



Quality Assurance Bulletin

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Program Support Bureau

County of Los Angeles - Department of Mental Health

Marvin J. Southard, DSW, Director

QUALITY ASSURANCE E-MAIL ADDRESS

The Quality Assurance (QA) Division under the Program Support Bureau is pleased to announce the introduction of a universal Quality Assurance e-mail address to assist in the timely answering of most QA-related questions. Having a single QA email address will allow the Division to better track questions submitted, answers provided, and will enable the development of a Frequently Asked Question (FAQ) list for use by all programs.

The new Quality Assurance Division email address is: QA@dmh.lacounty.gov.

Procedure: All line staff should first address their questions to their respective Supervisor or Manager. If the Supervisor/Manager is unable to answer the question, the Supervisor/Manager should forward the question to their respective Service Area QA Liaison (see attached list of SA QA Liaisons). If the QA Liaison is unable to answer the question, then the QA email address may be utilized. **Please note that in order to maximize the use of limited QA Division resources and to ensure the appropriate dissemination of information, all questions forwarded to the QA email address should come from Supervisors, Managers or SA QA Liaisons.**

Appropriate topics for questions to the QA email address include:

- Clinical Forms
- Documentation Training
- Billing/IS (*related to Medi-Cal reimbursement regulations or DMH policies and procedures*)
- Program Medi-Cal Certification
- Clinical Records (*related to Accutrac, Chart Order, Transfer of Records, Closing of Providers*)
- Procedure Codes
- Medi-Cal Claiming
- MAA/QA Claiming
- COS Claiming
- Waivers for Contract Providers
- Audits/Chart Reviews
- Chart Review Guidelines, Tools, and Forms

In order to assist the Division in responding to emails in a timely manner, the following information should be provided with all questions:

1. Provider Name and Number
2. Name and Position/Title of individual emailing question
3. Subject (preferably using one of the topic descriptions bullet-pointed above)

Note: Sensitive subject matters, such as questions related to documentation for a specific client, should NOT be emailed to this email address. These questions should be addressed by phone directly to the Medical Records Director at (213) 251-6722 or to the QA District Chief at (213) 251-6885. Issues related to subpoenas and disclosure of information should be faxed directly to the Medical Records Director at (213) 739-6298..

If you have questions regarding the information in this QA Bulletin, please contact your Service Area QA Liaison.

c:	Executive Management Team	Judith Miller, Compliance Program Office
	District Chiefs	Nancy Butram, Revenue Management
	Program Heads	Pansy Washington, Managed Care
	Department QA staff	TJ Hill, ACHSA
	QA Service Area Liaisons	Regional Medical Directors