

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
 QUALITY ASSURANCE LIAISON’S MEETING MINUTES  
 MONDAY, SEPTEMBER 9, 2019**

|                                  |   |  |   |           |
|----------------------------------|---|--|---|-----------|
| <b>Attendees</b>                 | Agnieszka Medina<br>Angelica Fuentes<br>Ania Ahmadi<br>Bethlehem Assefa<br>Caesar Moreno<br>Carol Sagusti<br>Cesar Franco<br>Christina Kubojiri<br>Courtney Stephens<br>Crystal Cianfrini-Perry<br>Dara Vines<br>David Tavlin<br>Debbie Innes-Gomberg<br>Debra Berzon Leitelt<br>Dennis Lam<br>Emilia Ramos<br>Erica Melbourne  | Gail Blesi<br>Greg Tchakmakjian<br>Helena Ditko<br>Howard Washington<br>Jennifer Hallman<br>Jessica Walters<br>Joel Solis<br>Joshua Lozada<br>Juanita Olivas<br>Kalene Gilbert<br>Kim Kieu<br>Kimber Salvaggio<br>Lisa Harvey<br>Lisa Thigpen<br>Marc Borkheim<br>Margaret Faye<br>Michele Munde | Michelle Rittel<br>Michelle Young<br>Nikki Collier<br>Olga Birov<br>Patricia Lopez<br>Rhiannon DeCarlo<br>Robin Washington<br>Rosalba Trias-Ruiz<br>Samantha Wettimuny<br>Sauntrie Abellera<br>Socorro Gertmenian<br>Sonya Wangpuchakane<br>Susan Cozolino<br>Susan Lam<br>Thang Nguyen<br>Wanta Yu |           |
| <b>Agenda Item</b>               | Discussion and Findings   |  | Decisions, Actions  | Presenter |
| <b>Call to Order</b>             | The meeting was called to order at 10:38 a.m.   |  |   | Jen       |
| <b>Introductions</b>             | Attendees introduced themselves.  |  |   | Jen       |
| <b>Minutes</b>                   | August minutes were approved by Socorro Gertmenian and Erica Melbourne seconded.  |  |   | Jen       |
| <b>Announcements</b>             | <ul style="list-style-type: none"> <li>• New QA Website is now available.</li> <li>• October’s meeting has been re-scheduled to Monday, October 28.</li> <li>• Due to the holiday no meeting will be held in November.</li> </ul>   |  |   | Jen       |
| <b>Audits/Reviews</b>            | <ul style="list-style-type: none"> <li>• <b>MR Grant</b> – Jen submitted the findings to the SDHCS and they should be getting their contracts up and running.</li> <li>• <b>LE Chart Reviews by QA (August)</b> <ul style="list-style-type: none"> <li>○ Masada Homes started with another day of review</li> <li>○ Center for Integrated Family &amp; Health Services</li> </ul> </li> <li>• <b>DO Check-Ins by QA (August/September)</b> <ul style="list-style-type: none"> <li>○ EOB Crisis Homeless Arcadia</li> <li>○ Santa Clarita</li> <li>○ Long Beach Child and Adolescent</li> <li>○ West Valley(October)</li> <li>○ TIES For Families (October)</li> </ul> </li> </ul> |  | Jen to report   | Jen       |
| <b>State DHCS Updates</b>        | <ul style="list-style-type: none"> <li>• None</li> </ul>  |  |   | Jen       |
| <b>Training &amp; Operations</b> | <p><b>Schedule of Directly-Operated IBHIS Documentation Trainings and Presentations:</b></p> <ul style="list-style-type: none"> <li>○ We’ve listed all upcoming non-IBHIS related Documentation trainings through December 2019. They are available to both LE and DO staff unless the registration status indicates a particular training is full. Please contact Nikki Collier (<a href="mailto:NCollier@dmh.lacounty.gov">NCollier@dmh.lacounty.gov</a>) if you have any questions or issues regarding registration for non-IBHIS documentation trainings.</li> </ul> <p><b>Quality Assurance/Quality Improvement Contacts List by SA:</b></p>                                 |  |   |           |

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|--|--|--|------------|
|  | <ul style="list-style-type: none"> <li>○ The QA Contacts List By Service Area has been updated to include the Quality Improvement (QI) Liaisons that cover each service area. The updated list is now available on the new QA Website (<a href="https://dmh.lacounty.gov/qa/qac/">https://dmh.lacounty.gov/qa/qac/</a>)</li> </ul> <p><b>QA Knowledge Assessment:</b></p> <ul style="list-style-type: none"> <li>○ The answer key to QA Knowledge Assessment Survey #1 will be sent out this week to the QA contacts who initially received the link to the survey in July. The countywide results for the survey will be made available as soon as possible.</li> </ul>   |  |            |
| <p><b>Policy &amp; Technical Development</b></p> | <p><b>Schedule of Directly-Operated IBHIS Documentation Trainings/Presentations:</b></p> <ul style="list-style-type: none"> <li>• There are approximately 160 interns to be trained.</li> <li>• All interns trainings will be held at 695 S. Vermont Ave.</li> <li>• Clinical Practice trainings for Specialized Programs (SFC, EOB, HOME, START, etc.) are also available.</li> <li>• Clinical Practice trainings are primarily for new hires.</li> <li>• Back to Basics trainings will be scheduled at the request of DO providers and take place at their sites.</li> </ul> <p><b>Network Adequacy/Access to Care Updates: NACT 2.0 &amp; SRL Webservice for Contractors:</b></p> <ul style="list-style-type: none"> <li>• NACT 2.0 is the new application being used which should be more user friendly.</li> <li>• Piloting took place at Pacific Clinics and other agencies who gave their feedback to QA.</li> <li>• Practitioner registration and maintenance will be included for contractors and practitioner enrollment in IBHIS for DOs.</li> <li>• QA will contact providers who have not done anything with Network Adequacy 2.0.</li> <li>• Next <b>Network Adequacy/Access to Care Webinar</b> will be on <b>Tuesday, September 10<sup>th</sup></b>.</li> </ul> <p><b>FINAL QA Bulletin 19-04: New Guide to Procedure Codes:</b></p> <ul style="list-style-type: none"> <li>• This is posted on the new QA Website</li> </ul> <p><b>DRAFT QA Bulletin 19-0x: COD Documentation and Claiming</b></p> <ul style="list-style-type: none"> <li>• The purpose of the bulletin is to provide billing from a Med-Cal Specialty Mental Health perspective on what is allowable and what is not.</li> <li>• As a reminder, DMH is a Specialty Mental Health provider and not a Drug Medical provider..</li> <li>• Send any feedback or any questions to Jen or Susan.</li> <li>• <b>Do not share the draft bulletin.</b></li> </ul> <p><b>Assessment: looking at these two areas:</b></p> <ul style="list-style-type: none"> <li>• Do they need a diagnosis criteria for substance use disorder?</li> </ul> |  | <p>Jen</p> |

|                       |   |  |       |
|-----------------------|---|--|-------|
|                       | <ul style="list-style-type: none"> <li>• How is that substance use impacting their mental health condition?</li> </ul> <p><b>CANS Training Reminder: Use the website for the latest training code:</b> <a href="https://dmh.lacounty.gov/for-providers/clinical-tools/training-workforce-development/cans/">https://dmh.lacounty.gov/for-providers/clinical-tools/training-workforce-development/cans/</a></p> <p><b>Continuity of Care:</b></p> <ul style="list-style-type: none"> <li>○ Reminder under the final rule - if a beneficiary has a pre-existing relationship with a private therapist or provider, he/she can request continuity of care if he/she wants to remain with that provider.</li> <li>○ Certain criteria must be met (e.g. is private therapist/provider willing to enter into an agreement with DMH?)</li> <li>○ DMH must have a process for responding to continuity of care requests.</li> </ul> |  |       |
| <b>Medi-Cal Cert.</b> | <ul style="list-style-type: none"> <li>• None</li> </ul>  |  | Norma |
| <b>HIM (DO Only)</b>  | <ul style="list-style-type: none"> <li>• Reminder for DOs only: make sure to scan client identification into IBHIS (DMH P&amp;P 300.01)</li> <li>• Supporting documentation required to justify core demographic changes (Name, DOB, Gender, SS)</li> </ul>   |  | Olga  |
| <b>Upcoming Items</b> | <ul style="list-style-type: none"> <li>• <i>Updating Org Manual; ICC/IHBS/TFC</i></li> <li>• <i>CSI Assessment</i></li> </ul>   |  | Brad  |
| <b>Next Meeting</b>   | The next meeting is scheduled for October 28, at 550 S. Vermont Ave. 10 <sup>th</sup> floor from 10:30 a.m. – 12:00 noon  |  | Brad  |