



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA 6 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date:09.28.2023
 Time: 10am-12pm

Type of meeting:	Virtual meeting
Meeting Link:	Join Microsoft Teams Meeting
Members Present:	<i>Dr. Socorro Gertmenian, Herminio Gonzalez, Jasmine Boyden, Aisha MGF, Alejandra Munoz, Andy Vigil, Annie Jackson, Armen Yekyazarian, Bosco Ho, Caitlyn O'Hara, Carl Levinger, Colette Harley, Courtney Olsen, Cynthia Sarmiento, Daiya Cunnane, Danielle Childress, David Worden, Edith Cruz, Elizabeth Echeverria, Emma Mendez, Erika Castillo, Erika Flores, Estefania Orelo, Geralyn La Fleur, Iling Wang, Jamie Campos, Jamie Chess, Jamie Langford, Jessica Palma, Jocelyn Bush Spurlin, Jonathan Figueroa, Julie Elder, Karla Cano, Kimberly Green-Russell, Kristen Tanji, Laura Aquino, Lesley Adams, Leslie Rose, Liz Echeverria, Lizeth Velazco, Lucy Khachtourians, Mandiy Sommers, Mariana Villegas, Martin McDermott, Paola Barajas, Robin Moten, Rozell Robinson, Sacha Dovick, Sara van Koningsveld, Satoko Luce (Coco), Shanta Woods, Shaun Allen, Sherlyn Johnson, Sira Solomona, Staurt Jackson, Dr. Tiffany Harvey, Vannessa Martin, Victoria Kim, Yolanda Robles, Yoshado Lang, Zonia Mijangos-Alonso</i>

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Welcome & Introductions	Dr. Gertmenian introduced the new QIC Chair, Hermenio Gonzalez. Mr. Gonzalez is a clinician at the Augustus F. Hawkins Mental Health Facility. Dr. Gertmenian welcomed everyone and called the meeting to order at 10:00 a.m. Members were given the opportunity to sign-in, in the chat section.		
Minutes review and approval	Minutes from the August 2023 QIC meeting were emailed to QIC members by Dr. Gertmenian. Members were given the opportunity to review the minutes and approved through email.		

<p>QA Updates</p> <ul style="list-style-type: none"> ➤ CANs and Outcome Support ➤ CAL AIM, Organizational Manual Updates ➤ Access to Care ➤ Collaborative Documentation training and the updated DMH Contacts page 	<p>Dr. Socorro Gertmenian shared information regarding the available resources for providers from the CANS and PSC trainings:</p> <ul style="list-style-type: none"> • CANS-IP and PSC-35 FAQ • CANS and PSC Quick Guides • CANS Recertification Tip Sheet • CANS Needs and Strengths Flowchart • Clinical Forms Bulletin 19-03 and 19-04 • QA Bulletins 19-02 and 19-03 <ul style="list-style-type: none"> ➤ All can be accessed at: Resources – Department of Mental Health (https://lacounty.gov) • PSC Scoring Sheet <ul style="list-style-type: none"> ➤ Accessed at: Forms and Measures – Department of Mental Health (https://lacounty.gov) • Clinical Utility of the CANS for Directly Operated Supervisor Training <ul style="list-style-type: none"> ➤ Accessed at: TRAININGS/EVENTS – Department of Mental Health (https://lacounty.gov) • DMH PEI Outcomes Inbox for questions and /or information about CANS-IP/PSC-35 at peioutcomes@dmh.lacounty.gov <p>Dr. Gertmenian shared the updates to the Organizational Providers Manual:</p> <p>Chapter 1 Co-Occurring Disorders:</p> <ul style="list-style-type: none"> • Clinically appropriate and covered SMHS are reimbursable even if the client has a co-occurring disorder. SMHS will not be disallowed simply because the client has a co-occurring disorder if all other requirements are met. LACDMH providers may address the client’s substance use or other disorder if it is in support of treating the client’s mental health condition. The session must primarily address the beneficiary’s mental health 		
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and or risk factors, which can include co-occurring SUD (DHCS No Wrong Door and Co-Occurring Disorder FAQ.) LACDMH providers may not provide stand-alone SUD services.

Chapter 1 Assessment Requirements

- The assessment shall include a typed or legibly printed name, signature of the service practitioner, and date of signature.
- The assessment shall include the licensed practitioner's recommendation for medically necessary services and additional provider referrals, as clinically appropriate. The problem list and progress note requirements identified below shall support the medical necessity of each service provided.
- The diagnosis, Mental Status Exam (MSE), medication history, and assessment of relevant conditions and psychosocial factors affecting physical and mental health must be completed by a practitioner, operating within their scope of practice, who is licensed, registered/waivered, and/or under the direction of a licensed mental health professional.

Peer Support Service by Certified Peer Specialist

LACDMH has finalized the set-up of the Peer Support Service procedure codes and IBHIS is prepared to accept claims for dates of service on or after July 1, 2023.

- Certified Peer Specialists shall utilize the following two Peer Support Service procedure codes only,
 - H0025: Group Peer Support
 - H0038: Individual Peer Support
- Peer Support Service codes were added to all provider sites that were certified for Targeted Case Management (T1017).

- Peer Support Service claims have all the same requirement of the 837P claim and documentation.

Certified Peer Specialist Activity Sheet Updates:

- Removed all other service codes except H0038 and H0025.
- Certified Peer Specialist can report all individual services with H0038 and group services with H0025.

Guide to Procedure Codes Updates:

- Changed “All Disciplines” to “All Disciplines except Certified Peer Specialist” for the following codes:
T1017, H2017, H2011, H2019, H2023, H0033, H2021, &
H2017:HQ

Guides to Procedure Codes Updates:

- Allowable disciplines of MAT have been updated to Psychologist, Social Worker, MFT, & PCC.

Dr. Gertmenian went over the One Single Progress Note and examples with members:

- If multiple different interventions and services are provided in the same contact, only a single note is required to be written, describing all interventions, and a single claim submitted using the procedure code that describes the primary service provided. This only applies in situations in which the same people are involved in the contact.

Dr. Gertmenian shared information about the Add-On Codes and examples with members:

- Only one unit of interactive complexity is allowed per service.

- This code cannot be used by RN, OT, LVN, LPT, Mental Health Rehab Specialist, Other Qualified Provider, Peer Specialist and Student.

Dr. Gertmenian went over information regarding Services to the client and parent and caregiver on the same day and briefly discussed the Assessment, Diagnostic with the client (90791), Individual Psychotherapy with the client (90834), and Provide individual rehab with the client (H2017).

Dr. Gertmenian reminded members to make sure that the Place of Service is correct and that many claims are denied when the POS is incorrect. (The POS code needs to be 02 for telehealth outside the home or 10 for telehealth inside the home. POS is the client's location.)

Dr. Gertmenian mentioned that there are no changes to the travel rules for COS.

Dr. Gertmenian shared the updates to Access to Care:

- All Access to Care monitoring emails were sent out last week for Q2- April, May, and June 2023.
 - Psychiatry timeliness for DOs will go out soon.
 - Note: For LEs providers, QA is working with CIOB to update the webservices to include submission of psychiatry timeliness.
- Any required Plans of Correction are due by September 29, 2023.
- QA is starting to explore monitoring the average number of days to the first offered appointment in addition to the timeliness.

QA Updates- Dr. Armen Yekyazaian

Dr. Armen Yekyazarian from the Quality Assurance Unit went over the QA Website updates with members.

- New Collaborative Documentation Training video now available on the QA Training page. (Run Time 12:43)
 - For a version of this training that includes video vignette examples, please email QualityAssurance@dmh.lacounty.gov
- QA Contacts Page (<https://dmh.lacounty.gov/qa/qac/>) was updated with current general mailboxes for the DMH-QA Unit.
- Reminder to providers to be sure to distribute current training links to staff.

Dr. Yekyarian shared information regarding the General QA/QI contact page with members.

Dr. Gertmenian mentioned that Service Area 6 and Service Area 8 will have their EQRO review October 17th. This meeting will be virtual and participating consumers, clients and family will receive \$20-\$30 gift cards to Target or Walmart.

Iling Wang with DMH reminded members who have an upcoming recertification to follow up with their fire inspectors to obtain the fire clearance. If you have any questions, please contact Iling Wang at ilwang@dmh.lacounty.gov.

<p>QI Updates and EQRO – Dr. Daiya Cunnane</p>	<p>Dr. Daiya Cunnane from the Quality Improvement Unit reiterated that the annual EQRO, the External Quality Review has selected Service Area 6 to participate in a few Focus groups for clients, caregivers, line staff and supervisors. There will be groups ran by the External Quality Review Organization (not DMH), where they are interested in hearing about experiences of clients, parents, and staff who interact with DMH. Please send Dr. Daiya Cunnane an email if you have any questions, dcunnane@dmh.lacounty.gov.</p>		
<p>Questions/ Announcements</p>	<p>If you're having any trouble locating information, please email: Socorro@wellnestla.org</p> <p>Quality Assurance Mailbox: ▶ QualityAssurance@dmh.lacounty.gov</p> <p>General Policy & Technical Development: ▶ QAPolicy@dmh.lacounty.gov</p> <p>▶ IBHIS Error Connection: IBHISErrorCorrection@dmh.lacounty.gov</p> <p>▶ Training Inquiries for Directly Operated Programs: QADOTraining@dmh.lacounty.gov</p> <p>▶ Network Adequacy & Access to Care: NetworkAdequacy@dmh.lacounty.gov</p> <p>▶ Professional Waivers: Waivers@dmh.lacounty.gov</p> <p>▶ Service Request Tracking System: SRTS@dmh.lacounty.gov</p>		

	<p>For any questions that may come up before the next meeting, please send an email for a timely response. Dr. Socorro Gertmenian, Co-Chair. socorro@wellnestla.org</p> <p>NEXT MEETING: Date: Thursday, October 26, 2023, Time: 10am-12pm, via Microsoft Teams</p>		
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