



Quality Assurance Bulletin

Quality Assurance Unit

County of Los Angeles – Department of Mental Health

Lisa H. Wong, Psy.D., Director

September 14, 2023

No. 23-05

UPDATED ORGANIZATIONAL PROVIDER'S MANUAL

The Organizational Provider's Manual (the Manual) has been revised to account for Department of Health Care Services (DHCS) changes under California Advancing and Innovating Medi-Cal (CalAIM), State Plan Amendment (SPA) 22-0023, the DHCS Billing Manual, and DHCS issued Frequently Asked Questions. The Manual has also been updated to include information contained in [QA Bulletin 23-04](#) CalAIM Payment Reform, [QA Bulletin 22-11](#) Screening and Transition Tools and changes in the Los Angeles County Department of Mental Health (LACDMH) requirements related to authorizations.

Updates to the Manual include:

1. Chapter 1 Reimbursement Rules:
 - a. Updated language related to "Under the direction of" per SPA 22-0023.
 - b. Removed travel time reimbursement language and updated language on what is reimbursable based on CalAIM Payment Reform updates
2. Chapter 1 Universal Screening: Added section on universal screening per QA Bulletin 22-11
3. Chapter 1 Co-Occurring Disorders: Added language per DHCS FAQ
4. Chapter 1 Assessment Requirements:
 - a. Added statement that Assessments require the name and signature of the practitioner.
 - b. Added statement that the assessment shall include recommendations for medically necessary services and referrals
5. Chapter 1 Progress Note Requirements: Removed reference to travel and documentation time
6. Chapter 1 Transition of Care: Added section on transition of care per QA Bulletin 22-11
7. Chapter 1 Service Components: Updated definitions of the following service components per SPA 22-0023
 - a. Assessment
 - b. Medication Support Services
 - c. Therapy (previously Psychotherapy)
 - d. Referral and Linkages (previously Referral)
 - e. Psychosocial Rehabilitation (previously Rehabilitation)
 - f. Treatment Planning (previously Plan Development)
8. Chapter 1 Service Components: Removed definitions of the following service components per SPA 22-0023
 - a. Collateral
 - b. Obtaining Informed Consent as it has been removed from the SPA
9. Chapter 2 Documentation and Claiming: Updated language per Payment Reform requirements and removed requirements no longer in effect
10. Chapter 2 Mental Health Services:
 - a. Added statement about who may be involved in the contact
 - b. Added how the service may be provided
 - c. Updated list of service components
11. Chapter 2 Medication Support Services:
 - a. Updated definition
 - b. Added statement about who may be involved in the contact.
 - c. Added how the service may be provided
 - d. Updated list of service components

12. Chapter 2 Crisis Intervention:
 - a. Added statement about who may be involved in the contact
 - b. Added how the service may be provided
 - c. Updated list of service components
13. Chapter 2 Intensive Home-Based Services:
 - a. Updated list of service components
 - b. Added reference to referral for Full Service Partnership (FSP) and Wraparound as a means to request pre-authorization
 - c. Updated length of pre-authorization and removed that the pre-authorization is specific to a funding source
14. Chapter 4 Psychiatric Inpatient Hospital Services: Updated administrative day criteria language and added Medical Care Evaluation (MCE) requirements

If directly-operated or contracted providers have any questions related to this Bulletin, please contact the QA Unit at QualityAssurance@dmh.lacounty.gov.

cc: DMH Executive Management
DMH Administration Managers
DMH QA Liaisons
Legal Entity Executive Management

DMH Clinical Operations Managers
DMH Quality, Outcomes & Training Division
DMH CIOB Managers
Legal Entity QA contacts