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

Date:07.27.2023
Time: 10am-12pm

Type of meeting:	Virtual meeting
Meeting Link:	Join Microsoft Teams Meeting
Members Present:	*Dr. Socorro Gertmenian, Jasmine Boyden, Alejandra Munoz, Andy Vigil, Bosco Ho, Carl Levinger, Carina Hernandez, Cedric Smoots, Colette Harvey, Courtney Olsen, Cynthia Sarmiento, Daiya Cunnane, Emma Mendez, Erika Castillo, Estefania Orelo, , Jamie Campos, Jamie Chess, Jamie Langford, Jenaya Norfleet, Jessica Palma, Julie Elder, Karla Cano, Laura Aquino, Liz Echeverria, Lizeth Velazco, Lucy Khachtourians, Mandy Sommers, Martin McDermott, Paola Barajas, Robin Moten, Robin Washington, Rozell Robinson, Sacha Dovick, Sara Van Koningsveld, "Coco" Satoko Luce, Shaun Allen, Dr. Tiffany Harvey, Vannessa Martin, Victoria Kim*

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Welcome & Introductions	Dr. Gertmenian welcomed everyone and called the meeting to order at 10:00a.m.		
Minutes	Minutes from then June 2023 QIC meeting were emailed to QIC members by Dr. Gertmenian.	Bosco Ho approved the minutes and Alejandra Munoz seconded.	
QA Updates ➢ **QA Knowledge Assessment-** ➢ **Presented by Robin Washington**	Robin Washington from QA presented on the QA Knowledge Assessment • QA Knowledge Assessment Survey #6 was opened and sent to LE Contract Provider's QA Contacts on May 24th. • A little over 200 respondents have completed the survey. • The survey window has been extended and will remain open through August 1st to allow additional time for more to participate. • There's a link to the survey for Contract Providers		

➢ **CalAIM roll-out**	• Focuses on CalAIM related documentation requirements.
	Robin Washington went over example questions from Survey #6 with QIC members.
	• Contract Providers can go to the QA website to see more questions and complete Survey #6
	• Once closed, Survey #6 responses and results will be discussed at the SA QICs
	• All surveys are posted on the QA website once closed and are accessible to LEs and Dos
	
	For more information on the QA Knowledge Assessment Survey process and to review previous surveys, please visit the Knowledge Assessment Survey's page on the QA website:
	https://dmh.lacounty.gov/qa/knkowledge-assessment-surveys/
	
	Please contact Marc Borkheim if there are any questions:
	mborkheim@dmh.lacounty.gov
	
	Dr. Gertmenian shared information with QIC members from the QIC trainings.
	• Understanding Payment Reform for Outpatient Specialty Mental Health Services
	  − This first training is an overview of Payment Reform and key changes.
	    https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10936
	• Understanding the new payment Reform Progress Notes in IBHIS (*Directly Operated Only*)
	  − This second training walks through the new progress note forms in IBHIS and how to utilize them.
	    https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10937
	• Understanding Activities Under Payment Reform
	  − This third training walks through key information on common activities and code selection. The Discipline Specific Activity Sheets referenced in the training will be sent out.		

- https://lacounty.mediahost.granicus.com/MediaPlayer.php?clip_id=10944

Payment reform will transition LACDMH and its providers to a more complex and specific coding system and go in effect on July 1, 2023.

- Each Provider type will have its own hourly reimbursement rate.
- Only time spent providing Direct Care will be billable for Outpatient Specialty Mental Health Services.
- If multiple services are provided during the same contract, only one progress note needs to be written, describing all services, and claiming for the predominated service.
- If the same service is provided to a client multiple times on the same day, only one claim may be submitted whether one or more notes are written.

Practitioners need to identify and focus on the Predominant Service provided during a service contact and the Direct care time spent interacting with others during the contact.

Practitioners should refer to the Discipline Specific Activity Sheets for additional information on identifying the most specific applicable predominant service.

Practitioners, managers, and supervisors should also refer to the Guide to Procedures for specific procedure code and claiming rules.

The CPT Code Resources and the Discipline Specific Activity Sheets for LEs and Dos were discussed with members.

- Legal Entity Sheets include definitions and codes.
- Directly Operated only include definitions as IBHIS derives the codes.

Dr. Gertmenian mentioned that the QA had to expand the discipline and practitioner categories in IBHIS based on the new rates and codes under Payment Reform.

- NAPPA had the correct specific discipline and category, but IBHIS was more generic (NAPPA had associate social worker but IBHIS just had social worker)
- QA & CIOB autogenerated the more specific discipline/ category in IBHIS over the last week for both DO and LE (created new row for 7/1 but this also impacted previous rows)
- Also had to assign all the new specific disciplines to old service codes to prevent claim and service denials.
  - Some Directly Operated experienced challenges last week.
  - All codes will be updated within the next few days.

Practitioners may need to update their taxonomies based on the new rules by DHCS under Payment Reform:
- Other Mental Health Worker
- Mental Health Rehab Services
- Associate Social Worker
- MD/DO Resident
- Waivered Psychologist

Staff must be on the correct Taxonomy for reimbursement purposes with DHCS.

Providers must update taxonomies and utilize effective date of 7/3/23 in NAPPA if they did not make the change prior to 6/28/23. (LEs)

Providers QA is validating taxonomy updates with program managers then making corrections in NAPA on behalf of providers. (DOs)

Dr. Gertmenian discussed the Organizational Providers Manual updates that are soon to come with QIC members:
- Screening and Transition (will be added into the Manual)
- Description of "Under the Direction of"
- Payment reform including what is claimable and billable.
- Collateral
- Service Component definitions
- Authorization (inpatient, IHBIS)

Dr. Gertmenian went over the changes to IHBIS Pre-Authorization:
- Pre-authorization will be for one year.
  - No longer 6 months/9999 minutes
- Must utilize the general P-Authorization on claims.
  - No longer utilize a specific M-Authorization
- Valid for any funding sources within a Legal Entity
  - No longer require a new pre-authorization when funding source changes.
- Initial pre-authorizations
  - Automatically filed when authorized for FSP, IFCCS or Wraparound
  - May also request via Provider Connect
- Subsequent pre-authorizations
  - Must be requested via Provider Connect

Dr. Gertmenian discussed Policy 302.14: Responding to Initial Requests for Services:
- Updated to account for new policy on First Contacts
  - No longer refers to "Initial Clinical Appointment."
  - Redefined triage
- Significant Additions:
  - Providers are responsible for handling any request made to them either by attempting to contact the client to offer an appointment or by transferring to another appropriate service provider, in accord with the procedures section. Providers should not transfer the request back to the site from which the request originated."
  - Timeline of 30 days for LE providers to submit SRL data to DMH.
  - Reference to date of agreement in procedure section
  - If the client wishes to be referred elsewhere, the provider must contact another provider prior to transferring the request via (6)(c)(i) below to ensure they are able to provide an appointment sooner than the appointment by the original provider.

QI Updates Presentation - Dr. Daiya Cunnane, QI Unit	Dr. Daiya Cunnae presented on the 2023 Provider Feedback on Service Area Quality Improvement Committee Meetings. – A 9- item survey was created using Microsoft forms to access levels of satisfaction with the 2023 Service Area QIC meetings. – The survey was distributed to the QIC attendees through the monthly QA/QI meetings, regularly scheduled meetings. And SA QIC distribution lists. – 81 responses were collected from June 12 – June 30th, 2023. The Description of the SA QIC Meeting Purposes were discussed with members which includes: • Policy Updates • Training updates • Provide general and SA specific information. • Promote discussion. • Answerer questions and address provider issues • Ensure high quality services and State, Federal, and LACDMH standards are being met • Ensure fidelity of standards • Continuous improvement • Network and collaborate with other providers • Review data • Understand client satisfaction and how to improve satisfaction Dr. Cunnane provided data regarding the attendance and ratings of QIC members and the reasons for members not attending the meetings and discussed the suggestions for improving the SA QIC meetings. Dr. Cunnane went over the recommendations from the QI Unit and SA QIC Leadership: • Pursue direct access to posting ton the LACDMH QI website. • Assist SA QIC Leadership with development of questions for providers to promote discussion and collaboration. • Share the most recent SA QIC Meeting Directory widely. • Assist SA QICs with the development of an SA QIC Frequently Asked Question (FAQ) system.		

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	- Provide a standard structure for SA QIC meeting agendas that can be tailored for the SA's needs. - Provide an SA QIC Orientation that includes information about provider support during the consumer perception Survey (CPS) period. SA QIC Leadership: - Create a survey or facilitate a discussion to assess the specific needs and preferences of your SA QIC membership including meeting date and times, tele-meetings versus in-person meetings, and use of breakout rooms and Teams meeting chats. - Send out meeting agendas prior to meetings that highlight provider discussion questions. - Incorporate provider presentations and community updates. - Provide information From QA and QI, but do not read slides. Facilitate discussion about implementation and addressing barriers. - Consider providing DO and LE Contracted provider information separately. - Request that STRTP representatives attend SA QIC meetings. Recommendations from the QA: - Increase the use of clinical examples when providing new documentation guidelines. - Provide more feedback from County Chart Reviews. - Increase trainings on CalAIM documentation. - Increase the number of available video trainings.		
Questions/ Announcements	If you're having any trouble locating information, please email: Socorrog@wellnestla.org Quality Assurance Mailbox: ► QualityAssurance@dmh.lacounty.gov General Policy & Technical Development: ► QAPolicy@dmh.lacounty.gov		

►IBHIS Error Connection: IBHISErrorCorrection@dmh.lacounty.gov ►Training Inquiries for Directly Operated Programs: QADOTraining@dmh.lacounty.gov ►Network Adequacy & Access to Care: NetworkAdequacy@dmh.lacounty.gov ►Professional Waivers: Waivers@dmh.lacounty.gov ►Service Request Tracking System: SRTS@dmh.lacounty.gov For any questions that may come up before the next meeting, please send an email for a timely response. Dr. Socorro Gertmenian, Co-Chair. socorrog@wellnestla.org **NEXT MEETING**: Date: Thursday, August 24, 2023, Time: 10am-12pm, via Microsoft Teams		