

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
 QUALITY ASSURANCE LIAISON’S MEETING MINUTES
 MONDAY, JANUARY 14, 2019**

Attendees	Aden Michael Agnieszka Medina Angelica Fuentes Ann Lee Barbara Paradise Bertrand Levesque Camacho Fuentes Cesar Franco Christina Kubiojiri Courtney Stephens Crystal Cianfrini-Perry Cynthia Hurtado Dara Vines David Lee Debra Berzon Leitelt Dennis Lam	Erica Melbourne Erica Rivera Gail Blesi Gassia Ekizian Greg Tchakmakjian Gina Hoare Helena Ditko Howard Washington Jasminder Chahal Jennifer Hallman Jessica Walters Joel Solis Joshua Lozada Juanita Olivas Kim Kieu Kimber Salvaggio	Lisa Harvey Marc Borkheim Margaret Faye Mary Camacho Michele Munde Michelle Rittel Misty Aranoff Nikki Collier Patricia Lopez Randolph Faveau Rosa Diaz Sauntrie Abellera Socorro Gertmenian Sonya Wangpuchakane Susan Cozolino Thang Nguyen Wanta Yu	
Agenda Item	Discussion ad Findings		Decisions, Actions	Presenter
Call to Order	Meeting was called to order at 10:36 a.m.			Jen Hallman
Introductions	Attendees introduced themselves.			Jen Hallman
Minutes	Changes were made on page one under Management Changes , second bullet to include each of after Mary Romero’s title. November’s minutes were approved by Michelle and second by Barbara Paradise. December’s were approved by Erica Melbourne and second by Gail Blesi.			Jen Hallman
Announcements	<ul style="list-style-type: none"> • Nikki introduced Dennis Lam as the new QA ITC • Thang introduced David Lee as the new QA MHC RN service to SA 2 			Jen Hallman
Audits/Reviews	<p>MR Grant – none</p> <p>LE Chart Reviews by QA</p> <ul style="list-style-type: none"> • Trinity (January) • Hathaway Sycamores (February) • St. John’s (February) • WISE and Health Agency (February) <p>DO Check-Ins by QA (Jan/Feb)</p> <ul style="list-style-type: none"> • SA3 FSP/East San Gabriel Valley (January) • Antelope Valley Kidz Connection (January) • South Bay (January) • EOB Crisis Augustus Hawkins (January) • Edelman Child & Family (January) • Arcadia Mental Health (February) • DMH/DHS Collaboration (February) • Valley Coordinated Children’s Services (February) 			Jen Hallman
Medi-Cal Cert Section	<ul style="list-style-type: none"> • None 			Thang Nguyen
State DHCS Updates	<ul style="list-style-type: none"> • None 			JenHallman
Training & Operations	Training and Operations Schedule of Trainings and Presentations – see handouts			Nikki Collier

	<ul style="list-style-type: none"> • Includes scheduled documentation trainings and special documentation presentations through April of 2019. • Included are dates for the new Documenting & Claiming for Targeted Case Management & Rehabilitation training. As anticipated the dates have been filling up quickly. We are working to make more slots available and add additional dates. • 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. <p>Annual QA Report & Written QA Process Form for LEs</p> <ul style="list-style-type: none"> • The Annual QA Report for LEs is due by January 31st along with the Written QA Process form. • In addition to it being a requirement for all contracted providers to have a current written QA process on file with the QA Division it's also an opportunity for LEs to ensure that their written process in practice includes all elements needed to assist them in meeting all documentation and claiming requirements. <p>Newly Posted Documents The following forms/documents were posted to the QA Website:</p> <ul style="list-style-type: none"> • The Annual QA Report for LEs (Updated) • The Written QA Process Form for LEs (New). This is a separate link from the Written QA Process form for the DOs. • The Corrective Action Plan form for the Annual QA Report for Legal Entities (Updated) • SAQIC meeting schedule (New) • QIC minutes were posted through September 2018 (no meeting in October) • QA contact list by Service Area (Updated) <p>QA Knowledge Assessment</p> <ul style="list-style-type: none"> • Marc Borkheim from the QA Division will be going out to each SA QIC meeting to present to providers and get feedback regarding the proposed idea of assessing QA related knowledge utilizing "QA Quizzes" sent out via survey software. • Marc will contact SA QIC Chairs to coordinate coming out to the QICs. 		
<p>Policy & Technical Development</p>	<p>Policy Updates (not on agenda)</p> <ul style="list-style-type: none"> • The Coordination of Care Policy was signed. • Clinical Records Maintenance Policy was signed. A bulletin will be sent out with the changes made. • QA is still awaiting signature on the Access to Care Policy and the Clinical Records Contents and Documentation Entry Policy. • A QA Bulletin will be sent out notifying of updated policies. 		<p>Jen Hallman</p>

	<p>Access to Care/Network Adequacy Contact List: send to hwashington@dmh.lacounty.gov</p> <ul style="list-style-type: none"> • A separate distribution list has been developed for all notifications related to access to care and network adequacy. • All providers should ensure they have at least one contact on the list; this is separate from the QA Contacts distribution list. • Access to Care FAQs will be coming soon. • QA appreciates and thanks all LEs for submitting their SRLs for the month of February. • All LE providers should be submitting SRL data through the Web services. QA is expecting to see them thirty days after the service request date. If your provider has not yet set this up, please contact Howard Washington. <p>DHCS State System Review – Chart Review Portion Updates* – please see handout</p> <ul style="list-style-type: none"> • Do not touch charts once a name in an audit/review has been received. • LE Providers: ensure your EHR includes the submission dates on printouts of progress notes. • Discussed use of co-signature on documents: what does the co-signature represent and when should it be present <p>Katie A. Subclass Verification Form* – please see handout</p> <ul style="list-style-type: none"> • Added in a does not meet criteria option. • Fill out for EPSDT client if they have an open child welfare case. • This form should be completed upon intake. • Complete this form throughout treatment upon opening of a new child welfare case. • Form no longer needs to be completed every 90 days <p>Psychological Testing Procedure Code Updates</p> <ul style="list-style-type: none"> • LEs should be holding their psychological testing claims. • New testing codes have add-on codes which are difficult for systems to handle when Medi-Cal does not recognize them. • Proposing not to use add-on codes • DOs can proceed with submitting services. 		
HIM (DO Only)	None		Jen Hallman
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 12:05 p.m. Next Meeting: February 11th 2019, 550 S. Vermont Ave. 10th Fl 10:30 a.m. – 12:00 noon</p>		