



---

---

# Quality Assurance Bulletin

September 1, 2016 No. 16-06

Program Support Bureau

County of Los Angeles - Department of Mental Health  
Robin Kay, PhD, Acting Director

---

---

## COMMUNITY OUTREACH SERVICES (COS)

This Bulletin serves as an interim policy related to Community Outreach Services (COS) documentation and claiming requirements. The Quality Assurance (QA) Division is in the process of developing a formal Los Angeles County Department of Mental Health (LACDMH) Policy and Procedure related to documentation requirements for indirect services (including COS, Medi-Cal Administrative Activities (MAA), and Quality Assurance (QA) activities).

### General COS Requirements

- All COS activities claimed to LACDMH must be in accordance with the COS Manual ([http://file.lacounty.gov/dmh/cms1\\_159836.pdf](http://file.lacounty.gov/dmh/cms1_159836.pdf))
- COS activities must be documented on a form that has all the same data elements as the COS form published by the QA Division. This form includes service information as well as notes information which describes the intervention provided.
- Documentation must be done by the practitioner (rendering provider) who provided the service. If multiple practitioners were involved, only one note may be written by one of the practitioners but must include the interventions and time of all practitioners.
- Multiple COS interventions to a single individual may not be grouped together into a single note. A separate COS note must be written for each contact with the individual with the duration for that individual contact.
- COS interventions to groups, providers or the community may be grouped into a single note with the combined duration of the intervention.

### Requirements for Providers using the Integrated Behavioral Health Information System (IBHIS)

*This includes both directly-operated and contracted providers*

- The published COS form with the required data elements can be found at: [http://file.lacounty.gov/dmh/cms1\\_227300.pdf](http://file.lacounty.gov/dmh/cms1_227300.pdf)  
*Refer to Clinical Forms Bulletin No 15-01 ([http://file.lacounty.gov/dmh/cms1\\_227301.pdf](http://file.lacounty.gov/dmh/cms1_227301.pdf))*
- All COS services shall be documented and claimed by the minute

### Requirements for Providers using the Integrated System (IS) *This includes both directly-operated and contracted providers*

- The published COS form with the required data elements can be found at: [http://lacdmh.lacounty.gov/hipaa/documents/COS\\_Fillablev4\\_000.pdf](http://lacdmh.lacounty.gov/hipaa/documents/COS_Fillablev4_000.pdf)
- All COS services shall be documented and claimed in fifteen minute increments (FMI)

The QA Division will also be updating the COS Manual to reflect the information in this Bulletin.

If Contract or Directly-Operated agencies have any questions regarding this Bulletin, please contact your Service Area QA Liaison.

c: Executive Management Team  
District Chiefs  
Program Heads  
Department QA staff  
QA Service Area Liaisons

Judith Weigand, Compliance Program Office  
Zena Jacobi, Central Billing Office  
Pansy Washington, Managed Care  
TJ Hill, ACHSA  
Regional Medical Directors