LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 Quality Improvement Committee Meeting

July Minutes

Type of Meeting	QIC	**Date**	July 21, 2009
Place	St. Anne's Maternity Home, 155 North Occidental Blvd., Los Angeles 90026	**Start Time**	10:30 a.m.
Co-Chairs	Alyssa Bray and Mary Cifuentes	**Adjournment**	11:45 a.m.
Members Present	Donetta Jackson, Anne Sippi; Nataliya Ewalt, Amanecer; Silvia Yan, APCTC; Angeline Baez and Candace Sims, Aviva; Bonnie Meyerson, Yolanda Farley, Behavioral Health Services; Maribel Nieves, California Hospital; Leslie Shrager and Martha Soria, Children's Bureau; Mary Cifuentes, Children's Institute; Andres Hernandez, Lynne Burroughs, Downtown MH; Laura Balverde, El Dorado; Mark Rodriguez, Eisner; Alben Zatarain, ENKI; Wendy Hammond, Gateways; Jenifer Johnson, Gateways Satellite; Stan Plucinik, Health Research; Maria Lopez-Parker, Hillsides; Kathy Silbert and Monika Reiderle, Hollywood MH; Dan Litov, IMCES; Dora Escalante, Jewish Family Services; Nayon Kang, KYCC; Marilyn Limon, LA Child Guidance; Alvaro Campos, Northeast MH; Janelle Gonzales, SSG CMH; Daneta Calderon, Para Los Ninos; Alyssa Bray, Optimist Youth; Reza Khosrowabadi and Veronica Garcia, St. Anne's; Erica Lara, Star View; Oralia VanLeuven, Telecare; Lori de los Santos, VIP; Barbara Meyer, DMH MAT.		
Absent Members	AIDS Project, Cedars-Sinai, Children's Hospital, Didi Hirsch, El Centro, Filipino-American, GLASS, Hathaway-Sycamores, Hollygrove, LAC-USC, LAMP; Pacific Clinics, Saban Free Clinic, LA Gay & Lesbian Center, Travelers Aid, 7 Generations.		
Minutes Approval	June minutes were approved with two minor corrections.		
Introductions	The meeting began with introductions of members.		

Announcements	Chair Alyssa Bray announced our presentation today would be by RMD. (Unfortunately, they did not show up.) Chair Bray stated that at the QIC Departmental Meeting she learned DMH has proposed to put an online training for CCCP. There will be no sample goals; each agency needs to interpret the CCCP and set its own goals. This training should be up in August or September. Regarding the Outcome Survey, Chair Bray said there were no random samplings and they were not in all languages. She said no significant testing had been done, so there was no feedback. The information will be available soon. They will provide data when the State begins their random sampling. Chair Bray stated that at the Liaison Meeting, DMH announced that in an effort to increase revenue, they will be focusing on the roles of para-professionals (peer advocates and parent advocates) to do billing. DMH will develop an intensive training program for them, including teaching grammar so they can learn to document correctly. Supervisors will need to attend this training with them. DMH would like feedback from the providers. One issue that came up was a concern for boundaries by the advocates. Chair Bray discussed the Change of Provider Form. If an agency has no requests for change of provider, they can e-mail DMH that they had no requests for change or provider. Do not type any client names in e-mails. The e-mail address for "No Requests" is: Patientsrightsoffice@dmh.lacounty.gov Chair Bray discussed the Quality Improvement handout from the Auditor Controller's Office. They are working on training for providers at their sites. Please read the P & P and prepare a QI Work Plan.

Agenda Item	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Responsible Person/Due Date
RMD Bulletins	Chair Bray discussed the various RMD Bulletins. The first one was No. 09-15 on One Time payments of $250.00 to qualified individuals (SSI etc.) If both husband and wife are on SSI, they will each receive $250.00. Bulletin No. 09-016 on Late Medi-Cal Claims was discussed. There will no longer be Code 3. Providers will be responsible for submitting their claims on time. Medi-Cal will not accept claims over 30 days. Bulletin No. 09-17 discussed Alternative Methods for Checking Medi-Cal Eligibility. Bulletin No. 09-028 concerned No Meds Access for contract providers; only for directly operated providers. This has been a big problem for many providers, especially those working with the Probation Department. Providers need to use AEVS, but they need SS# or the CIN to bill. AEVS does not give the entire CIN number. Also consumers in conservatorship are difficult to bill, as the conservator usually has the client card or information. The Department of Health Care Services implemented this restriction to follow the federal guidelines. What are solutions for making billing easier for the providers?		

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	Someone also mentioned that although Norma Fritsche of DMH stated providers did not need to use a Release of Information among them, but the federal government guidelines state otherwise. Send e-mails to Chair Bray with your questions, and she will ask RMD for answers. Mr. Litov of IMCES stated he had talked with the head of RMD and was sent an abbreviated PFI form to use in place of doing the UMDAP. Remember to have a separate financial file for all your clients. Chair Bray stated that RMD holds meetings every other month that providers could attend. RMD Bulletin No. 09-018 concerned AIM (Access for Infants and Mothers) Requirement. RMD Bulletin No. 09-109 was the June Revenue Forum agenda. A member stated these bulletins are always sent too late to attend any of the events.		

Agenda Item & Presenter Q & A	A member asked what level of service is billed for FCCS? Another member stated 5 is used for FSP, so it seems logical that 4 would be used for FCCS. Someone asked about late progress notes. They wanted to know if between 30 days and the 6 month period if notes are accepted. Chair Bray stated that with the implementation of electronic notes, they will need to be done immediately. Co-Chair Cifuentes reminded everyone to use good clinical practice when e-mailing other agencies. Never use the full name of a client. Also, electronic therapy is bad practice.		
Next Meeting	September 15, 2009		

Respectfully submitted,

Alyssa Bray, Co-Chair

Mary Cifuentes, Co-Chair