



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
 SERVICE AREA 6 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date: 02.25.2021

Time: 9am-11am

<b>Type of meeting:</b>	Virtual meeting
<b>Meeting Link:</b>	Join Microsoft Teams Meeting
<b>Members Present:</b>	<i>Dr. Erica Melbourne, Jocelyn Bush Spurlin, Carl Levinger, Bosco Ho, "Coco" Satoko Luce, Maria Azucena Amezcuita, Brandee Able, Evelyn Gutierrez, Barbara Negron, Shaun Allen, Enrique Zuniga, Beatrice Perez, Erika Lopez, Elizabeth Echeverria, Dr. Tiffany Harvey, Julie Elder, LaShawn Smith, April Mayorga, Geralyn La Fleur, Rocio Favela-Rodriguez, Lisa Sumlin, Jamie Campos, Dr. Daiya Cunnane, Rosemary Stevens, Mariko Yamada, Chloe Gomez, Erica Julian, Alejandra Ramos, Colette James, Jonathan Figueroa, Kelly Williams, Cherrelle Harris, Loretta Lopez Herndon, Erika Wilson, Laura Aquino, Sara Van Koningsveld, Kristina Castellanos, Alexandra Cordoba, Nizhu Minhaz, Griselda Galvan, Cheyla Bellamy, William Barreto</i>

<b>AGENDA ITEMS</b>	<b>DECISIONS AND ACTIONS</b>	<b>RESPONSIBLE UNIT/STAFF</b>	<b>DUE DATE</b>
Welcome & Introductions	Dr. Erica Melbourne called the meeting to order at 9:00a.m. and asked folks to click on the forms link to sign in and folks that called in by phone were asked to email their attendance to Dr. Melbourne.	Dr. Erica Melbourne	
Minutes from September 2020, November 2020, January 2021	Lisa Sumlin approved minutes and Julie Elder seconded.	Members agreed	
COVID 19/Racial Inequity	Members checked in regarding COVID/Racial Inequity. Everyone is doing as well as they can.		
Quality Improvement <ul style="list-style-type: none"> <li>● Consumer Perception Survey</li> <li>● Test Calls CY 2021</li> </ul>	Consumer Perception Survey period more than likely will be in May 2021. More information to come soon.	Dr. Melbourne Dr. Daiya Cunnane	

<ul style="list-style-type: none"> <li>● Policy Updates <ul style="list-style-type: none"> <li>○ Policy Bulletin, Jan – Dec 2020</li> </ul> </li> </ul>	<p>The DMH CPS Application is still being developed. It is now being translated in different languages.</p> <p>Only 5 test calls are required this year. Two in Spanish and three in English. There have been changes made to the forms.</p> <p>There are new policies. A policy bulletin has been sent to members.</p> <p>Dr. Melbourne went over some of the policies.</p> <p>Email: <a href="mailto:compliance@dmh.lacounty.gov">compliance@dmh.lacounty.gov</a> to be added to the email distribution list.</p>		
<p>Quality Assurance</p> <ul style="list-style-type: none"> <li>● 21<sup>st</sup> Century Cures Act</li> <li>● PAVE 07.01.2021</li> <li>● Annual QA Report – Due 01.31.2021</li> <li>● Training &amp; Operations <ul style="list-style-type: none"> <li>○ QA/QI Contacts by Service Area</li> <li>○ QA Knowledge Assessment Survey #3</li> </ul> </li> <li>● Legal Entity Chart Review Process</li> <li>● Policy &amp; Technical Development <ul style="list-style-type: none"> <li>○ Updated Clinical Forms &amp; QA/Clinical Forms</li> <li>○ COVID FAQs</li> <li>○ Common Quest re: E&amp;M Codes</li> <li>○ <a href="http://file.lacounty.gov/SDSInter/dmh/1102546_FrequentlyAskedQuestionsforProcedureCodes2-1-21.pdf">http://file.lacounty.gov/SDSInter/dmh/1102546_FrequentlyAskedQuestionsforProcedureCodes2-1-21.pdf</a></li> <li>○ NOABD Application for LE</li> <li>○ DO QA Check-Ins &amp; Chart Review 2021</li> </ul> </li> </ul>	<p>The 21<sup>st</sup> Century Cures Act will still be required. More information can be found here: <a href="https://www.cms.gov/newsroom/factsheets/interoperability-and-patient-access-factsheet">https://www.cms.gov/newsroom/factsheets/interoperability-and-patient-access-factsheet</a></p> <p>PAVE has been extended to July 1<sup>st</sup>, 2021. To verify if your staff have been enrolled click this link: <a href="https://data.chhs.ca.gov/dataset/profile-of-enrolled-medi-cal-fee-for-service-ffs-providers/resource/a9967f81-aaa4-475e-8cd8-459dcc1be2df">https://data.chhs.ca.gov/dataset/profile-of-enrolled-medi-cal-fee-for-service-ffs-providers/resource/a9967f81-aaa4-475e-8cd8-459dcc1be2df</a></p> <p>Encourage your staff to use their work address or a P.O. Box on PAVE.</p> <p>The Annual QA Report was due January 31<sup>st</sup>, 2021. If you have not yet completed the report, please do it as soon as possible. Dr. Melbourne will email the link for more information on the report.</p> <p>OQ/QI contacts will be sent out by Service Area. An email will be sent out to members.</p> <p>The QA Knowledge Assessment Survey was sent out in Jan to be shared with staff. The deadline for the Survey is 2/29/2021.</p> <p>They are scheduling Exit Reviews for Legal Entities. The next set of reviews are being</p>	<p>Dr. Melbourne</p>	

	<p>scheduled soon. There is a video being development for the chart reviews. There have been updates made to the Clinical Forms.</p> <p>Dr. Melbourne went over the updated QA Bulletins and Forms. The revised handbook can be found at:<a href="http://file.lacounty.gov/SDSInter/dmh/1102224_MentalHealthPlan-BeneficiaryHandbook.pdf">http://file.lacounty.gov/SDSInter/dmh/1102224_MentalHealthPlan-BeneficiaryHandbook.pdf</a></p> <p>Dr. Melbourne went over some of the COVID FAQs. Please refrain from providing services to clients when they are out of state.</p> <p>Dr. Melbourne discussed the common questions regarding the E&amp;M Codes. You can find more information here: <a href="http://file.lacounty.gov/SDSInter/dmh/1102546_FrequentlyAskedQuestionsforProcedureCodes2-1-21.pdf">http://file.lacounty.gov/SDSInter/dmh/1102546_FrequentlyAskedQuestionsforProcedureCodes2-1-21.pdf</a></p> <p>We will now be able to submit NOABD applications online. Until training the paper process will still take place. There is no training date as of now.</p> <p>Dr. Melbourne mentioned the DO's that have upcoming Chart Reviews for 2021.</p> <p>Here is the DMH website link for QA trainings: <a href="https://dmh.lacounty.gov/qa/qa-training/">https://dmh.lacounty.gov/qa/qa-training/</a></p>		
Questions/Announcements	<p>Dr. Melbourne answered questions for members.</p> <p>► General QA: <a href="mailto:QualityAssurance@dmh.lacounty.gov">QualityAssurance@dmh.lacounty.gov</a></p> <p>► IBHIS/Documentation: <a href="mailto:ibhiserrorcorrection@dmh.lacounty.gov">ibhiserrorcorrection@dmh.lacounty.gov</a></p>		

	<p>▶ Training for DO: <a href="mailto:QADOTraining@dmh.lacounty.gov">QADOTraining@dmh.lacounty.gov</a></p> <p>▶ Requests for additional telehealth and/or telephone procedure codes: Su Kim <a href="mailto:sjkim@dmh.lacounty.gov">sjkim@dmh.lacounty.gov</a></p> <p>▶ Network Adequacy &amp; Access to Care: (new email coming soon) <a href="mailto:NetworkAdequacy@dmh.lacounty.gov">NetworkAdequacy@dmh.lacounty.gov</a></p> <p>▶ Policy Updates: <a href="mailto:Compliance@dmh.lacounty.gov">Compliance@dmh.lacounty.gov</a></p>		
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**NEXT MEETING:** Date: 03.25.2021, Time: 10am-12pm, via Microsoft Teams