



County of Los Angeles – Department of Mental Health

Service Area 7 Administration

Quality Assurance / Quality Improvement Committee

April 18, 2017

2:00 PM-4:00 PM

1. Welcome/Introductions Caesar /Antonio
2. Introduction of Michelle Bilotta-Smith, Co-chair
3. Review & Approval of Minutes Caesar Moreno
4. Quality Assurance Michelle Bilotta-Smith
 - a. Reminder:
 - i. Pharmacy Benefits Management (PBM) services
 - ii. LE Chart Review (refer to QA Bulletin 17-06)
 - iii. Disallowance vs Finding: Timeliness is not a reason for disallowance
 - b. Training Schedule
 - i. Documentation Online Videos – see handout
 - c. Review QA Bulletins:
 - i. 17-08: Claiming For Travel Time
 - ii. 17-09: Services Prior to the Completion of An Assessment & Client Treatment Plan
 - iii. 17-10: Client Treatment Plan Reminder & Guidelines
 - iv. 17-11: Medi-Cal Lockouts for Crisis Stabilization & MHSA Funding
 - d. EPSDT Medical Necessity Criteria
 - e. Upcoming Items:
 - i. Drug Medi-Cal for Directly Operated
 - ii. Therapeutic Foster Care
5. Quality Improvement
 - a. VANS implementation Update Dr. Tchakmakjian
 - b. Presentation: MHSIP Spring 2017 Presentation Dr. Joshi

Next Quality Improvement/Quality Assurance Meeting
May 23, 2017

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date:	April 18, 2017	
Place:	Gus Velasco Neighborhood Center 9255 S. Pioneer Boulevard Santa Fe Springs, California 90670	Start Time:	2:05 PM	
Chairpersons:	Antonio Banuelos (Interim Chair) Michelle Bilotta-Smith (Chair) Caesar Moreno (Co-Chair)	End Time:	4:10 PM	
Members Present:	Adriana Carrillo, Gwen Lo, Wendy Mielke, Erika Frausto, Jennifer Phan, David Felix, Hsiang-Ling Hsu, Leana Olague, Joel Solis, Nicole Santamaria, Jennifer Mitzner, Robin Washington, Mike Ford, Cinthia Sanchez, Adrine Bazikyan, Alex Ballan, Shivani Patel Escamilla, Raul Velasquez, Ester Robles, Lucia Cota, Gloria Guevara, Lisa Leon, Greg Tchakmakjian, Cassandra Peterson, Cindy Padilla, Rachel Schwartz, Anthony Thai, Cyndi Baker, Maria Duarte, Jennifer Olaros			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	
Welcome & Introductions	Meeting was called to order at 2:07 pm		Introductions made and new members welcomed	
Review & Approval of Minutes	Minutes from March 2017 meeting were reviewed		Minutes approved by: Wendy Mielke Antonio Banuelos	
Chair Updates	Presenter regarding Non Specialty Mental Health Services was postponed for today. Presentation will be rescheduled for later date.		Antonio Banuelos	
			Antonio Banuelos	

<p>Quality Improvement Updates continued</p>	<p>Medi-Cal Certification Joel provided a follow-up regarding the certification process and issues raised from the last meeting. With regard to changes in mode of services with medication support, a provider must notify the district chief when no longer have psychiatrist to provide services. If there are personnel changes, need to define what is a “reasonable time” to locate a psychiatrist so services can be reinstated. It was noted that “reasonable time” could be between 1-3 months to locate a new psychiatrist or reorganize for personnel changes. Providers do not have to formally deactivate the service if finding another provider will be within the reasonable time frame suggested. With regard to relocation, it was noted that provider must obtain the fire clearance before any moves made. What constitutes a fire clearance? Fire alarm tests/fire report are not fire clearances. A fire clearance must be a formal inspection by the fire department. You must contact the local fire department if there are any questions or requests regarding fire clearances. It was suggested that there be a collaborative presentation with both certification and contract monitors regarding the overall requirements of certification.</p> <p>MHSIP Dr. Vandana Joshi provided MHSIP training. The formal list of providers will be confirmed and distributed along with the required links to the surveys and instructions.</p>	<p>Handouts provided related to MHSIP</p>	<p>Joel Solis</p> <p>Dr. Vandana Joshi</p>
<p>Quality Assurance</p>	<p>QA Division Updates</p> <p>Pharmacy Benefits Management - June 1st release</p> <p>Timeliness: questions regarding policy about timeliness. Timeliness issues do not lead to a disallowance. It will be noted as a finding which would require a plan of correction.</p> <p>Training schedule: See handout regarding upcoming trainings. The documentation training videos are now online.</p>		<p>Michelle Bilotta Smith</p>

<p>Quality Assurance Updates continued</p>	<p>LE Chart Review – reminder about The Whole Child being reviewed for SPA 7. Review period up to 2 months. Will get a client list up to one week in advance. Plan is to review 10 providers every quarter.</p> <p>Clinical forms bulletins (some forms may not be placed in the packet as they were listed as drafts)</p> <p>Claiming for Travel Time: The bulletin addresses questions and billable actions for claiming travel time. Two main points are that travel time must be reasonable and there no strict guidelines with regard to claiming travel time There was much discussion on this subject because of the variables that impact travel particularly traffic. This could result in agencies discussing increased planning when travelling to ensure that time billed is reasonable.</p> <p>Question: When is travel time counted when office is in middle of two visits? Can you claim travel time to school for sessions? It was noted that providers cannot bill travel time to sites which includes schools. This is how DMH is interpreting “sites”. Chairs will obtain further clarification regarding these questions</p> <p>Client Treatment Plan Reminders and Guidelines: Review the bulletin as it offers reminders for common questions asked about treatment plan development. It was suggested that this be tied to the new documentation videos for training. One issue is creating CTP without the client’s participation. There are scenarios when signature not obtained but are only available to DMH staff at this time.</p> <p>Services Prior to the Completion of an Assessment and Client Treatment Plan: It is not recommended that services beginning before an assessment and treatment plan is completed be used as common practice. Services that begin before an assessment and treatment plan is completed are more subject to disallowance. You may be able to begin services immediately if there is a crisis. It is important that there is proper documentation to identify the crisis and need to begin services immediately. Also, there still needs to be justification for medical necessity and the</p>	<p>Antonio will follow-up with QA Division for clarification.</p>	<p>Antonio Banelos Michelle Bilotta Smith</p>
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<p>Quality Assurance Updates continued</p>	<p>treatment plan must have appropriate goals. Need to still establish medical necessity for all services. Emergent services are the exception for starting services before the assessment/plan are completed. Documentation is key.</p> <p>Medi-Cal Lockouts for Crisis Stabilization and MHSA Funding: This bulletin addresses processes for those programs that have formal crisis stabilization units. This differs from routine crisis intervention. Also, this process only applies to MHSA funded individuals.</p> <p>EPSDT Medical Necessity Criteria: It was noted that persons do not necessarily need to have functional impairments to bill EPSDT. QA Division is wanting to add more clarifying information and language for ages 21 and under. Currently this information is in draft format.</p> <p>Upcoming Items:</p> <p>Drug Medi-Cal for Directly Operated: DMH Clinics have already been identified for Drug Medi-Cal services. Department will be contracting with Medi-Cal drug services with Directly Operated. Currently working on the contracts since there are more issues and requirements with substance abuse services. Nothing right now with Legal Entities.</p> <p>Therapeutic Foster Care: FSA agencies that will be given the training to bill and document client care. QA Division will train the agencies to train and monitor foster parent services. Any services provided by foster care will be signed off by a licensed clinician.</p>		<p>Michelle Bilotta Smith</p> <p>Michelle Bilotta Smith</p>
<p>Announcements</p>	<p>PEI Workgroup: It was suggested that SPA 7 consider having a PEI workgroup that would allow for SPA 7 providers and directly operated clinics to collaborate on PEI based issues including discussion of processes and documentation. This group would be similar to what is organized in SPA 8. Caesar shared that he would send out an email with further description and ideas regarding date, time and location of the group.</p>	<p>Caesar will send out email with more information.</p>	<p>Caesar Moreno</p>

<p>Adjournment</p>	<p>MR Grant reviews – Alma Services in April. Auditor Controller – None.</p> <p>Next meeting will be scheduled on May 23rd to accommodate MHISP survey process. Reminder notificaiton will highlight the change.</p> <p>Meeting was adjourned at 4:10 pm</p> <p>Respectfully Submitted,</p> <p>Caesar Moreno QIC Co-Chair</p>	<p>Next Meeting: May 23 2017 Gus Velasco Center, Santa Fe Springs 2:00PM-4:00PM</p>	
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