

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

Type of Meeting	Service Area 3 QIC	Date	4/20/2022																																																																												
Place	Microsoft Teams Call-in Number: (323) 776-6996 Conference ID: 951 266 390# http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9947	Start Time:	9:30 am																																																																												
Chairperson Co-Chairs	Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian	End Time:	11:00 am																																																																												
Members Present	<table 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>Jennifer Butler</i></td> <td style="width: 25%;"><i>Five Acres</i></td> </tr> <tr> <td><i>Brenda Miranda</i></td> <td><i>Alma Family Services</i></td> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> </tr> <tr> <td><i>David Palmer</i></td> <td><i>Boys Republic</i></td> <td><i>Edina Martinez</i></td> <td><i>HealthRight 360</i></td> </tr> <tr> <td><i>Mark Rodriguez</i></td> <td><i>Bridges, Inc.</i></td> <td><i>Veronica Rocha</i></td> <td><i>Haynes Family of Programs</i></td> </tr> <tr> <td><i>Misook Nierodzik</i></td> <td><i>CIFHS</i></td> <td><i>Patricia Tyler</i></td> <td><i>Heritage Clinic</i></td> </tr> <tr> <td><i>Renee Lee</i></td> <td><i>DMH- Med-Cal Certification</i></td> <td><i>Erica Wirtz</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Kristin Gray</i></td> <td><i>DMH – SA3 Admin</i></td> <td><i>Danielle Kubanis</i></td> <td><i>McKinley</i></td> </tr> <tr> <td><i>Robin Washington</i></td> <td><i>DMH - QA</i></td> <td><i>Edith Herrejon</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Esther Lee</i></td> <td><i>DMH - CMMD</i></td> <td><i>Leana Olague</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Daiya Cunnane</i></td> <td><i>DMH - QI</i></td> <td><i>Rebecca DeKeyser</i></td> <td><i>San Gabriel Children’s Center</i></td> </tr> <tr> <td><i>Rosalba Trias-Ruiz</i></td> <td><i>DMH – SA3 Admin</i></td> <td><i>Ivette Sanchez</i></td> <td><i>SPIRITT Family Services</i></td> </tr> <tr> <td><i>Vickie Xu</i></td> <td><i>DMH- SA3 Admin</i></td> <td><i>Lan Nguyen-Chawkins</i></td> <td><i>SSG/APCTC Alhambra</i></td> </tr> <tr> <td><i>Yesenia Ruiz</i></td> <td><i>D’Veal Family and Youth Services</i></td> <td><i>Roberta Del Angel</i></td> <td><i>Star View Community Service</i></td> </tr> <tr> <td><i>Ariana Zepeda</i></td> <td><i>D’Veal Family and Youth Services</i></td> <td><i>Margaret Faye</i></td> <td><i>Sycamores</i></td> </tr> <tr> <td><i>Michael Olsen</i></td> <td><i>ENKI</i></td> <td><i>Isa Ayala</i></td> <td><i>Tri-City Mental Health</i></td> </tr> <tr> <td><i>Kim Tran</i></td> <td><i>Ettie Lee Homes, Inc.</i></td> <td><i>Adrienne Bruce</i></td> <td><i>Trinity Youth Services</i></td> </tr> <tr> <td><i>Windy Luna-Perez</i></td> <td><i>Ettie Lee Homes</i></td> <td><i>Samuel Moore</i></td> <td><i>Trinity Youth Services</i></td> </tr> <tr> <td><i>Cheri Noone</i></td> <td><i>Five Acres</i></td> <td></td> <td></td> </tr> <tr> <td><i>David Felix</i></td> <td><i>Five Acres</i></td> <td></td> <td></td> </tr> </table>			<i>Lisa Ngo-Meza</i>	<i>Alma Family Services</i>	<i>Jennifer Butler</i>	<i>Five Acres</i>	<i>Brenda Miranda</i>	<i>Alma Family Services</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>David Palmer</i>	<i>Boys Republic</i>	<i>Edina Martinez</i>	<i>HealthRight 360</i>	<i>Mark Rodriguez</i>	<i>Bridges, Inc.</i>	<i>Veronica Rocha</i>	<i>Haynes Family of Programs</i>	<i>Misook Nierodzik</i>	<i>CIFHS</i>	<i>Patricia Tyler</i>	<i>Heritage Clinic</i>	<i>Renee Lee</i>	<i>DMH- Med-Cal Certification</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>	<i>Kristin Gray</i>	<i>DMH – SA3 Admin</i>	<i>Danielle Kubanis</i>	<i>McKinley</i>	<i>Robin Washington</i>	<i>DMH - QA</i>	<i>Edith Herrejon</i>	<i>Pacific Clinics</i>	<i>Esther Lee</i>	<i>DMH - CMMD</i>	<i>Leana Olague</i>	<i>Pacific Clinics</i>	<i>Daiya Cunnane</i>	<i>DMH - QI</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children’s Center</i>	<i>Rosalba Trias-Ruiz</i>	<i>DMH – SA3 Admin</i>	<i>Ivette Sanchez</i>	<i>SPIRITT Family Services</i>	<i>Vickie Xu</i>	<i>DMH- SA3 Admin</i>	<i>Lan Nguyen-Chawkins</i>	<i>SSG/APCTC Alhambra</i>	<i>Yesenia Ruiz</i>	<i>D’Veal Family and Youth Services</i>	<i>Roberta Del Angel</i>	<i>Star View Community Service</i>	<i>Ariana Zepeda</i>	<i>D’Veal Family and Youth Services</i>	<i>Margaret Faye</i>	<i>Sycamores</i>	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Isa Ayala</i>	<i>Tri-City Mental Health</i>	<i>Kim Tran</i>	<i>Ettie Lee Homes, Inc.</i>	<i>Adrienne Bruce</i>	<i>Trinity Youth Services</i>	<i>Windy Luna-Perez</i>	<i>Ettie Lee Homes</i>	<i>Samuel Moore</i>	<i>Trinity Youth Services</i>	<i>Cheri Noone</i>	<i>Five Acres</i>			<i>David Felix</i>	<i>Five Acres</i>		
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Call to Order & Introductions	The meeting was called to order and followed with self-introductions by presenting staff.		
Review of Minutes	Motion to approve the February 2022 meeting minutes by Robin Washington and second by David Palmer.		
Quality Improvement			
Consumer Perception Survey (CPS)	<p>CPS survey week is coming up May 16th through May 20th.</p> <ul style="list-style-type: none"> • Legal Entity/Contracted provider staff that need a C Number for the DMH CPS portal MUST submit a C Number request by April 29th. • Documents needed (paper surveys, fliers, and templates) can be found on the QI website - https://dmh.lacounty.gov/qid/cps-spring-2022/ • There will be new questions related to Sexual Orientation and Gender Identity (SOGI) included on the DMH CPS portal surveys distributed. <p>Trainings taking place (all will be recorded):</p> <ul style="list-style-type: none"> • LACDMH Portal Training for Legal Entities/Contracted Providers <ul style="list-style-type: none"> ○ Tuesday, April 19 – 1:00-2:30 PM • LACDMH Portal Training for Directly Operated Providers <ul style="list-style-type: none"> ○ Thursday, April 21 – 9:00-10:30 AM • CPS Paper Survey Training <ul style="list-style-type: none"> ○ Wednesday, April 27 – 1:00-2:00 PM • CPS UCLA Electronic Survey Training <ul style="list-style-type: none"> ○ Wednesday, April 27 – 2:00-3:00 PM 		

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Gallup Wellbeing Survey	<p>The Gallup Wellbeing survey is open from March 31st to May 5th. It is intended for all active adult clients with an email address on file. The purpose is to measure the progress of adults served. Flyers were sent out by email that describe the purpose of the survey, which can be distributed to staff. DMH Quality Outcomes and Training Division - ASOCEBP@dmh.lacounty.gov can be contacted with any questions.</p>		
Clinical Practice Parameters	<p>The DMH Clinical Practice Parameters have been moved to the Policy webpage and can be found at the bottom of the page. Kristin Gray briefly showed QIC members where to access the Parameters. The following categories are available: Clinical Programs; General Considerations; Clinical Risk Management; Lanterman-Petris-Short (LPS); Medication Use; Psychiatric MH Nurse Practitioner; Psychotherapy; Special Considerations.</p>	<p>https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=app.main&msg=</p>	
Policy Bulletin	<p>Policy Bulletin 22-02: February 28th, 2022: <u>Revised Policies</u></p> <ul style="list-style-type: none"> • 306.12 – Pharmacy and Therapeutic Committee (DO Only) • 306.15 – Expired Medication and Device Disposal. (DO Only) • 307.04 – Telemental Health by LPS Authorized Clinicians (DO & Contractors) • 308.01 – Telemental Health Services (DO Only) 	<p>https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=app.main&msg=</p>	

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	<p>Policy Bulletin 22-03: March 31st, 2022</p> <p><u>New Policy</u></p> <ul style="list-style-type: none"> • 306.05 – Clinical Pharmacist Qualifications and Scope of Practice (DO Only) • 306.11 – COVID19 Antigen Rapid Diagnostic Test (DO Only) <p><u>Revised Policy</u></p> <ul style="list-style-type: none"> • 500.05 – Use and Disclosure of Protected Health Information for Research (DO Only) • 501.03 – Accounting of Disclosures of Protected Health Information (DO Only) • 501.04 – Clients Rights to Request Confidential Communications of Protected Health Information (DO Only) • 509.01 – Disclosures of PHI by Whistleblowers and DMH Workforce Members who are Crime Victims (DO Only) • 601.01 – Voluntary Demotions (DO Only) • 900.01 – Travel (DO Only) <p><u>Deleted Policy</u></p> <ul style="list-style-type: none"> • 300.01 – Client Identification and Address Verification (DO & Contract Providers) 		
<p>Medi-Cal Certification</p>	<p>Medi-Cal Certification Liaison, Renee Lee, informed group members that the address for headquarters has changed and the pamphlets/forms have been updated to reflect the new address.</p>	<p>https://dmh.lacounty.gov/qa/qa/mpc/</p>	<p>Renee Lee, LMFT</p>

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Quality Assurance			
Quality Assurance Bulletin 22-01: Preauthorization Requirement Update	<p>Per Department of Health Care Services (DHCS) Behavioral Health Information Notice (BHIN) No. 21-073 and QA Bulletin 21-08, medically necessary services may be provided prior to the completion of the Assessment. For this reason, and to ensure IHBS, TBS and TFCS services are available when medically necessary, the Los Angeles County Department of Mental Health (LACDMH) is removing the requirement to submit an Assessment and Client Treatment Plan when requesting pre-authorization for these services. This means a preauthorization request may be made as soon as it is identified that these services are medically necessary even if prior to the completion of the Assessment and/or Client Treatment Plan.</p>	<p>https://dmh.lacounty.gov/qa/qa/bul/</p>	
Quality Assurance Bulletin 22-02: New Provider Directory	<p>In collaboration with stakeholders, the Los Angeles County Department of Mental Health (LACDMH) Quality Assurance (QA) Unit and the Chief Information Office Bureau (CIOB) have developed a new on-line Provider Directory in-line with Department of Health Care Services (DHCS) Behavioral Health Information Notice (IN) 18-020. The new Provider Directory can be found on the LACDMH public facing website and also, for Directly Operated staff, on the LACDMH intranet. A brief training on the new Provider Directory can be found on the QA Training webpage.</p>	<p>https://dmh.lacounty.gov/qa/qa/bul/</p>	

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<p>Quality Assurance Draft Bulletin: Continuity of Care</p>	<p>The Federal Cares Act (42 CFR, 438.62) requires that all Medi-Cal beneficiaries who meet criteria to access Specialty Mental Health Services (SMHS) have the right to request Continuity of Care.</p> <p>Continuity of Care is the option for a Medi-Cal beneficiary to continue receiving services for up to twelve months from their existing (current) provider after the beneficiary has moved to another county or has transitioned from a mental health plan to a managed care plan or vice versa. Through Continuity of Care, the beneficiary has the ability to continue receiving services, for a limited period of time, from a provider that has become "out-of-network". Continuity of Care is designed to allow a beneficiary to complete treatment with an existing provider and/or support the smooth transition of services to a new provider.</p>		
<p>CalAIM Updates</p>	<p>Reviewed information that has been provided by DMH Quality Assurance Unit:</p> <ul style="list-style-type: none"> • New Criteria to Access SMHS & Medical Necessity. FAQs page posted on QA website - QA Bulletins - Department of Mental Health (lacounty.gov) <ul style="list-style-type: none"> ○ Waiting for DHCS to provide updated Beneficiary Handbook. • Diagnosis Codes Information Notice: BHIN 22-013 - 2022-BH-Information-Notices (ca.gov) <ul style="list-style-type: none"> ○ The following options during the assessment phase may be used when a diagnosis has yet to be established: 		

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	<p>Non-diagnosing staff may use Z55-Z65. Diagnosing practitioners may use any appropriate, valid ICD code including z codes.</p> <ul style="list-style-type: none"> • No Wrong Door – coming July 1, 2022 <ul style="list-style-type: none"> ○ QA will develop a bulletin • Documentation Redesign – coming July 1, 2022 <ul style="list-style-type: none"> ○ Conducting DO and LE workgroups to discuss form changes. ○ Reminder – treatment plans are still required right now; however, there will be no disallowances if a treatment plan is missing. • Screening and Transition Tools – coming January 1, 2023 <ul style="list-style-type: none"> ○ Finished Beta testing for child tools and began piloting adult tools. • Payment Reform/CPT Codes – coming July 1, 2023 <ul style="list-style-type: none"> ○ DHCS released Final Billing Manual - MedCCC - Library (ca.gov) 		
<p>Quality Assurance Knowledge Assessment Survey</p>	<p>Knowledge Assessment Survey #5 currently active. An email with the link was re-sent on 4/12/22. Survey consists of a vignette phone session with a sample progress note. 4 questions follow about the information provided</p> <ul style="list-style-type: none"> • Contact Marc Borkheim with questions - mborkheim@dmh.lacounty.gov <p>Previous assessment survey results are available on the QA website.</p>	<p>https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/</p>	

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<p>Quality Assurance Updates</p>	<ul style="list-style-type: none"> • Next QA On the Air is scheduled for April 27th from 9-10am and will focus on “Reasons for Recoupment”. • In the process of coordinating additional LE Chart Reviews for May and June. • QA Website Updates <ul style="list-style-type: none"> ○ Updated paper/PDF chart review tool - ○ Updated QA/QI contacts by service area list. • Collaborative Documentation <ul style="list-style-type: none"> ○ Will inform providers once upcoming training dates are confirmed. 	<p>https://dmh.lacounty.gov/qa/qa/crr/</p> <p>https://dmh.lacounty.gov/qa/qa/c/</p> <p>https://dmh.lacounty.gov/qa/collaborative-documentation/</p>	
<p>Network Adequacy/Access to Care</p>	<ul style="list-style-type: none"> • The monthly meeting now occurring on the 1st Tuesday of each month from 9-10am. • Emphasis on how Network Adequacy and Access to Care are linked. Providers update their information in NAPPA and that feeds into the Provider Directory. <u>Everyone</u> uses the Provider Directory to find a provider accepting new clients. • Currently, CalWORKs has Access to Care Timelines that are slightly different; however, as of July 1st, 2022 they will have the same departmental access to care timeframes. • Access to Care Monitoring Plan – will run data for January to March 2022 the first week of May 2022. Reviewed Annual Percentage of timely appointments in 2021 – 85.36% • Reviewed that Eating Disorders are mental health disorders that are the responsibility of all SMHS providers. Providers may not refuse services to someone simply because they request services/assessment related to an eating disorder. LACDMH is working on a 	<p>https://dmh.lacounty.gov/qa/na/</p> <p>Email questions to: NetworkAdequacy@dmh.lacounty.gov</p>	

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	<p>training plan to assist providers; however, providers also have a responsibility to educate themselves.</p> <ul style="list-style-type: none"> • 186 service locations in NAPPA currently not accepting new beneficiaries. • NAPPA Monitoring continues. Once you receive your feedback and attestation form, you have 14 days to update all missing data identified and submit the attestation form to Network Adequacy. • SRTS 2.0 Coming May 2nd 		
<p>Handouts (emailed)</p>	<ul style="list-style-type: none"> • April SA3 QIC PPT • Consumer Perception Survey PPT • Previous Meeting Minutes for February 2022 • Quality Assurance Bulletins 22-01 and 22-02 		
<p>Next Meeting</p>	<p>Per discussion, the Service Area 3 QIC will now occur every other month. Next Meeting is June 15th, 2022 via Microsoft Teams.</p>		

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