

**LOS ANGELES COUNTY (LAC) – DEPARTMENT OF MENTAL HEALTH (DMH)  
 QUARTERLY COUNTYWIDE CHILDREN'S  
 QUALITY IMPROVEMENT COMMITTEE (QIC)**

<b>Type of Meeting</b>	Countywide Children's QIC	<b>Date</b>	May 14, 2015	
<b>Place</b>	600 S. Commonwealth Ave. Conference Room 113 Los Angeles, CA 90005	<b>Start Time:</b>	10:00 AM	
<b>Chairperson</b>	Debra Mahoney	<b>End Time:</b>	12: 00 PM	
<b>Co-Chair</b>	Alyssa Bray			
<b>Members Present</b>	Annisa Harsha, Ari Winata, Ashlei Sullivan, Brenda Pitchford, Brooke Slusser, Claire O'Conner, Claudia Felix, Danielle Price, Debbie Cifuentes-Hernandez, Diana Scott, Diane Rigsby, Felicia Bolden, Fernando Reyes, Gassia Ekizian, Gwen Lo, Jamie Walker, Jayne Millstein, Jose Reyes, Kanisha McReynolds, Kathleen Kim, Kathryn Stroupe, Kimberly Green, Kristin Malka, Laura Aquino, Levana Adato, Lisa Harvey, Lorraine Romero, Marcel Mendoza, Mark Rodriguez, Martin Hernandez, Martin McDermott, Michael Boroff, Mike Ford, Mike Olsen, Rebecca DeKeyser, Rhiannon Tobin, Scott Tommey, Silvia Yan, Socorro Gertmenian, Tatiana Van Beeck, Theodore Cannady, Tonia Jones			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>		<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 10 AM.	Introductions were made.		Debra Mahoney & Alyssa Bray
<b>Review of Minutes</b>	February 12, 2015 minutes were reviewed.	Minutes were approved.		LAC DMH Providers

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<p><b>Quality Improvement (QI)</b></p> <p><b>Patients' Rights Office (PRO) Updates</b></p>	<p>Martin Hernandez distributed copies of the NOA-E in Spanish and will soon post it on the PRO website. Translation into other languages is in progress. Mental health posters will be ordered in the new fiscal year.</p> <p>PRO is randomly selecting fifteen (15) agencies and collecting samples of completed Beneficiary Acknowledgment of Receipt forms, to ensure that the Local Mental Health Plan is complying with federal and State regulations.</p> <p>PRO and the QI Division are developing cultural competency training to improve clinician skills in the area of cultural sensitivity.</p>	<p>Providers are reminded to submit Change of Provider (COP) logs on the 10<sup>th</sup> day of the month following the month the logs are completed. They can be faxed or sent via [secure] email to PRO, and for Dr. Byrd's providers, a copy should also be sent to the contract liaison as a backup.</p>	<p>DMH Providers</p>
<p><b>Cultural Competency Committee (CCC) Updates</b></p>	<p>Muriel Cormier provided information about a May 18<sup>th</sup> CCC meeting with Dr. Ghaly, to voice concerns, ask questions and make recommendations about the March 30, 2015 draft report from the County Board of Supervisors, on the consolidation of three County Departments: Health, Mental Health and Public Health.</p>	<p>Providers were invited to attend the meeting.</p>	<p>DMH Providers</p>
<p><b>External Quality Review Organization (EQRO)</b></p>	<p>EQRO convened in different locations throughout LAC from April 27 through April 30. This year, Service Areas (SA) 7 and 8 were selected for intensive review. The outcome report will be generated by the new organization, Behavioral Health Concepts, Inc., in approximately 60 days.</p>	<p>The EQRO report will be available soon</p>	<p>DMH Providers</p>
<p><b>Online SA Directories</b></p>	<p>Responsibility for making changes to the online SA Directories has been delegated to the SA QIC Liaisons.</p>	<p>Providers should continue to check the directories and contact SA QIC Liaisons to correct inaccuracies. All changes must align with the official PFAR process.</p>	<p>DMH Providers</p>

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<b>DMH Policies and Procedures</b>	The Compliance, Privacy and Audit Services Bureau has reorganized the DMH online policies and procedures. There are new policy numbers and both directly operated (DO) and non-governmental agencies’ (NGA) policies are grouped together according to subject. Distribution Level 1 Policies apply to DO providers, Distribution Level 2 Policies apply to NGA providers and Distribution Levels 1 & 2 apply to both.	NGAs can now view all policies and procedures. Current policy numbers are on the left-hand side and previous policy numbers are on the right-hand side of the web pages.	DMH Providers
<b>QI Work Plan Goals</b>	Calendar Year (CY) 2014 QI work plan goals were met or partially met with the exception of the ACCESS goal, which stated that all calls on the toll-free hotline would be answered within one minute. Because of the barriers to meeting this goal, CY 2015 goals have separated daytime and after-hours calls to ACCESS.	Providers can view the CY 2014-2015 work plan and evaluation report on the Program Support Bureau website: <a href="http://psbqi.dmh.lacounty.gov/">http://psbqi.dmh.lacounty.gov/</a>	DMH Providers
<b>Safety Intelligence (SI)</b>	David Crain, the Safety Intelligence Administrator is working closely with CIOB to assist managers in accessing secure tokens for the SI system.	David Crain can be contacted via email <a href="mailto:dcrain@dmh.lacounty.gov">dcrain@dmh.lacounty.gov</a> or phone: (213) 351-6633	DMH Providers
<b>Quality Assurance (QA)</b>  <b>Wraparound: An Introduction to Intensive Care Coordination (ICC) and Intensive Home Based Services (IHBS)</b>	Jessica Walters explained how to use ICC and IHBS codes when claiming for Katie A Subclass Members. She distributed a power point, two QA Bulletins and a Core Practice Model Chart. QA Bulletin 13-04 describes these billing codes and provides links to manuals that clarify ICC, IHBS, Treatment Foster Care (TFC) and the Core Practice Model. QA Bulletin 14-01 explains the various types of plan development and under what circumstances they should be claimed.	Providers should read the attached power point, QA Bulletins and embedded links.	DMH Providers

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<b>QA Lead Changes</b>	Jennifer Hallman was promoted to oversee aspects of IBHIS related to Policies and Technical Development. Nikki Collier is overseeing Training and Operations. New QA Leads have been assigned to: SA 4 – Allen Pouravanes SA 5 – Robin Washington CSOC – Dr. Lori Dobbs		
<b>DSM 5 and ICD 10</b>	Implementation of both DSM 5 and ICD 10 will take place on October 1, 2015. QA Bulletin 15-06 contains links to a draft crosswalk between DSM IV to ICD 10 and a draft of allowable ICD 10 codes, along with other pertinent information. Once the crosswalk is finalized, it will be posted in excel format. The QA Division will also schedule training at each QIC.	Providers should review the embedded links in the bulletin and wait to receive more information at the SA QIC Meetings.	DMH Providers
<b>Lockout Reminders</b>	Only 8 hours of crisis intervention may be claimed per client per day. This includes the total time of all practitioners and all services for that day.  Only 4 hours of medication support services may be claimed per client per day.	Providers calling the Psychiatric Mobile Response Team (PMRT) should determine what other codes to bill such as targeted case management or psychotherapy during a crisis, since PMRT may use all 8 hours of crisis claiming.	DMH Providers
<b>1915b Medi-Cal Specialty Mental Health Services (SMHS) Waiver</b>	The SMHS Consolidation Waiver was approved by the Centers for Medicare and Medicaid Services, maintaining the current carve-out structure for a five year term, from July 1, 2015 through June 30, 2020.  This is a new milestone for the Department of Health Care Services. In previous years California was only been able to obtain a 2-year waiver.	As a result of this Waiver, special terms and conditions were put in place related to: <ul style="list-style-type: none"> <li>• Transparency</li> <li>• Access to Care</li> <li>• Quality</li> <li>• Translation Services</li> <li>• Improvement</li> <li>• Timeliness</li> </ul>	DMH Providers

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<b>Handouts</b>	Power Point: ICC IHBS August 2015 QA Bulletin 13 – 04 QA Bulletin 14 – 01 QA Bulletin 15 – 06 Copy of New Site Policies Sample of Beneficiary Acknowledgment of Receipt		
<b>Next Meeting</b>	The next Quarterly Countywide Children's QIC Meeting will convene on November 12, 2015 10 AM – Noon at 600 S. Commonwealth, 2 <sup>nd</sup> Floor, Conference Room 113, Los Angeles, CA 90005		

Respectfully Submitted by Debra Mahoney