



Quality Assurance Bulletin

Quality Assurance Unit

County of Los Angeles – Department of Mental Health

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UPDATED ORGANIZATIONAL PROVIDER'S MANUAL

The Organizational Provider's Manual (the Manual) has been revised to account for the State Department of Health Care Services (DHCS) implementation of the new Medi-Cal Mobile Crisis Services Benefit effective December 27, 2023 (BHIN 23-025), California Advancing and Innovating Medi-Cal (CalAIM) updates to documentation requirements effective January 1, 2024 (BHIN 23-068), and updates to requirements for written records of antipsychotic medications for voluntary patients (BHIN 23-065).

Significant updates to the Manual include:

1. Chapter 1 Assessment: Added a statement that crisis assessments do not need to meet the comprehensive assessment requirements outlined in the assessment section.
2. Chapter 1 Care Plans:
 - a. Added the required elements of a care plan for Targeted Case Management (TCM)/Intensive Care Coordination (ICC), Peer Support Services, and Therapeutic Behavioral Services (TBS).
 - b. Added links to the requirements for Children's Crisis Residential Programs (CCRP), Community Treatment Facilities (CTF), Mental Health Rehabilitation Centers (MHRC), Mental Health Services Act Full-Service Partnerships (FSP), Short-Term Residential Therapeutic Programs (STRTP), and Social Rehabilitation Programs.
 - c. Added a statement that all required elements of the care plan shall be documented in the clinical record.
 - d. Added a statement that the care plan must be able to be produced and communicated to other providers, the client, and the Medi-Cal behavioral health delivery system.
3. Chapter 1 Informed Consent: Added a section that includes the description, requirements, and timeframes/frequency related to all voluntary services.
4. Chapter 1 Progress Notes:
 - a. Updated and clarified the requirements section to break out the content, minimum data elements and claims requirements.
 - b. Updated requirement for daily progress notes for adult residential services.
5. Chapter 1 Service Components: Added definitions of mobile crisis service components.
6. Chapter 2 Medication Support Services: Removed section on Informed Consent.
7. Chapter 3 Mobile Crisis Services: Added chapter on Mobile Crisis Services.

Please note that mobile crisis services may only be provided by Psychiatric Mobile Crisis Response Teams (PMRT), Therapeutic Transportation (TT) and Mobile Crisis Outreach Teams (MCOT).

The [Medi-Cal Beneficiary Handbook](#) has also been updated and posted on the DMH website to account for the addition of the new Mobile Crisis Services Benefit.

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

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