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March 12, 2018

SAPC BULLETIN NO. 17-04-START

TO: Los Angeles County Substance Use Disorder
Contracted Treatment Providers

FROM: Wesley L. Ford, M.A., M.P.H., Division Director
Substance Abuse Prevention and Control

**SUBJECT: REVISED: SUBSTANCE USE DISORDER TREATMENT SERVICES
PROVIDER MANUAL VERSION 3.0**

Under the delegated authority issued to Substance Abuse Prevention and Control (SAPC) on May 17, 2017, this bulletin serves to amend all treatment contracts to include the Substance Use Disorder Treatment Services Provider Manual as an exhibit. Effective July 1, 2017, all treatment services must be delivered in accordance with the program requirements detailed in the manual.

The manual covers the following areas to ensure patients receive the same quality of care and benefit package throughout the County:

- Modernizing Substance Use Disorder Treatment
- Patient Service Standards
- Staffing Requirement
- Clinical Process Standards
- Providers-Quality Improvement Expectations
- Complaints/Grievances and Appeals Process
- Business Process Standards
- Contract Management
- Information Technology

The provider manual was revised to meet the needs of patients and reflect advances in the system. As such, it will be amended and posted at the following link:
<http://publichealth.lacounty.gov/sapc/NetworkProviders.htm>

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Though SAPC will distribute new versions as they are revised, it is the responsibility of providers to ensure they have the most recent manual.

If you have any questions or need additional information, please contact the Contract Services Division at (626) 299-4532.

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