



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 2 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING

May 16, 2024 10 am-11:30 am

Type of mtg:	Virtual Microsoft TEAMS
Meeting Link:	https://teams.microsoft.com/l/meetup-join/19:meeting_MDM0Y2M5NzUtNmU2Yy00M2RILTk3Y2ltNmQwODEzNDIINzhi@thread.v2/0?context=%7B%22Tid%22:%2207597248-8a38-451b-8abe-a638eddbac81%22,%22Oid%22:%22d58ce716-744e-43bb-bc24-43fa428e2ab1%22%7D
Members Present:	Annet Flores - Child Family Ctr Annette Issaian - TTC Arlin Adwani - TTC Armen Yekyazarian - DMH QA Caesar Moreno - Didi Hirsch Cheryl Driscoll - Hillview MHC Cindy Luna - Bridges Cristina Stowe - TTC Daiya Cunnane - DMH QI DiMascio, Leslie - SFVCMHC, Inc. Eddie Fabello - Anne Sippi Elidia Olmos - SCVMHC Gwen Thomas - RSA Jasmine Salas - TTC Jeanet Hernandez - Child Guidance Jeanine Caro-Delvaille - Child Family Ctr Jennifer Mize - DMH SA1 Julie Jones - Hillview MHC Karry Friedman - TTC

<p>Laura Ramirez Rodriguez - TTC Linda Martinez - ECDA Megan McDonald - Topanga West GH/ACT Bx Health Melina Florian- TTC Michele Burton - The Help Group Michelle Rittel - Co-Chair Robert Swartz - Pacifica Urgent Care Sherry Winston - TTC Silva Hakopyan -DMH QA Cert Stephanie Ochoa - Stars, Inc. Tiger Doan - APCTC Tracie Andrews - SF Child Xochitl Corona - Stars, Inc. Zuleyma Campos - TTC</p>
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AGENDA ITEMS	DISCUSSIONS/RECOMMENDATIONS/ACTIONS	RESPONSIBLE UNIT/STAFF
<p>Welcome- Introductions & Agency Updates – Review of Agenda</p>	<p>QUALITY IMPROVEMENT</p> <ul style="list-style-type: none"> • Consumer Perception Survey- Dr. Cunnane • Brief Review of CANS and PSC Slides <p>QUALITY ASSURANCE</p> <p>QA on the Air Certification - Silvia Hakopyan New QA Process - Schedule Policy & Technical Development</p> <ul style="list-style-type: none"> • Professional Licensing Waivers • QA Bulletin Quality Measures • LA General Medical Center - Closure • Single Entry Points from Homeless Outreach • Cal-AIM Implementation of Payment Reform • Provider Support & Reviews <ul style="list-style-type: none"> • QA Knowledge Assessment – Dr. Armen 	<p>Daiya Cunnane, QI unit Provided by QI Staff (Provided by Kara Taguchi, Christine Tamura, Daiya Cunnane) – reported by Kimber Provided by QA Staff (Provided by Brad Bryant, Jen Hallman, Nikki Collier, Olga Birov) – reported by Kimber</p>

	<ul style="list-style-type: none"> • Collaborative Documentation Training • Interactive Progress Note Training • Health Information Management <ul style="list-style-type: none"> • AB665 • AB352 • Legislative Index 	
QUALITY IMPROVEMENT	QUALITY IMPROVEMENT	QUALITY IMPROVEMENT
Patients' Rights Office - Go-Live Date of June 1st, 2024 New and Improved Change of Provider (COP) Application	<p>DO's Designate two staff responsible for submitting this information to the Change of Provider App to the Patients' Rights Office before June 1st, 2024, to PatientsRightsOffice@dmh.lacounty.gov. Submit:</p> <ul style="list-style-type: none"> • Names • Employee numbers • Work phone numbers <p>After the Go-Live of June 1st, the Directly Operated Programs can obtain access to the application through the Service Catalog.</p> <p>Legal Entities Should be contacted by the DMH CIOB Provider Advocacy Office (PAO)</p>	Ted Wilson-PRO(rpt'd by Kimber)
CPS Updates	Dr. Daiya presented the latest info on Consumer Perception Surveys	Daiya Cunnane, QI unit
QUALITY ASSURANCE	QUALITY ASSURANCE	QUALITY ASSURANCE
QA Knowledge Assessment Survey #8	Dr. Armen presented on the QA Knowledge Assessment Survey #8	Armen Yekyazarian, QA
QA on the Air	May 22 9-10 am	QA Unit
Reminder: Professional Licensing Waivers	<p>What is the purpose of a Professional Licensing Waiver? An In-State Waiver for persons with or in the process of obtaining a Psy.D. or Ph.D. allows them to be employed for up to five years for the purpose of accruing the supervised professional experience required to sit for the licensing examination.</p> <p>When is a Professional Licensing Waiver required?</p> <ul style="list-style-type: none"> • To provide Specialty Mental Health Services to a Medi Cal Member, an unlicensed Psychologist must obtain a 	QA Unit

	<p>Professional Licensing Waiver issued by DHCS and be on file with DMH.</p> <ul style="list-style-type: none"> • A Professional Licensing Waiver is active for 5 years from the date it was issued. There are no breaks in time, extensions or exceptions. Once the waiver is expired, the Psychologist must be licensed by the California Board of Psychology to continue providing Assessments, Testing, and other clinical services. <p>Do I need a Professional Licensing Waiver if I have a registration number issued by the BOP?</p> <p>YES! To provided Specialty Mental Health Services to Medi Cal Members, an unlicensed Psychologist MUST have a waiver. Other registration numbers issued by the BOP are not sufficient without a waiver.</p> <p>Registration as a Psychologist with the Board does not qualify someone to provide SMHS.</p>	
<p>QA Bulletin Quality Measures</p>	<p>Reviewed QAB 24-02</p> <ul style="list-style-type: none"> • Acronym and current activities reviewed • LE’s speak with EHR’s to begin using HIE – health info exchange • DMH uses LANES – LA Network for Enhanced Services • HER should help with identifying clts who have had contact w/ an emergency room OR hospital • For our DO’s we use IBHIS – Clts by Program – under recent hospitalizations rpt 	<p>SA 2 QIC Membership</p>
<p>LA General Medical Center - Outpatient Clinic</p>	<p>LA General Medical Center (formerly LAC USC) Outpatient Clinic will be closing as of July 1, 2024</p> <ul style="list-style-type: none"> • DMH is currently working closely with LA General to ensure a smooth transition for all clients • For existing clients, working on: <ul style="list-style-type: none"> • <u>transitioning</u> to MCPs for non-SMHS • <u>transferring</u> to LACDMH providers for SMHS 	<p>QA Unit</p>

	<ul style="list-style-type: none"> • Do NOT re-screen these referrals (LA General has already done so to determine they continue to need SMHS) • These referrals will be sent to providers via the SRTS and will state on the referral that client is transferring from LAGMC • For Adult Clients – majority are transferring to Northeast MHC • For Child/Youth Clients – majority transferring to our LE providers <ul style="list-style-type: none"> • May need follow up psychiatry appointments to ensure no delay in refills • Working with LA General staff to disseminate transfer referrals across nearby Service Areas, i.e., to avoid inundating 1-2 clinics 	
<p>Ease of Access: Single Entry Point for Referrals from Homeless Outreach Teams</p>	<ul style="list-style-type: none"> • Teaming with homeless outreach workers to streamline referral process to more efficiently get homeless individuals connected to our mental health services • Making it easier for homeless individuals to access our System and ensure they are referred to the type of program most appropriate to meet their needs • Crisis Response (Field Intervention Teams or Urgent Care) • Mental Health Referral (Outpatient clinic, Full-Service Partnership (FSP), Homeless Outreach & Mobile Engagement (HOME)) • Providers may see an increase in referrals for homeless individuals <ul style="list-style-type: none"> ○ Other than Crisis Response, all referrals will be sent via SRTS to the most appropriate program 	<p>QA UNIT</p>
<p>Cal-AIM Implementation Year 1 Cal-AIM Implementation Year 1 Documentation and Claiming</p>	<ul style="list-style-type: none"> • Billing based on face-to-face time with client, family members, and client’s care team. Billing can no longer includes travel time, chart review time, documentation time, and administrative time • Combining services on one note, if appropriate to help prevent duplicate denials 	<p>QA Unit</p>

	<ul style="list-style-type: none"> • Reimbursement based on the use of CPT codes, unit, and practitioner discipline • Use of modifiers and add-ons to indicate additional complexity/severity of client's condition, the use of telehealth/telephone, extend time for certain codes, and to indicate discipline type for residents/waivered/registered providers and student practitioners <p>Cal-AIM Implementation Year 1 Common Legal Entity Errors</p> <ul style="list-style-type: none"> • Place of Service Is Invalid for Procedure Code - All CPT/HCPC with SC/GT/93/95 should come with a place of service 02 or 10 • Rendering Provider's Discipline is not allowed for this procedure code - Make sure to use correct CPT code with correct modifier based on the discipline/taxonomy of the staff. • Certain codes/services are locked out when billed together on the same day - Certain codes/services are locked out when billed together on the same day Some lockouts can be overridden with a modifier • Provider on claim NOT registered/associated to LE; Provider NPI on claim invalid/mismatch - Make sure you are using correct NPI on the claim - Rendering provider information • Duplicate billings - Same service for the same client by the same practitioner on the same day; Duplicate services are not allowed under CalAIM. It must be combined. • Authorization is missing or Invalid - A valid authorization should be provided on each claim. If a service requires member-based authorization(e.g. ERS/CRTP/TBS/DTX) please use the authorization received in ProviderConect. All non-MC services should use a non-MC authorization. 	
<p>Collaborative Documentation Training</p>	<p>Reminder of Collaborative Documentation Training Video available on the QA Website's Training Page (https://dmh.lacounty.gov/qa/qa-training/) QA Website's Collaborative Documentation Resource Page: https://dmh.lacounty.gov/qa/collaborative-documentation/</p>	<p>QA Unit</p>

Progress Note Training Module	Pilot Update <ul style="list-style-type: none"> Based on feedback received from pilot participants, updates were made to the module aimed at making it more user-friendly. Updated version of the module will be sent out this month to pilot participants to test out 	QA Unit
AB 665: Minors: Consent to Mental Health Services	<ul style="list-style-type: none"> This bill aims to align existing laws (Family Code 6924, Health & Safety Code 124260) regarding minors' consent to mental health treatment and counseling. It <u>removes the requirement for danger or abuse</u> for consent under the Cal Fam Code 6924 Additionally, existing law varies in whether parental involvement is required based on the purpose of treatment. This bill aligns these requirements by mandating consultation with the minor before determining the appropriateness of involving parents or guardians. The bill also broadens the definition of "professional person" to include more categories, such as registered psychologists, social work interns, and board-certified psychiatrists. 	Olga Birov (Rpt' d by Kimber)
AB 352 Health Information	Adopts privacy protections for information about gender-affirming care, abortion, abortion-related services, and contraceptives <ul style="list-style-type: none"> Client must explicitly authorize the release of medical information related to gender-affirming care, abortion, abortion-related services, and contraceptives <ul style="list-style-type: none"> Restricts cooperation with out-of-state or federal inquiries concerning abortion-related medical information, granting liability exemptions to compliant healthcare providers until January 31, 2026 Amends existing provisions related to health information exchange, excluding abortion-related data from automatic sharing 	
Open Discussion from CW Central QI/QA Mtg	All with questions were encouraged to contact Kimber via phone or email to forward questions to the appropriate staff members	SA 2 QIC Membership

Respectfully Submitted by:
Kimber Salvaggio SA 2 Adult QIC Chair
NEXT MEETING: July 18, 2024 10 am