

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY ASSURANCE LIAISON’S MEETING MINUTES
MONDAY, DECEMBER 10, 2018**

Attendees	Alyssa Bray Angelica Fuentes Barbara Paradise Bethlehem Assefa Bradley Bryant Caesar Moreno Cesar Franco Christina Kubiojiri Courtney Stephens Crystal Cianfrini-Perry Cynthia Hurtado Dara Vines David Crain David Tavlin	Emilia Ramos Erica Melbourne Ericka Rivera Gassia Ekizian Greg Tchakmakjian Jennifer Hallman Jessica Walters Joel Solis Joshua Lozada Juanita Olivas Kim Kieu Kimber Salvaggio Lisa Harvey Lisa Thigpen	Marc Borkheim Margaret Faye Marisol Penalosa Michele Munde Michelle Rittel Michelle Young Nikki Collier Rosa Diaz Sauntrie Abellera Socorro Gertmenian Sonya Wangpuchakane Susan Cozolino Thang Nguyen Wanta Yu	
Agenda Item	Discussion and Findings		Decisions, Actions	Presenter
Call to Order	Meeting was called to order at 10:39 a.m.			Bradley Bryant
Introductions	Attendees introduced themselves.			Bradley Bryant
Minutes	Minutes: November’s minutes were not available.			Bradley Bryant
Announcements	<p>New Admin Deputy</p> <ul style="list-style-type: none"> ○ Edgar Soto will assume leadership over HR, CDA, Finance, Capital Planning and Materials/Facilities Management, and WET. He will also oversee the following areas that were consolidated under the umbrella of Risk Management Operations as a result of the reorganization: Compliance, Privacy and Audit; Investigations, Safety/Return to Work and Litigation. <p>New QA ITC</p> <ul style="list-style-type: none"> ○ Dennis Lam – ITC will be working under Nikki Collier’s unit. <p>New QA MHC RN</p> <ul style="list-style-type: none"> ○ David Lee – MHC RN will be working under the Medi-Cal Certification. 			Bradley Bryant
Audits/Reviews	<p>MR Grant</p> <ul style="list-style-type: none"> • LE Chart Reviews by QA (Dec/Jan) <ul style="list-style-type: none"> ○ Mental Health America LA (December) ○ San Gabriel Children’s Center (December) • DO Check-Ins by QA (Dec/Jan) <ul style="list-style-type: none"> ○ Long Beach Adult Mental Health Clinic (December) ○ SA3 FSP/East San Gabriel Valley (December) ○ Antelope Valley Kidz Connection (December) ○ South Bay (January) ○ EOB Crisis Augustus Hawkins (January) ○ Edelman Child & Family (January) 			Bradley Bryant
Medi-Cal Cert Section	<p>Reminder</p> <ul style="list-style-type: none"> ○ Stay on top of certification with the Systems Review coming up and be as compliant as possible. 			Norma Cano
State DHCS Updates	<p>DHCS State System Review – System Review Portion</p> <ul style="list-style-type: none"> ○ Compiling documents for the review 			Bradley Bryant
Training & Operations	<p>Schedule of Trainings and Presentations – please see handouts</p>			Nikki Collier

	<ul style="list-style-type: none"> • Includes scheduled documentation trainings and special documentation presentations through April of 2019. Please direct any questions or issues regarding registration for non-IBHIS related trainings to Nikki Collier and for IBHIS related documentation trainings to Joshua Lozada. • Next month the new Targeted Case Management and Rehabilitation Documentation Training will be included in the schedule. The three-hour training will be held once a month. Annual QA Report & Written QA Process Form for LEs – please see handout • The Annual QA Report for Legal Entities is due by January 31st. Along with the report all LEs must complete and submit the new Written QA Process for Legal Entities form. The email announcement with attached forms will go out early next week. <p>QIC Schedules – please see handout</p> <ul style="list-style-type: none"> • A schedule for QIC meetings in all of the service areas was put together in one document and will be posted on the QA website. The information was reviewed with the QIC Chairs and Co-Chairs to ensure it was up to date. <p>QA Knowledge Assessment</p> <ul style="list-style-type: none"> • The idea to periodically send out QA related quizzes via survey software to LE providers as a mechanism to assist with identifying training needs was proposed and discussed. Attendees provided feedback including how it might be useful, how frequently the quizzes/surveys should be sent out and the level at which the data should be gathered (i.e. specific LE/program, Service Area, or all LEs as a whole). <p>Annual QA Report & Written QA Process Form for LEs – please see handout</p> <ul style="list-style-type: none"> ○ Due at the end of January, 2019 along with a written QA Process. ○ In addition to the LE numbers QA is asking to list also the provider numbers. ○ Additional page will be added for information. <p>QIC Schedules – please see handout</p> <p>QA Knowledge Assessment</p> <ul style="list-style-type: none"> ○ This will be a survey software questionnaire ○ There will be approximately ten questions about the progress note and a true of false type. ○ This will be available for providers 		
<p>Policy & Technical Development</p>	<p>FINAL QA Bulletin 18-11: Org Manual Updates – Included ICD10 Diagnoses</p> <p>Network Adequacy Webinar Update:</p> <ul style="list-style-type: none"> ○ December 10 (DO) and December 12 (LE) ○ These will be recorded and posted. 		<p>Jennifer Hallman</p>

	<p>Access to Care FAQs – included in handout</p> <ul style="list-style-type: none"> ○ Ongoing Webinar (2nd Tuesday of each month at 9am) to be combined together with Network Adequacy. <p>DO QA Check-In/Chart Review Schedule 2019 – included in handout</p> <p>DHCS State System Review – Chart Review Portion</p> <ul style="list-style-type: none"> ○ Instructional Packet (DHCS Chart Review, List of Materials to Submit, Chart Checklist) – included in handout ○ This is considered a hybrid review meaning that we have to submit all documents electronically. ○ Different documents are being requested than in previous State System Chart Reviews. <p>List of Child Providers – not included in handout</p> <ul style="list-style-type: none"> ○ The list of names has already been sent out. ○ All child providers have been notified and materials must be received by December 11. ○ The review period is January to March, 2018 <p>List of Adult Providers – not included in handout</p> <ul style="list-style-type: none"> ○ List will be received on Wednesday, December 19 and the providers will be contacted the next day. ○ QA will email [secure] the documents. <p>FY 18/19 Reasons for Recoupment – included in handout</p> <ul style="list-style-type: none"> ○ A QA Bulletin will be issued going over the changes in the Reasons for Recoupment <p>Upcoming: Guide to Procedure Code Updates and Organizational Provider’s Manual Updates</p> <ul style="list-style-type: none"> ○ Psych. testing codes and CPT codes are changing effective January 1. ○ The Guide to Procedure Codes will be updated and a QA Bulletin will be sent. ○ The Org. Manual will also be updated regarding the ICC, IHBS, and TFC. 		
HIM (DO Only)	None		Bradley Bryant
Upcoming Items	<ul style="list-style-type: none"> • <i>Updating Org Manual; ICC/IHBS/TFC</i> • <i>CFT Tracking Modifier</i> 		
Next Meeting	<p>The meeting was adjourned at 12:36 p.m. Next Meeting: January 14th 2019, 550 S. Vermont Ave. 10th Fl 10:30 a.m. – 12:00 noon</p>		