# Quality Assurance Bulletin

## May 26, 2009        No. 09-03

### Program Support Bureau
County of Los Angeles - Department of Mental Health
Marvin J. Southard, DSW, Director

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## REVISION
## ORGANIZATIONAL PROVIDER'S MANUAL
## CHAPTER 1 – CLIENT CARE COORDINATION PLAN

All Providers should be aware that the Client Care Coordination Plan has been revised. It was issued via Clinical Records Bulletin (CRB) 2009-03. The CRB is important to your understanding the:

- revised CCCP,
- origin of the revisions,
- role the CCCP plays in clinical services and reimbursement,
- key revisions to the CCCP, and
- key points of the revisions.

During February, March, and April, ten large training sessions were conducted throughout the County for contract and directly-operated program supervisory and management staff. Attendees were responsible for returning to their respective programs and training all staff. Clinic managers must ensure that all staff have access to CRB 2009-03 and are trained on correctly completing the revised CCCP.

The CCCP is available as form-fillable on the Department's Web site under "Provider Tools", then "Forms", then "CCCP/SFPR".
*(http://dmh.lacounty.gov/cms1_126731.asp#TopOfPage)*

Except for those contract programs who currently use electronic records, implementation of the revised CCCP should occur as soon as the training of staff has occurred. Contractors who cannot be compliant by July 1, 2009 should send written notice providing a reasonable alternate compliance date to:

Norma Fritsche, District Chief
Department of Mental Health
Program Support Bureau, Quality Assurance
550 S. Vermont Ave, 10th floor
Los Angeles, CA      90020

Because the revision significantly changed the CCCP format and process, the Section of the Organizational Provider's Manual that related to the CCCP was also revised (attached). The revisions to the Organizational Provider's Manual follow the structure of the CCCP. The section begins with a philosophy statement and a brief comment on the pages that comprise the CCCP. Then each page of the basic CCCP is reviewed in some detail covering all the basic elements of the page, requirements for the elements of the page, and other important information. If you have questions regarding the CCCP or the Manual revisions, please contact your Service Area QA Liaison.

A draft version of the revision was distributed at the CCCP trainings, but there were some minor changes to the draft following those trainings, so please replace the attached with any draft versions you may have. The attached revision can be used to replace the CCCP Section in your current Manual or the revised Manual in its entirety can be accessed on the Department's Web under "Provider Tools", then "Agency Administration", then "Organizational Provider's Manual". ***(http://dmh.lacounty.gov/Agency_Admin.asp).***

c:  Executive Management Team        Department QA staff
    District Chiefs                  Judy Miller, Compliance Program Office
    Program Heads                    Nancy Butram, Revenue Management
    TJ Hill, ACHSA                   Donna Warren-Kruer, Network Org. Providers