

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Children’s QIC Meeting
QUALITY IMPROVEMENT COMMITTEE MINUTES

Type of Meeting	SA 2 Children’s QIC	Date	April 21, 2022	
Place	Online – Teams Meeting	Start Time	1:30pm	
Chairperson	Michelle Rittel	End Time:	3:30pm	
Co-Chair	Open			
Members Present	Adik Parsekhian, Anabel Aispuro, Aubrey Ferman, Cheryl Davis, Cindy Luna, Claudia Morales, Cynthia Jimenez, Dave Mendez, David Lopez, Diana Dawson, Elizabeth Pak, Emily Fitleberg, Gina Leggio, Heather Bowen, Heylee Barriola, Ilda Aharonian, Iliana Martinez, James McEwen, Jeanine Caro-Delville, Jennifer Mitzner, Karina Krynsky, Karely Gutierrez, Katherine Smith-White, Kaylee Devine, Kim Peterson, Kimber Salvaggio, Laura Padrino, Luis Pereira, LyNetta Shonibare, Mercedes Cortez, Michele Burton, Michelle Rittel, Paula Slayden, Sheryl Lesner, Stephanie Ochoa, Tanya Khanjian, Tiffani Tran, Vi Nguyen, Vicky Shabanzadeh			
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible & Due Date
Call to Order Introductions and Announcements: Michelle Rittel	Meeting called to order at 1:30pm. Introductions were made. Elizabeth Pak from Certification requested that any provider who submitted documents to Honey Hira, who is no longer with Certification, resubmit the files to Elizabeth Pak. If possible, submit in edrive. Ilda Aharonian from DMH QA announced that starting in May the QA Training and Operations Team will begin to have a regular item on each of the SA QIC meeting agendas to discuss various topics, such as the QA Knowledge Assessment Survey, Collaborative Documentation, the LE Chart Review Process and taking back feedback regarding trainings or any other topics you would like to discuss.			
Review of Minutes: Michelle Rittel	Minutes from February 17, 2022 meeting were previously emailed for review and approved in the meeting.			

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Quality Improvement (QI)			
DMH QIC Meeting Report: Michelle Rittel	<p>CPS Spring 2022: The new C number request deadline is April 29, 2022. This is a hard deadline, there will not be any exceptions. There was a reminder of upcoming survey trainings. All survey related forms/materials are now available on the DMH website under Quality Improvement.</p> <p>LyNetta Shonibare briefly reviewed the material presented in the DMH Central QA/QI meeting on SOGI Data Collection Efforts that are rolling out with the Spring 2022 CPS. She will share the data from SA2 with us after the survey period.</p> <p>Compliance, Policy & Audit Services Update: Monthly bulletins with new, revised and deleted policies are posted online and can be reviewed on the DMH website. The January – March 2022 bulletin was briefly reviewed.</p> <p>CAPP: The CAPP meeting is an online Teams meeting on the third Tuesday of the month, 11am-1pm. All Parent Partners are strongly encouraged to attend. Please have Parent Partners contact Cristina Rojas to be added to the email distribution list at crrojas@dmh.lacounty.gov</p>		

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Quality Assurance (QA)			
<p>Departmental QA Meeting Report: Michelle Rittel</p>	<p>General QA Updates: QA On the Air – the next QA On the Air will be April 27, 2022 9am-10am and the topic will be Reasons for Recoupment. Meetings are not being recorded in order to keep them informal. The power point is available on the Outlook invite. LE EHR Vendors are encouraged to attend.</p> <p>State Updates: CalAIM – Briefly reviewed Final New Criteria to Access SMHS & Medical Necessity. Briefly reviewed Final Diagnosis Codes Information Notice: BHIN 22-013. Briefly reviewed Final No Wrong Door, which is coming July 1, 2022 and there will be a QA Bulletin coming soon. Briefly reviewed the Draft of Documentation Redesign, which is coming July 1, 2022. DO and LE workgroups are being conducted to discuss form changes. Briefly reviewed Draft of Screening and Transition Tools, which is coming January 1, 2023. DMH finished beta testing the child tools and has begun piloting the adult tools. Briefly reviewed Draft of Payment Reform/CPT Codes, which is coming July 1, 2023.</p> <p>Peer Support Services - Effective date is July 1, 2022. CMS approved an update to the State Plan Amendments to include Peer Support Services as a new covered SMHS benefit. DHCS released BHIN 21-041 to identify requirements related to implementation of the Medi-Cal Peer Support Specialist Certification – a requirement of providing Peer Support Services. DMH is working on what the steps will be to implement this new service and what support will be provided to staff looking to become a Certified Peer Support Specialist.</p> <p>Audits: None scheduled for SA2 Children’s Providers.</p>		

Departmental QA Meeting Report, contd.:

Michelle Rittel

Training and Operations: LE chart reviews – currently there is one review for SA2 – Counseling4Kids. Additional reviews to be scheduled for May and June.

Updated Reimbursement & Claiming Module – The module is now available on the QA website under Training, under General Documentation and Claiming Modules. It incorporates new and updated criteria to access SMHS and medical necessity and the PDF slides are embedded.

QA Website Updates – Updated paper/pdf Chart Review Tool now available on the QA website. There is also an updated QA/QI contacts by Service Area list available.

QA Knowledge Assessment Survey – Survey #5 will remain open through the end of the month and the survey link will be sent out again to LE QA contacts. Previous surveys are available on the QA website.

Collaborative Documentation – QA will be coordinating the next set of General CD Trainings and Train the Trainer sessions. Please direct questions to Wanta Yu wyu@dmh.lacounty.gov There is also a CD webpage on the QA website.

Policy & Technical Development: MH 710: Medi-Cal Required Informing Materials Beneficiary Acknowledgment of Receipt – The form is no longer required. DMH Policy 312.02 will be updated to provide new requirements which were briefly reviewed. DMH’s policy will be that providers shall have some way of providing evidence that requirements are done (e.g. handout in the welcome packet, checkbox in the EHRS).

QA Bulletin 22-01 – Pre-Authorization Requirements – Removed requirement to complete and submit Assessment and/or Client Treatment Plan prior to requesting pre-authorization for IHBS, TBS and TFCS. They are still looking at DTI/DR pre-authorization and how the new medical necessity requirements impact documents needed to approve requests.

QA Bulletin 22-02 – Provider Directory – Bulletin was previously emailed to everyone. Information from the Bulletin was briefly reviewed. If there are any questions, please email networkadequacy@dmh.lacounty.gov

<p>Departmental QA Meeting Report, contd.: Michelle Rittel</p>	<p>Draft QA Bulletin – Continuity of Care – QA is continuing to finalize the request form and the final Bulletin will be issued shortly. The Draft Bulletin was briefly reviewed.</p> <p>Access to Care/SRTS – The SRTS 2.0 application will go live on May 2, 2022. There is a recorded training now available and a link was emailed to all SRTS users. Q&A live sessions will be conducted the week of April 25, 2022 and an email was sent to all SRTS users with the links.</p> <p>Consent Form Updates – currently updating MH 500 Consent for Services form to include consent for email, text messaging/video chat, consent of minor, consent for Tele-Psychiatric Services (and expanded to include telehealth for all SMHS), language to include consent for Telephone Services, field to capture verbal consent, Beneficiary Handbook and Provider Directory information. The new form will allow clients to sign one form instead of five. Expected release is July 1, 2022.</p> <p>Network Adequacy & Access to Care: Please make sure there is someone from your agency responsible for attending the webinar. Michelle Rittel also recommends that all of the attendees of this QIC meeting also attend the Network Adequacy/Access to Care webinar. Access to Care and Network Adequacy are entwined – Providers enter their information into NAPPA, NAPPA feeds into the Provider Directory on a daily basis and everyone uses the Provider Directory to find a provider able to accept new clients. Several issues that come up when NAPPA is not updated were briefly reviewed.</p> <p>QA Bulletin 21-02 – Access to Care Expectations and Reminders – The Bulletin was previously emailed to everyone. The criteria for the Inability to Accept New Requests for Service was reviewed.</p> <p>Access to Care – Eating Disorders – Multiple complaints have come from clients and referring party that clients have been turned away from DO and LE clinics when seeking services for an eating disorder. Eating Disorders are Mental Health Disorders and are the responsibility of all SMHS providers. Providers may not refuse to provide services simply because</p>		
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Departmental QA Meeting Report, contd.:
Michelle Rittel

they request services for an eating disorder. DMH is working on a training plan to assist providers, however providers also have a responsibility to educate themselves (similar to any other mental health diagnosis). If, after an assessment, it is determined that the client has an eating disorder and Outpatient SMHS is the appropriate level of care, then the provider would be responsible for providing treatment. If it is determined that a Higher Level of Care (HLOC) is needed, which may include Acute Inpatient, Specialized Residential, Partial Hospitalization or Intensive Outpatient services, then the provider would submit a referral for a HLOC by following the Eating Disorder Referral Process. The contact email is EDECTAuths@dmh.lacounty.gov

Provider Directory – the new Provider Directory is now live. This power point was emailed to everyone and has a link to the Provider Directory and the training video. The Provider Directory refreshes daily with information entered by providers in NAPPA. Please check the Provider Directory to make sure your information is correct and if not, make the corrections in NAPPA. The updated printable version of the Provider Directory should be available soon.

NAPPA Instructions – Briefly reviewed some instructions for updating provider information regarding accepting new clients in NAPPA.

NAPPA Monitoring – QA continues to monitor NAPPA to ensure it is kept up-to-date, complete and accurate. If you are contacted by QA regarding this, you will receive the NAPPA Monitoring Feedback & Attestation form and you will have 14 days to update all missing elements identified in the Scorecard and submit the Attestation form to QA. If you need assistance you can contact NetworkAdequacy@dmh.lacounty.gov

<p>Departmental QA Meeting Report, contd.: Michelle Rittel</p> <p>Suggested Items for Next Meeting:</p> <p>Handouts:</p>	<p>There were no suggestions.</p> <p>QA Bulletin 21-02 QA Bulletin 22-01 QA Bulletin 2202 Policy Bulletin 2022 Qtr 1 SA2 Children's QIC Power Point – April 21, 2022</p>		
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Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Next Meeting:	Thursday, June 16, 2022 1:30-3:30pm Location: Online – Teams Meeting		

Respectfully submitted,

Michelle Rittel, LCSW