



Quality Assurance Bulletin

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Program Support Bureau

County of Los Angeles - Department of Mental Health
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TRIENNIAL ONSITE REVIEW: SYSTEM/CHART REVIEW

In accordance with oversight authority contained in the California Code of Regulations, Title 9, Chapter 11, Section 1810.380, the California Department of Health Care Services (DHCS) will be conducting its triennial onsite review of the Los Angeles County Mental Health Plan's (MHP) Specialty Mental Health Services (SMHS). The onsite review consists of a System Review and a Chart Review. The purpose of the System Review is to evaluate the MHP's program and fiscal operations to verify that medically necessary services are provided to Medi-Cal beneficiaries in compliance with State and Federal laws and regulations and/or the terms of the contract between DHCS and the MHP. The purpose of the Chart Review is to evaluate (through a random selection of eighty (80) client charts) the MHP's compliance with regulatory requirements for reimbursement for SMHS by Medi-Cal. The Chart Review includes an inspection of all medical records associated with each selected beneficiary's care during the review period. If claims are disallowed as a result of the review, DHCS will recoup Medi-Cal Federal Financial Participation dollars from the MHP.

Important Dates

The System Review will begin **Monday, February 08, 2016**, and conclude **Thursday, February 11, 2016**. LACDMH fiscal and administrative programs are in the process of being contacted. Service providers may be contacted in the upcoming weeks to provide supporting evidence for MHP compliance with regulatory and/or contractual requirements.

The Chart Review will begin **Monday, February 22, 2016**, and conclude **Friday, March 04, 2016**. The Quality Assurance (QA) Division is anticipating receiving the list of selected clients and review period on **February 11** and will notify involved providers via phone and email on or around **February 12**. Chart drop off will be **February 16** through **February 19**. Instructions for chart flagging and chart drop-off will be provided upon notification to providers. The exit conference will be held on **March 4**. All providers with selected clients are invited to attend.

Important note: The Service Area Liaisons were provided chart flagging materials on January 11. Any provider selected in the audit may contact their Service Area Liaison to obtain chart flagging materials.

Instructions for Directly-Operated Programs Using IBHIS

For directly-operated programs using IBHIS as their clinical record, the QA Division will be printing and flagging charts for the Chart Review. Directly-operated programs are responsible for ensuring that all documents for selected clients that are pertinent to the review and that are filed in paper charts are scanned into IBHIS (e.g. an Initial Assessment). The QA Division will contact programs directly for any other needed items related to the clinical record or ancillary folder.

Instructions for Contractors with an Electronic Health Record

For contracted programs using an electronic health record, a paper version of the clinical record must be produced. The auditors will not be reviewing any records electronically. All pertinent documents must be printed-out and provided as if there were a paper clinical record. Providers should make sure they have a signed electronic signature agreement on-file with LACDMH to ensure their electronic signatures are considered valid in the Chart Review.

Where to Find Additional Information

The QA Division has set up a webpage (http://psbqi.dmh.lacounty.gov/QA_Div.html) for providers to access information regarding the Chart Review. Information that can be found on the webpage includes:

- Listing of important dates
- Review protocol and reasons for disallowance
- List of providers selected for the Chart Review (will be posted on or around February 12th)
- Clinical record preparation instructions
- Introductory video regarding the Chart Review
- Instructional video on how to flag a chart for the review
- Instructional video on the ancillary folder
- Forms required in the ancillary folder
- Chart drop-off instructions
- Exit conference details

Please be sure to view information posted on the webpage in preparation for the Chart Review.

If you have any questions regarding this Bulletin, please contact your QA Liaison.

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