

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC	Date	8/18/2021																																																																																																
Place	Microsoft Teams Call-in Number: (323) 776-6996 Conference ID: 951 266 390# http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9373	Start Time:	9:30 am																																																																																																
Chairperson Co-Chairs	Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian	End Time:	10:45 am																																																																																																
Members Present	<table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Lisa Ngo-Meza</i></td> <td style="width: 25%;"><i>Alma Family Services</i></td> <td style="width: 25%;"><i>Rebecca Schaal</i></td> <td style="width: 25%;"><i>Haynes</i></td> </tr> <tr> <td><i>Cynthia Concepcion</i></td> <td><i>Almansor</i></td> <td><i>Michele Burton</i></td> <td><i>HealthRight 360</i></td> </tr> <tr> <td><i>Brianna Carlos</i></td> <td><i>Bourne, Inc.</i></td> <td><i>Grace Kim</i></td> <td><i>Heritage Clinic</i></td> </tr> <tr> <td><i>David Palmer</i></td> <td><i>Boys Republic</i></td> <td><i>Alma Reyes</i></td> <td><i>Heritage Youth Services</i></td> </tr> <tr> <td><i>Mark Rodriguez</i></td> <td><i>Bridges</i></td> <td><i>Rosa M Alvarez</i></td> <td><i>Heritage Group Homes</i></td> </tr> <tr> <td><i>Laura Hoak</i></td> <td><i>CIFHS</i></td> <td><i>Erica Wirtz</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Leslie Shrager</i></td> <td><i>Children’s Bureau</i></td> <td><i>Beth Foster</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Brent Popham</i></td> <td><i>Community Member - 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Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order and followed with self-introductions.		
Review of Minutes	Motion to approve the June 2021 meeting minutes by David Palmer and second by Sarah Sullivan.		
Quality Improvement			
Consumer Perception Survey (CPS) Results – Spring 2020	Dr. Daiya Cunnane presented on the CPS results from Spring 2020. Reviewed results of older adult, adult, youth, and family reports. Notably, youth reported greater overall satisfaction, improvement, and outcomes. Adult reported an increase in access to services. There was a general pattern of increase across all domains, with the exception of older adult reports.	Results and PPT emailed.	
Maintaining C Numbers	Dr. Daiya Cunnane provided overview and instructions for providers on how to maintain C numbers, in anticipation for next CPS collection period in 2022. The CPS portal will become active again as we get closer to the next CPS period. Keep C number active by logging into one of the portals once a month. Contact the Help Desk if C Number not working.	PPT emailed.	
Quality Assurance			
Medi-Cal Certification Updates	<p>Renee Lee reviewed the Medi-Cal Certification Bulletin 21-01: Update Regarding COVID-19 Emergency Enrollment 1135 Waiver</p> <ul style="list-style-type: none"> 1135 waiver was rescinded on June 16, 2021. Onsite visits and fire clearance to 	<p>Bulletin and Updated Checklists emailed</p> <p>https://dmh.lacounty.gov/qa/mc/cbul/</p>	

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	<p>resume. Liaison will be contacting providers to schedule visits.</p> <p>Discussed expectations for onsite review and requesting a fire safety inspection.</p> <p>Medi-Cal Certification Checklists were updated on 8/10/21:</p> <ul style="list-style-type: none"> • Policy Updates based on May & June 2021 Policy Bulletins. • Link to Organizational Provider’s Manual and Procedure Code Manual included. • Staff phone numbers updated. 		
<p>Policy & Procedure Updates</p>	<p>Policy 401.02 – Clinical Documentation for all Payer Sources (revised)</p> <ul style="list-style-type: none"> • Simplified information and referred to requirements located in Org. Manual, Guide to Procedure Codes, QA bulletins, and applicable policies. • Retained requirement to have a QA process. <p>Reviewed recent Policy Bulletins released in June 2021 and July 2021.</p>	<p>https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=app.main&msg=</p>	
<p>Clinical Forms Bulletin 21-03</p>	<p>Reviewed updates to the following forms:</p> <ul style="list-style-type: none"> • MH713 – Adult Re-Assessment • MH714- Child/Adolescent Re-Assessment • MH661 – Supplemental TBS Assessment • MH744 – Supplemental IHBS Assessment • MH636 – Annual Client Treatment Plan • MH636A – Update Client Treatment Plan 	<p>https://dmh.lacounty.gov/qa/cfbul/</p>	

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<p>QA Bulletin 21-04: Organizational Manual Updates</p>	<p>Reviewed updated elements to the Organizational Provider’s Manual related to: Medi-Cal reimbursement rules, medical necessity criteria, Clinical Loop documentation, assessment requirements, needs evaluation, Client treatment plan, progress notes, service components. As well as updates to Mode 5, 10, and 15 services.</p>	<p>QA Bulletins: https://dmh.lacounty.gov/qa/qa_bul/</p>	
<p>CANS/PSC Frequently Asked Questions</p>	<p>Reviewed the expectations for completion of the CANS/PSC in relation to the Needs Evaluation requirement and the EPSDT requirement. Further discussed the expectations for an Initial CANS, Administrative Close, Urgent CANS, and Discharge CANS. PSC-35 in Spanish can be located at: https://www.massgeneral.org/psychiatry/treatments-and-services/pediatric-symptom-checklist/</p>	<p>https://dmh.lacounty.gov/qa/qa_bul/ (next to QA Bulletin 19-03)</p>	
<p>Network Adequacy/Access to Care</p>	<p>No Meeting in August 2021, next meeting is September 14, 2021.</p> <p>Currently testing updates to NAPPA and training materials to be provided in the near future.</p> <p>Keep information in NAPPA current, check at least once a month – provides information for the Provider Directory.</p> <p>Contact information is: NetworkAdequacy@dmh.lacounty.gov</p>	<p>https://dmh.lacounty.gov/qa/na/</p> <p>Email questions to: NetworkAdequacy@dmh.lacounty.gov</p>	

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Additional QA Updates	<p>Chart Review Checklists updated.</p> <p>Introduction to QA resources now available. Collaborative Documentation trainings currently being scheduled.</p> <p>Medi-Cal RX will now go live January 1, 2022 – continue enrolling practitioners.</p> <p>Bulletin related to COVID-19 flexibilities is forthcoming.</p>	<p>Chart Review Checklist: https://dmh.lacounty.gov/qa/qa-crr/</p> <p>QA Resource Video: https://dmh.lacounty.gov/qa/qa-training/</p>	
Handouts	<ul style="list-style-type: none"> • August SA3 QIC PPT • Clinical Forms Bulletin 21-03 • QA Bulletin 21-04: Organizational Provider’s Manual Updates • Spring CPS 2020 Results PPT & Excel forms • Maintaining C Numbers PPT • Medi-Cal Certification Bulletin 21-01 		
Next Meeting	<p>Next Meeting is September 15, 2021 via Microsoft Teams.</p>		

Respectfully Submitted, Kristin Gray, Psy.D., Department of Mental Health