



SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE

March 17, 2021

1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#)

+1 323-776-6996; Conference ID: 691 014 664#

Co-chairs: Emily Ramos (LBMH), Michele Munde (Star View), Courtney Stephens (MHALA)

SA 8 QI/QA Liaison: Ann Lee; **QI Division Lead:** Jennifer Regan; **QA Division Lead:** Mark Borkheim

AGENDA

Please refer to the meeting slides for detailed information for each agenda item.

○	QI Website – https://dmh.lacounty.gov/qid/ Provider Directory – https://dmh.lacounty.gov/pd/ <ul style="list-style-type: none">• Cultural Competence Organizational Assessment Presentation• Medication Assisted Treatment (MAT) Clinical PIP• Consumer Perception Survey update• Reminder: Change of Provider Report - due by the 10th of each month
○	QA webpage: https://dmh.lacounty.gov/qa/ <ul style="list-style-type: none">• Central QA/QI meeting link and QA Communication• Upcoming Webinars info; Meeting recordings and links• Training & Operations• Policy and Technical Development• Access To Care/Network Adequacy• Medi-Cal Certification – no updates• Health Information Management (HIM) Directly Operated ONLY – no updates

Next SA 8 QI/QA Meeting Info:

April 21, 2021

1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#)

+1 323-776-6996; Conference ID: 691 014 664#



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QI/QA COMMITTEE MEETING
03/17/2021
1:30PM-3:30PM

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the meeting recording: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8983
Members Present:	See attached at the end of the minutes

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Meeting sign-in	Link was provided during the meeting and on the slides to record attendance: https://tinyurl.com/SA8QualityMar2021		
QUALITY ASSURANCE			
QA webpage	https://dmh.lacounty.gov/qid/		
Central Monthly QA/QI meeting	Central QA/QI Meeting recordings: 3/8/21 - https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=8926 Next Central QA/QI meeting will be held on April 12th, 10:30am-12:00pm. Link to the meeting was provided in the slides.		

<p>Follow up questions from the SA 8 QI/QA meeting survey on 2/17/21</p>	<p>Q1: Is there anyway to expedite DO psychiatrist access to Medi-Cal RX when they are already approved through PAVE? A: No, LACDMH does not have a way to expedite DO psychiatrists access as each prescriber would need to register on their own. Please see Bulletin 20-07: PAVE Portal & Medi-Cal Rx Web Portal Enrollment PAVE FAQs</p> <p>Q2: Are there additional ppt materials for the NAPPA training? A: There is a NAPPA webinar for Legal Entities link here: November 24, 2020 (DEMO/TRAINING NAPPA 3.0 – Legal Entities)</p> <p><i>For Access to Care/Network Adequacy webinars, please click on this link:</i> https://dmh.lacounty.gov/qa/qaw/access-to-care-network-adequacy-webinars/</p> <p>Other NAPPA related info: QA Bulletin 18-06; QA Bulletin 18-02 Data Collection Tool NAPPA for Directly Operated NAPPA for Contractors (LE & FFS) Quality Assurance FAQ Related to NAPPA 3.0 FAQ Webinars</p> <p>Training & Resources NAPPA Scenarios Document Practitioner Enrollment Data Collection Form Instructions for Practitioner Enrollment Data Collection Form</p>
<p>Provider Announcements/SA 8 Capacity</p>	<ul style="list-style-type: none"> ➤ Nicolette Bidlingmeyer, Clinical Supervisor, 1736 Family Crisis Center shared about their services for children and adults. There is a site in Service Area 8 and LA area. Specialty includes domestic violence groups, parenting groups, CalWORKS, and Reflective Parenting. ➤ SA 8 Child clinics have availability to accept referrals.
<p>Update 21st Century CURES Act</p>	<ul style="list-style-type: none"> ➤ Joint regulations by Office of the National Coordinator for Health IT (ONC) and the Centers for Medicare & Medicaid Services (CMS) to make it easier for

clients, health plans and providers to access, exchange and use electronic health information

- Data Exchange – Requires select health care plans to share certain electronic health information
- Data Interoperability – Enables seamless flow of data between organizations and their application systems
- Information Blocking – Prevent practices that restrict authorized access, exchange, and use of electronic health information
- Effective date - July 1, 2021
 - Everyone is behind & aware it is a heavy lift
 - Important to show good faith effort toward implementation

[Interoperability and Patient Access Fact Sheet | CMS](#)

- See slide 13 for a diagram
- CMS Final Rule requirement - contractual obligations under the Medicaid Managed Care contract
- MHP Requirements:
 - Beneficiary education
 - Privacy and security considerations
 - Current “enrollee” and authorized representative
 - Data segmentation – can’t do!
 - All or nothing based on consumer consent
 - Existing HIPAA right of access (excludes “psychotherapy notes”)
 - No changes to existing Federal, State and Local laws including 42 CFR
 - Extension of current practice for paper requests

Q: Are psychotherapy notes different from DMH progress notes.

A: Yes, psychotherapy notes kept by the clinician or their use are different from the progress notes and are not part of the record. Progress notes are part of the client’s treatment record and should contain the required data elements per LACDMH policy.

	<p>Collaborative documentation is recommended.</p> <ul style="list-style-type: none"> ○ DMH is working on obtaining additional Collaborative documentation trainings ○ MTM services are the national providers of Collaborative Documentation and will be offering trainings through LACDMH in the next 3-4 months.
Annual QA Report (LE)	<p>Over a 100 LEs submitted their QA Reports & Written QA Processes. QA is following up with LEs that have not yet submitted. Links to the required forms were provided on slide 15.</p>
QA Knowledge Assessment	<ul style="list-style-type: none"> ➤ Dr. Borkheim reported that 309 responses received on survey #3. Hoping for more responses next time. Will be notified when there is another knowledge assessment survey. Answers/rationales and countywide results will be available soon online.
Legal Entity (LE) Chart Reviews Update	<ul style="list-style-type: none"> ➤ Current Reviews: Personal Involvement Center ➤ In the process of scheduling next set of reviews <ul style="list-style-type: none"> ○ No dates confirmed at this time ➤ Video on what to expect and how to prepare for a LE Chart Review currently in development <ul style="list-style-type: none"> ○ Anticipated to be available by end of March ➤ Chart Review Checklists and Attachment A <ul style="list-style-type: none"> ○ preparation instructions to be updated to incorporate newest requirements)

QA Updates

PAVE

- DHCS extended the deadline for PAVE and Medi-Cal Rx Provider portal enrollment to July 1, 2021.
- Please see slide 20 that lists all the important QA updates and announcements sent via email
- Pave updates were reviewed on slides 21-22
- Also see *Bulletin* [20-07: PAVE Portal & Medi-Cal Rx Web Portal Enrollment](#) and [PAVE FAQs](#)

Pre-Authorization Reminders (slides 23-24)

- Reviewed the FAQs. Please also see Please refer to QA Bulletin [20-05: ICC, IHBS, TBS Services](#) for the updated list of documents that must be submitted.

COVID-FAQs

- Reviewed FAQs have been updated to include the following question and will be sent out and posted shortly.

Draft QA Bulletin 21-02: Access to Care Expectations & Reminders – reviewed the following: (see slides 26-31)

- No Programs are Exempt from Access to Care –
 - o Requirements are across the board (e.g., Wrap, FSP, CalWorks, AB109)
- Inability to Accept Routine Requests –
 - o Criteria on when a provider can no longer accept new requests for services for routine requests
- Urgent / Hospital Discharge / Jail Release Appointment Requests –
 - o All providers must make every effort to accept these types of requests
- Refusing Requests o Providers may only refuse to provide clients with specific services after having completed an assessment of the client and with appropriate clinical justification.
- Monitoring Plan –
 - o Process for monitoring access to care across the DMH system of care

Other Access To Care Updates	<ul style="list-style-type: none"> ➤ SA 3 Hospital Discharge Pilot ➤ SA 2 Learning Collaborative ➤ QA monitoring Access to Care data for October – December 2020
Network Adequacy	<p>The Network Adequacy: Provider and Practitioner Administration (NAPPA) application has logic regarding which taxonomy codes can be used for each discipline/category. Refer to the Appendix in the Scenarios posted document.</p> <ul style="list-style-type: none"> ➤ DMH is working with DHCS to look at future taxonomy usage where DHCS will have their own rules. DMH will be issuing a QA Bulletin as soon as some final details are sorted out with DHCS. ➤ For Directly Operated, when they begin using the updated NAPPA application, all taxonomy codes must match against NPPES <ul style="list-style-type: none"> ○ IBHIS does not have any checks to compare against NPPES ○ Cesar Franco is working with DOs to verify information in IBHIS against NPPES ○ More information was shared on the Network Adequacy/Access to Care webinar on 3/9/21 <p>NAPPA</p> <ul style="list-style-type: none"> ➤ The Network Adequacy: Provider and Practitioner Administration (NAPPA) will be down on March 17, 2021 as discussed during the last Network Adequacy webinar. It will be back up on March 18, 2021. <p>NA/ATC (Network Adequacy/Access To Care) Live Meetings</p> <ul style="list-style-type: none"> ➤ See slide 35 for upcoming meeting links and past meeting recordings
NOABD Application for LE Providers	<ul style="list-style-type: none"> ➤ Online application for LE providers to submit NOABDs has been created ➤ LE Providers can start requesting access through SAR (same application used to request access to NAPPA) on March 15th 2021 ✓ Patients Rights will no longer accept faxed NOABD as of July 1, 2021
DO QA Check-ins & Chart Reviews	Please see slide 39.

QUALITY IMPROVEMENT	
QI webpage	https://dmh.lacounty.gov/qid/
Cultural Competence Organizational Assessment	Dr. Sandra Chang presented about the CC Organizational Assessment.
Clinical PIP	Provided brief update on the Medication Assisted Treatment (MAT PIP). Members were asked to inform their MD/DO's, NP's and PA's about this opportunity (see email sent out from Dr. Bonds to agencies on his email list). A survey link that can be filled out was shared.
CPS Spring 2021	Working on editing list of selected providers
Change of Provider Logs (COP)	Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app).
NEXT MEETING	Next meeting will be held on April 21, 2021 from 1:30PM-3:30PM.

Ann Lee PhD

Minutes Recorded by Ann Lee, DMH SA 8 Administration



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING
03/17/2021
1:30PM-3:30PM**

Members Present:

NAME	AGENCY/PROGRAM
Aaron Icedo	DMH San Pedro
Alicia Abbott	SSG/Occupational Therapy Training Program
Amy Sutherland	Aspiranet
Analia Barroso	Telecare
Angela lee	DMH TIES For Families
Ann Lee (QI/QA Liaison)	DMH SA 8 Administration
Annetse Desta	DMH
Cherrelle Harris	Personal Involvement
Cheryl Malinowski	Telecare
Claudia Morales	Pacific Asian Counseling Services
Cristina Magarin	DMH, CMMD
Dalia Diaz	Helpline Youth Counseling Inc.
Danielle lowe	SHIELDS For Families
Daphne King	South Bay Childrens Health Center
David Worden	SHIELDS For Families
Della Clayburg	DMH SFC South County
Denise Shook	Behavioral Health Services, Inc.
Dora Anderson	Harbor DMH
Tiffany Harvey	Alafia Mental Health Institute
Efrain Marquez	Behavioral Health Services
Ekaete Ekpo	Exodus Recovery, Inc
Elizabeth Mota	Lacdmh-Cmmd
Elva Gutierrez	The Guidance Center
Erica Julian	SHIELDS For Families
Erika Flores	Alafia Mental Health Institute
Esther Lee	CMMD/DMH
Evelyn Nankanja	Dream Home Care Inc
Gabriela Rodriguez	South Bay Mental Health Center
Gerardo Avila	Exodus Recovery, Inc.
Hala Masri	SSG Alliance
Janine Solano	Starview Community Services

Jeannie Thompson	Tarzana Treatment Center
Jesica Sandoval	AADAP, Inc.
Jocelyn Aguilar	For the Child
Josie Myles	Dimondale Adolescent
Kate Katzban-Beren	The LGBTQ Center Long Beach
Kim Nguyen Pierce	SFC-SA 8
Kristina Castellanos	Starview Community Services
Layhearb Poon	Long Beach API Family MHC
Lisa Ngo-Meza	Alma Family Services
Lisqa Sumlin	Couseling4kids
Maria Llamas	For The Child
Mariela Gorosito	Telecare LA Step Down
Martin Alvarez	Telecare LAOA
Martin McDermott	Bayfront Youth and Family Services
Michele Munde (co-chair)	Star View Behavioral Health
Natalie Anderson	ChildNet
Nicole Santamaria	Helpline Youth Counseling, Inc.
Nicolette Bidlingmeyer	1736 family crisis center
Noemi Urgiles	DMH- San Pedro mental health center
Paula Valencia	Star View BHUCC
Rosa Diaz	Alma Family Services
Ruth Wen	DMH San Pedro
Sangita Shukla	Aspiranet
Socorro Elias	Tarzana Treatment Centers
Susan Osborne	MHALA
Susana Lutz	Rite of Passage
Tiffani Tran	Counseling4Kids
Trista Coleman	Rite of Passage
Vivian Seo	Masada Homes
Yessica Brown	Crittenton Services for Children and Families
Yumiko Kodama	DMH Wraparound