

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
 QUALITY ASSURANCE LIAISON’S MEETING MINUTES  
 MONDAY, APRIL 8, 2019**

<b>Attendees</b>	Agnieszka Medina Angelica Fuentes Ann Lee Barbara Paradise Bertrand Levesque Bradley Bryant Caesar Moreno Carol Sagusti Cesar Franco Christina Kubiojiri Crystal Cianfrini-Perry Courtney Stephens Dara Vines David Crain David Tavlin Debra Berzon Leitelt	Dennis Lam Emilia Ramos Erica Melbourne Ericka Rivera Gail Blesi Gassia Ekizian Greg Tchakmakjian Helena Ditko Howard Washington Jennifer Hallman Jessica Walters Joel Solis Juanita Olivas Kim Kieu Kimber Salvaggio Lisa Harvey Lisa Thigpen	Marc Borkheim Margaret Faye Mary Camacho-Fuentes Michelle Rittel Michelle Young Nikki Collier Patricia Lopez Randolph Faveau Robin Washington Rosa Diaz Sauntrie Abellera Socorro Gertmenian Sonya Wangpuchakane Susan Cozolino Thang Nguyen Wanta Yu	
<b>Agenda Item</b>	Discussion ad Findings		Decisions, Actions	Presenter
<b>Call to Order</b>	The meeting was called to order at 10:35 a.m.			Jen
<b>Introductions</b>	Attendees introduced themselves.			
<b>Minutes</b>	<ul style="list-style-type: none"> <li>• On page 3 of 4, the word <b>late</b> has been changed to <b>later</b>.</li> <li>• March minutes were approved by Socorro Gertmenian and second by Kimber Salvaggio.</li> </ul>			Jen
<b>Announcements</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			Jen
<b>Audits/Reviews</b>	<p><b>MR Grant – None</b></p> <p><b>LE Chart Reviews by QA (April/May)</b></p> <ul style="list-style-type: none"> <li>○ Victor/Rosemary Children’s Services</li> <li>○ UCLA Ties for Families</li> <li>○ LAC-USC Outpatient</li> </ul> <p><b>DO Check-Ins by QA (April/May)</b></p> <ul style="list-style-type: none"> <li>○ Coastal API (April)</li> <li>○ San Antonio (April)</li> <li>○ EOB Crisis Rio Hondo (April) swapped with Augustus Hawkins</li> <li>○ Long Beach API (May)</li> <li>○ Women’s Reintegration (May)</li> <li>○ Palmdale (May)</li> </ul>			Jen
<b>State DHCS Updates</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>			Jen
<b>Training &amp; Operations</b>	<p><b>Training and Operations</b></p> <p>Schedule of Trainings and Presentations* – see handouts</p> <ul style="list-style-type: none"> <li>• The schedule includes upcoming documentation trainings and special presentations through July 2019. The April 10<sup>th</sup> and 24<sup>th</sup> Documenting &amp; Claiming for TCM &amp; Rehab trainings are full but there is still space available in the May 8<sup>th</sup> offering of this training. The bulletin for that training and the upcoming June and July Understanding Documentation trainings are posted on the DMH Internet site under FOR PROVIDERS – CLINICAL TOOLS – TRAINING &amp; WORKFORCE</li> </ul>			Nikki

DEVELOPMENT. DMH staff can register for these trainings via the Learning Net. Registration instructions for contract providers are listed in the training bulletins that are posted on the DMH Internet site. Please contact Nikki Collier if you are unable to find any of the non-IBHIS documentation related bulletins or if there are any other questions or issues regarding registration for the non-IBHIS related documentation trainings. Questions or issues regarding registration for any of the IBHIS related documentation trainings should be directed to Joshua Lozada.

**QA Knowledge Assessment**

- Feedback from all Service Area (SA) QICs regarding the proposed QA Knowledge Assessment process has been received and analyzed. The QA Division will be moving forward with piloting this process. Marc Borkheim discussed the general procedure design which incorporates feedback from each SA and includes the following:
  - The survey process will be totally anonymous and involve Legal Entity Contract Providers only
  - There will be a two-month survey cycle
    - Month 1
      - The link to a documentation sample with questions will be sent via survey software to the QA contact person(s) at each LE, and can then be emailed to staff of their choice.
      - There will be no identifying information required other than the role of the staff completing the survey. Programs can choose to create codes for their agency so they can identify their own survey results at the agency level to inform their trainings and QA activities. However, the intent of this process is to keep results anonymous at the individual respondent level.
      - The survey will be available to complete for a 1 month window
    - Month 2
      - The QA Division will compile and analyze the survey data
      - The answers to the survey questions and results of the survey will be disseminated
  - Aiming to start the first pilot cycle in July 2019

Marc

	<p>After the first 2 month cycle feedback will be gathered from providers to evaluate the process and determine next steps</p>		
<p><b>Policy &amp; Technical Development</b></p>	<ul style="list-style-type: none"> <li>• Access to Care: Medication Appointments           <ul style="list-style-type: none"> <li>○ QA is working on revising direction related to scheduling initial medication appointments based on discussions with providers and current State and policy requirements</li> <li>○ This will be further discussed at the next Access to Care/Network Adequacy Webinar on Tuesday, April 9<sup>th</sup> from 9:00 am to 10:00 am</li> </ul> </li> <li>• DRAFT QA Bulletin 19-0x: Revisions to A Guide to Procedure Codes           <ul style="list-style-type: none"> <li>○ Bulletin provides information regarding upcoming changes to the Guide to Procedure Codes including:               <ul style="list-style-type: none"> <li>▪ The removal of the term “authorized” for nurses</li> <li>▪ Modifications to the disciplines who can utilize 90791/90792 and revisions to the definition of these codes</li> <li>▪ The addition of new procedure codes used for the purpose of gathering assessment information which will be used by disciplines not eligible to use 90791/90792</li> <li>▪ Revisions to the definition of collateral</li> </ul> </li> </ul> </li> <li>• DRAFT QA Bulletin 10-0x: Updates to DMH Policy 401.02           <ul style="list-style-type: none"> <li>○ Updated policy was signed and approved on 1/31/19</li> <li>○ Bulletin highlights key updates to this policy including requirements for contractors related to timeliness of documentation.</li> </ul> </li> <li>• Updates regarding the implementation of the CANS and PSC           <ul style="list-style-type: none"> <li>○ Effective July 1<sup>st</sup>, all providers will be required to utilize the CANS-IP and PSC-35</li> <li>○ Although DHCS has selected the CANS-50 and PSC-35, DMH will require the CANS-IP which includes additional trauma/risks questions</li> <li>○ A QA Bulletin and memo will be sent out to providers</li> <li>○ All data collected will be submitted to DHCS.</li> </ul> </li> <li>• ICC/IHBS Expansion Update           <ul style="list-style-type: none"> <li>○ ICC/IHBS is an EPSDT mandate.</li> <li>○ This will be expanded so that any provider can provide ICC and IHBS.</li> </ul> </li> <li>• 0-5 ICARE Assessment Modifications           <ul style="list-style-type: none"> <li>○ QA is working on updating this form to utilize DC-0-5</li> </ul> </li> </ul>		<p>Jen</p>
<p><b>Medi-Cal Cert.</b></p>	<ul style="list-style-type: none"> <li>• None</li> </ul>		<p>Norma</p>

<b>HIM (DO Only)</b>	<ul style="list-style-type: none"><li>• None</li></ul>		Charles
<b>Upcoming Items</b>	<ul style="list-style-type: none"><li>• <i>Updating Org Manual; ICC/IHBS/TFC</i></li><li>• <i>CFT Tracking Modifier</i></li></ul>		Brad
<b>Next Meeting</b>	<b>Next Meeting:</b> May 13, 2019 <b>Location:</b> 550 S. Vermont Ave. 10 <sup>th</sup> Floor <b>Time:</b> 10:30 a.m. – 12:00 noon		Brad