

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date:	3/22/22	
Place:	Microsoft Teams Meeting	Start Time:	1:34 PM	
Chairpersons:	Greg Tchakmakjian (Chair) Michael Olsen (Co-Chair)	End Time:	2:37 PM	
Members Present:	Sharon, Sharp, Norma Salazar, Cinthia Sanchez, Yesenia Zacarias, Guadalupe Ceballos, Erica Wirtz, Robin Moten, Jenna Radloff, Lisa Ngo-Meza, Jenny Rodriguez, Quenia Gonzalez, Melanie Cain, Daiya Cunnane, Cara Jenson, Javier Serna, Courtney Smith, Marc Borkheim, Esther Lee, Michael Olsen, Antonia Aikins, Elizabeth Hernandez, Rosemary Stevens, Greg Tchakmakjian			
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible
Welcome/Introductions	Meeting was called to order at 1:34 PM			Greg Tchackmajian
Review & Approval of Minutes				

<p>Spring 2022 CPS Consumer Perception Surveys</p>	<p>Greg commenced meeting @ 1:34pm</p> <p>Welcomed everyone to SA 7 QIC Meeting.</p> <p>Greg introduced and welcomed Michael Olsen to SA 7 team.</p> <p>Greg announced the Spring 2022 CPS Consumer Perception Surveys dates are May 16th-20th.</p> <p>Guest Speaker Daiya Cunnane presented 2021 Spring Consumer perception data.</p> <p>Some of the highlights during the presentation are as follows:</p> <ul style="list-style-type: none">• Data found through survey was discussed and analyzed• For the consumer groups, the Adult surveys showed that there was a small dip in customer satisfaction• No Older Adult surveys were collected for Spring 2021. It was advised that Providers try to collect more older adult surveys for Spring 2022.• Annual CPS Qualies SA7 recognized agencies:<ul style="list-style-type: none">○ Most Surveys collected• All outpatient providers are required to participate in the CPS surveys. We need to increase our data for outcomes. 3 types of survey formats: returning, UCLA portal & paper version.• March 29th general meeting for CPS leads in the agency.• Link was placed in the chat.• DMH Portal for legal entities• April 29 is the deadline for C number requests. Use UCLA portal for paper surveys if unable to get the c numbers in a timely manner. <p>Guest Speaker Anthony Thai presented DMH updates.</p> <p>Every 4th Monday of the month, topic will be documentation.</p>		<p>Greg Tchakmakjian</p> <p>Daiya Cunnane</p>
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DMH Updates

Greg discussed QA Updates.

The following Policies reviewed include:
312.02 Opening and Closing

Documentation Redesign will go into effect on– July 1st, 2022.

Greg discussed CalAIM, the new criteria to access SMHS & Medical Necessity.

Criteria to access SMHS:

A mental health diagnosis is no longer a prerequisite for receiving SMHS.

No more “included” diagnosis list – can be a mental health disorder or suspected mental health disorder not yet diagnosed per DSM and ICD.

Those with a condition placing them at high risk due to trauma are able to access SMHS

Medical Necessity applies to services.

New criteria to access SMHS & Medical Necessity

Beneficiary Handbook – waiting for DHCS to provide us with the template

NOABD Service Delivery form – Finalizing changes; will also update form in IBHIS for (DO) and the NZOABD application (for LE)

Existing Training Videos on the QA website – reimbursement and claiming module has been updated to reflect the new criteria and medical necessity language

Evaluating when/ how to modify other modules given known changes coming to documentation requirements in July.

Chart Review Tools – The Legal Entity Chart Review Tool has been updated for the Chart Reviews by the Training & Operations Team.

No Wrong Door-Clinically appropriate and covered NSMHS and SMHS prevention, screening, assessment, and treatment services are covered and reimbursable Medi-Cal services.

Services are provided prior to determination of a diagnosis, during the assessment period, or prior to determination of whether NSMHS or SMHS criteria are met.

Greg Tchakmakjian

Michael Olsen

Draft QA Bulletin

The beneficiary has a co-occurring mental health condition and substance use disorder or NSMHS and SMHS services are provided concurrently if those services are coordinated and not duplicated.

Michael Olsen review and discussed the Draft for QA Bulletin

Pre-Authorization requirements, the form will be released this week assuming there are no concerns.

Norma asked that once a client moves to another county, new providers are reluctant to provide the services.

Michael stated that DMH is in the process of figuring out. The continuity of care is in the process of improving.

The new provider directory has been in the process of being tested by certain providers and they are ready to roll it out.

The referral should only be selected only when that is the only method that can be chosen.

Michael discussed the QA Bulletin Continuity of Care-an option for a Medi-cal beneficiary to continue receiving services for up to 12 months from their existing provider after the beneficiary after they have moved to another county or has transitioned from a mental health plan to a managed care plan.

Consent Form Updates

The next Access to Care/ Network Adequacy meetings will be on the 1st Tuesday of the month beginning in April.

Michael has a suggestion to not wait to receive your Medi-cal certifications because he was given 2 weeks to complete 3 clinics.

Adjournment	Meeting was adjourned at: 2:37 PM June 21, 2022 1:30pm – 3:30pm Respectfully Submitted, Zinnia Zatarain, Administrative Assistant - ENKI	<i>Next Meeting:</i>	
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