



SA5 Quality Improvement Committee Meeting

December 1, 2020

Meeting Agenda

- ▶ Welcome and Introductions
- ▶ DMH and SA5 Updates
- ▶ Presentation: LACDMH Speakers Bureau
Sandra Chang, PhD and Hyun Lee, PhD
- ▶ Quality Assurance
- ▶ Quality Improvement
- ▶ Next SA5 QIC Meeting February 23, 2021

Quality Assurance

- ▶ QA Bulletin, No. 20-04, Central Monthly QA/QI Meeting is Now Open to All Providers, August 19, 2020. <https://tinyurl.com/QA-QI-Meeting-Invite>
- ▶ QA Bulletin, NO. 20-05, New Requirements for ICC, IHBS, TBS and TFC Services, September 17, 2020
http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8584
- ▶ QA Bulletin, NO. 20-06 , Targeted Case Management (TCM) Needs Evaluation, September 17, 2020
http://file.lacounty.gov/SDSInter/dmh/1079863_TCMNeedsEvaluationIntro.pdf
- ▶ QA Bulletin, No. 20-07, Provider Application and Validation for Enrollment (PAVE) Portal and Medi-Cal RX Provider Web Portal Enrollment, October 22, 2020 <https://www.dhcs.ca.gov/provgovpart/Pages/PAVE-101-Training-Slides.aspx>
- ▶ Clinical Forms Bulletin, No. 20-04, September 17, 2020
- ▶ Training Updates
- ▶ Access to Care Monitoring/Access to Care/Network Adequacy/NAPPA

Quality Improvement

- ▶ Consumer Perception Survey - No Fall 2020 CPS!
- ▶ External Quality Review (EQRO)
- ▶ Policy Updates
<https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=app.main&msg=#anchor3085>

Provider Check-Ins

- Alcott Center
- Clare Matrix
- Didi Hirsch
- Edelman - Adult
- Edelman - Child
- Exceptional Children's Foundation
- Exodus Recovery
- Family Service of Santa Monica
- Homes for Life
- New Directions for Veterans
- PACS
- Providence St. John's
- SHARE!
- St. Joseph Center
- Step Up on Second
- The Help Group
- The People Concern
- UCLA Ties for Families
- Vista Del Mar



Next SA5 QIC Meeting:

**Tuesday, February 23, 2021
10:00 - 11:30 am**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee
Minutes**

Type of Meeting	Quality Improvement Committee	Date:	December 1, 2020
Place	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	Start Time:	10:00 AM
Chair Co-Chair	Dara Vines, DMH Misty Aronoff, Step Up On Second	End Time:	11:30 AM
Members Present	Dara Vines, DMH; Misty Aronoff, Step Up On Second; Jacquelyn Wilcoxon, DMH; Hyun Kyung Lee, DMH Cultural Competency Unit; Marc Borkheim, DMH QA; Jennifer Regan, DMH QI; Martha Andreani, Providence St. John's; Araceli Barajas, UCLA Ties for Families; Danielle Price, The Help Group; Eloisa Ramos Robles, Exceptional Children's Foundation; Caitlyn O'Hara, Alcott Center; Wendy Coloma, The People Concern; Claudia Angel, Exceptional Children's Foundation; Ashlei Sullivan, The People Concern; Kelly Delish, Family Service of Santa Monica / VDM; Stephanie Yamada, PACS; Michelle Matthews, Edelman (Adult); Claudia Morales, PACS; Stephen Ball, Clare Matrix; Cheryl Carrington, Vista Del Mar; Renee Lee, QA – Medi-Cal Certification; Lance Lenford, DMH; Mandy Sommers, St. Joseph Center; Enriqueta Allred, Didi Hirsch; Esther Lee, CMMD/DMH; Jorge Alfaro, Providence St. John's; Sara van Koningsveld, St. Joseph Center; Maureen Cyr, SA5 Home Team/DMH.		
Excused/Absent Members	Patrice Grant, Edelman (Child); Sherry Nourian, Vista Del Mar; David Tavlin, Step Up On Second; Jeanine Caro-Delvaile, The Help Group; Filippo Forni, New Directions for Veterans; Anahita Saadatifaed, Homes for Life; Kristine Santoro, Didi Hirsch, Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Deborah Gibson, Homes for Life Foundation; Sara Nouri, Alcott Center; Kristi Rangel, Alcott Center; Aminah Ofumbi, Didi Hirsch; Camille Dennis, SHARE!; Gaby Cardenas, St. Joseph Center; Trish Burkett, Exodus Recovery; Nilsa Gallardo, Edelman – Adult; Dennis Gennis, Clare/Matrix; Theodore M. Cannady, DMH; Maria Tan, OASOC; Blair Ibarra, Exodus; Angeline Loch, The People Concern; Christina Tuman, Clare Matrix; Marina Eckhart, Didi Hirsch; Johanna Aguiluz, The People Concern; David Lee, DMH; Libby Hartigan, SHARE!;		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none"> QA Bulletin No. 20-04, Central Monthly QA/QI Meeting is now Open to All Providers, August 19, 2020. https://tinyurl.com/QA-QI-Meeting-Invite SA5 QIC members were encouraged to identify a program manager and/or QA/QI representative to attend the Central Monthly QA/QI Meetings. The meetings are held on the 2nd Monday of the month from 10:00 am – 11:30 am via MS Teams Live Events. QA Bulletin, No. 20-05, New Requirements for ICC, IHBS, TBS and TFC Services, September 17, 2020 Dara reviewed Bulletin No. 20-05 which went into effect 10/1/20. All DMH DO and LE providers are expected to be able to provide Intensive Care Coordination (ICC) to eligible EPSDT clients. An ICC Eligibility Form should be completed prior to client treatment plans and anytime the plan is being considered for updates. Additionally, prior authorization will be required in order to provide Intensive Home Based Services (IHBS), Therapeutic Behavioral Services (TBS), and Therapeutic Foster Care (TFC). Providers should request preauthorization for IHBS, TBS and TFC Services using the appropriate supplemental assessment form. LEs will use Provider Connect to request preauthorizations whereas DOs will email requests to the Child Welfare Division. 	<p>QA Bulletin No. 20-40 was emailed to providers prior to the meeting.</p> <p>QA Bulletin No. 20-05 was emailed to providers prior to the meeting.</p>	<p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none"> • Clinical Forms Bulletin No. 20-06 , Targeted Case Management (TCM) Needs Evaluation, September 17, 2020 Dara reviewed Bulletin No. 20-06. Effective 10/1/20, a needs evaluation must be completed upon determination of medical necessity (at initial assessment), annually for clients receiving Targeted Case Management (TCM) and when ancillary needs arise. The required forms by age group: 21+ Needs Evaluation Tool; 6-20 CANS IP; and, 0-5 CANS IP or CANS 0-5. DMH is allowing 3 months for implementation. Full implementation is expected by 1/1/21. • QA Bulletin, No. 20-07, Provider Application and Validation for Enrollment (PAVE) Portal and Medi-Cal RX Provider Web Portal Enrollment, October 22, 2020 https://www.dhcs.ca.gov/provgovpart/Pages/PAVE-101-Training-Slides.aspx Dara reviewed Bulletin No. 20-07. With the implementation of the Federal Cures Act, certain licensed practitioners associated with MHPs (Mental Health Plans) must enroll in the FFS (Fee for Service) Medi-Cal program. The PAVE portal is a web-based application designed to simplify and accelerate the enrollment process. Eligible practitioners are listed in the Bulletin. <p>On a separate by related requirement, Governor Newsome issued an executive order which states that the (continued)</p>	<p>Clinical Forms Bulletin No. 20-06 was emailed to providers prior to the meeting.</p> <p>QA Bulletin No. 20-07 was emailed to providers prior to the meeting.</p>	<p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<p>Medi-Cal pharmacy benefit will now be administered through the Fee for Service delivery system, Medi-Cal RX. All prescribers must enroll in the Medi-Cal RX Provider Web portal to submit prior authorization treatment requests and view prescription histories. Prescribers should first enroll in PAVE. If possible, registration should be completed by 1/1/21.</p> <ul style="list-style-type: none"> • Clinical Forms Bulletin, No. 20-04, September 17, 2020 Misty reviewed Clinical Forms Bulletin No. 20-04, which includes: MH742 – Needs Evaluation Tool; MH743 – Intensive Care Coordination (ICC) Eligibility Form, MH744 – Supplemental IHBS Assessment; MH745 – Supplemental TFCS Assessment; and MH746-754 NOABD forms/letters. Reminder: Providers are to provide NOABD letters when specialty mental health services are being denied due to a lack of medical necessity or when a beneficiary is provided an “untimely” appointment. NOA-A and NOA-E forms are retired and should no longer be used. • Documentation Trainings (DO and LE) https://dmh.lacounty.gov/ga/ga-training/ The following trainings are in development: <ol style="list-style-type: none"> 1. Collaborative Documentation Training for LE 2. TCM and Rehab Module 3. Updated Assessment Module 4. Interactive Training Tools/Exercises Marc Borkheim (QA Liaison) indicated that QA Knowledge Assessment Survey #3 will focus on Targeted Case Management and will be emailed to providers soon. 	<p>Clinical Forms Bulletin No. 20-04 was emailed to providers prior to the meeting.</p>	<p>Providers</p> <p>Providers</p>

