0	0	1
Licensed Marriage Marriage and Family 1011YM0800X - Counselor MATCH 101YM0800X No 0 0 0 Therapist Mental Health Therapist Mental Health				Licensed Marriage and Family Therapist	Marriage and Family Therapist	101YM0800X - Counsel Mental Health	or MATCH	101YM0800X				No	0	0	0	(	1

**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.

NAPPA				÷	Organization	Service Lo	cations Practitioners	
Home > NAPPA - Home > NAPPA - Service Location Edit							Associated Practitioners All Practitioners	
	General Information	Accessibility	Operational Hours	Language Capabilities	Population Served	Associated	Practitioner Errors Association Errors	

**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.

Home > N	Home > NAPPA - Home > NAPPA - Practitioner Errors								
Prac	Practitioner Error List								
Search	for practitioners								
	Practitioner	NPI	First Name	Last Name	Practitioner Submission Status	Error Description	Association Date		
					An error has occurred. Please open a Heat self-service ticket.	One or more of these required fields are NULL: Org Number, Gender, Ethnic Origin, Race, Category, Discipline, Taxonomy, Effective Starte Date.	8/20/2024 12:00:00 AM		
					An error has occurred. Please open a Heat self-service ticket.	One or more of these required fields are NULL: Org Number, Gender, Ethnic Origin, Race, Category, Discipline, Taxonomy, Effective Starte Date.	8/20/2024 12:00:00 AM		

**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.

Home > NAPPA - Home > NAPPA - Association Errors Association Error List									
Search	for practitioners								
	Practitioner	NPI	First Name	Last Name	Association Status	Error Description	Association Date	Disassociation Date	
					An error has occurred. Please open a Heat self- service ticket.	{"ErrorDescription":"Record is not existed in Avatar"}	7/7/2023 12:00:00 AM		
					An error has occurred. Please open a Heat self- service ticket.	{"ErrorDescription":"Record is not existed in Avatar"}	8/5/2024 12:00:00 AM		

# 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.

		MENT OF		ľ	Provider Application Portal						Sujung Kim 🗸			
NAPP	A			<b>f</b>	Organization	Service Loca	tion Prac	titioners 🛨 🛛	Reports	PSL Data	)	Docur	mentation	
Home > NAP	PPA - Home > 1	NAPPA - PSL D	ata Download											
Service Lo	cation													
7521	-													
1720												[Ar	oply Filter	
Full Name (Practitioner Lookup)	NPI (Practitioner Lookup)	Category (Practitioner Lookup)	Discipline (Practitioner Lookup)	Taxonomy (Practitioner Lookup)	NPPES Taxonomy (Practitioner Lookup)	IBHIS Taxonomy (Practitioner Lookup)	California Practitioner License Number (Practitioner Lookup)	DEA Number (Practitioner Lookup)	Service Location Number (Service Location)	Mode 15 services?	FTE for 0- 20	FTE for 21+	Current Number of Medi-Cal Beneficiarie	
s 1. S	Select Se	rvice Loc	ation(s)									10	5	
2. (	Click "App	oly Filter"												
3. (	Click "Exp	port to Exe	cel" if you	want to ex	tract the rep	ort to an e	excel spre	adsheet						

# 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 between 18 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.