



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 1 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date 12/11/23
Time: 1:00-1:45 pm

Type of meeting:	Virtual Microsoft TEAMS
Meeting Link:	https://teams.microsoft.com/l/meetup-join/19%3ameeting_MDg4OTU5YzAtN2RIMy00YjEwLTg4ZDMtMjgwMGM1MDBjODcx%40thread.v2/0?context=%7b%22Tid%22%3a%2207597248-ea38-451b-8abe-a638eddbac81%22%2c%22Oid%22%3a%224e6a9690-3822-4660-a219-e811568691e3%22%7d Service Area 1 Quality Improvement Committee-20231211_130412-Meeting Recording.mp4 (sharepoint.com)
Members Present:	See table below Jennifer Mize Service Area 1 QIC Chair , Nikki Collier DMH QA, Daiya Cunnane DMH QI Evelina Panossian Saki, PSW I at Palmdale Mental Health Center, Jessica Perez, The Children's Center of the Antelope Valley, Carrie Valentine- Tarzana Treatment Centers, Norma Cuenca, Optimist, Stephanie Ochoa, Star View, Tiffany Harvey, PsyD Alafia Mental Health Institute 7539, Quenia Gonzalez, Star View

AGENDA ITEMS	DISCUSSIONS/RECOMMENDATIONS/ACTIONS OR SCHEDULED TASKS	RESPONSIBLE UNIT/STAFF	DUE DATE
Introductions	Attendance: Name and Name of organization, Minutes approval.	All providers	

QI updates	Updates for the Annual Consumer perception survey. We are going to start planning In January for the one-week Survey in May. We usually find out exact dates in March, but we have no control over the dates because it is decided Federally. New QI team member Senior Research Analyst Dr Moses Adebola.	QI /Daiya Cunnane	Ongoing
QA updates	Annual Qa/QI Reports: Annual reports is a quality assurance and quality improvement report used to monitor and support legal entity contract providers in meeting LA County DMH QA and Qi related standards and requirements that are based on federal, state and local regulations. According to county policy 401.03 all providers must have a quality assurance process in place to ensure that the documentation and claiming related requirements that are listed in the organizational providers manual are met. Providers are required to have their QA process in writing and on file with LA County DMH QA unit. each year contract providers are required to submit A QA/ Qi report and an updated written QA Qi process. LE Providers need to submit that by the end of January or in some cases, we'll extend the date. Only one report and process need to be submitted per LED. COS only Providers are also required to submit the QA/QI report. New item added to the report. New and existing clients are provided with the information on how to contact their designated team or provider. Asking for volunteers from LE providers to participate in a pilot to test out a MS Forms survey. Looking to test out an electronic version of the report.	QA/Nikki Collier	Ongoing
LE Providers Meeting Recap	Check for mismatches in taxonomy and void billing claims then resubmit based on taxonomy of the provider, new codes coming for Residential based on age from the state, discussed codes that were ok to resubmit. Hold/Void claims. If you have one service per claim you can go ahead and submit the voids now. Inpatient professional services. Still pending state to confirm disciplines that allow inpatient	QIC Chair / Jennifer Mize	Ongoing

	professional services. CPT codes and rates for mobile crisis are still pending from the state, Still getting a lot of heat tickets. Please review and attempt to resolve issues before sending heat tickets as there is a backlog in tickets. Medi-cal denial codes seem most frequently are CO16/N479, CO 22, CO177 . Educated on the meaning of the codes and how to bill them correctly.		
Network Adequacy Meeting Recap	Survey completed on possibly eliminating the SRL log and just using the SRTS to assist with getting more timely data in access to care. Corrective Action Plan forms for those who are not meeting the Access to care benchmark. Procedures to fill them out. Centralized scheduling coming in early 2024 be on the look out for trainings.	QIC Chair/ Jennifer Mize	Ongoing
Open Discussion For QIC Members	Survey Results QIC Meeting will be held on the 4 th Monday of the Month	All Providers	Ongoing

Respectfully Submitted by:

Jennifer Mize RN
SA 1 Adult QIC Chair

NEXT MEETING: Date January 22nd Time 1:00 pm-2:00pm