LOS ANGELES COUNTY DEPARTMENT OF PUBLIC HEALTH

SUBSTANCE ABUSE PREVENTION AND CONTROL

NETWORK ADEQUACY CERTIFICATION APPLICATION

USER GUIDE 2022

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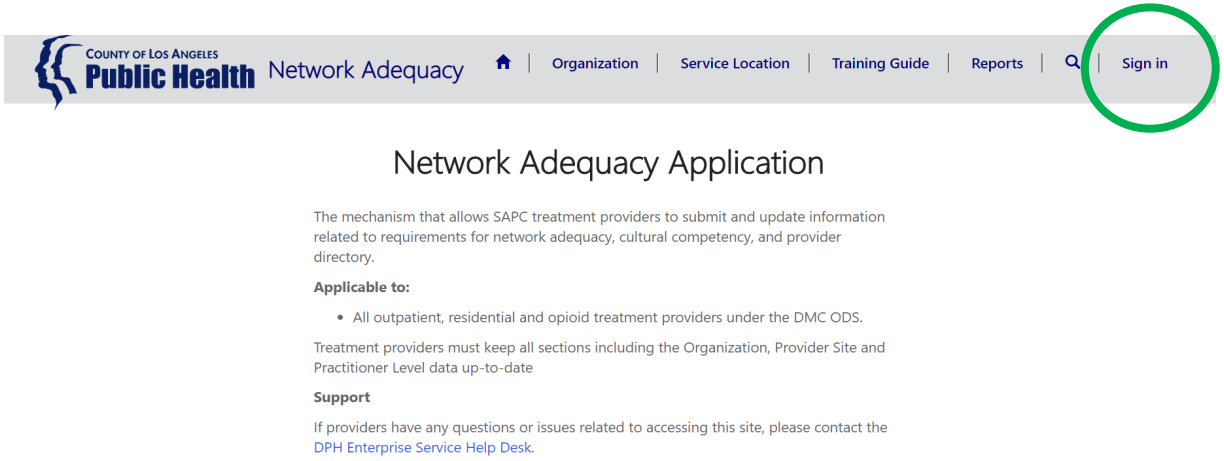
Log-On Instructions

Links to access the NACT Database:

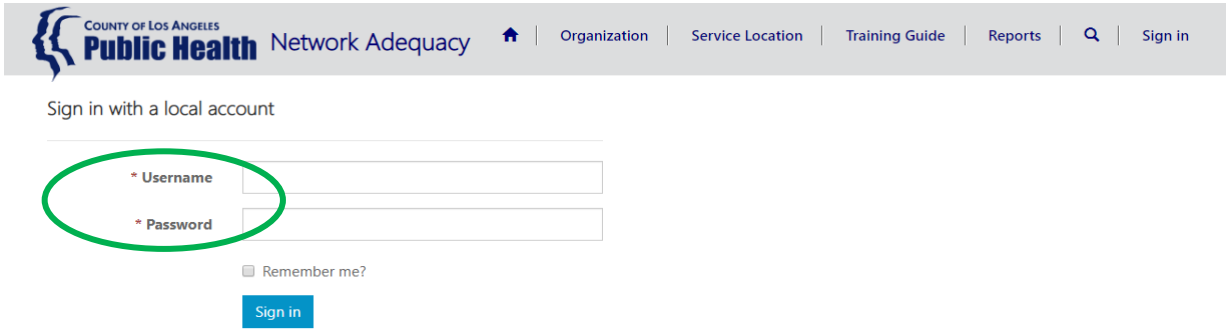
- Direct link- https://sapcnact.ph.lacounty.gov/
- SAPC Website- http://ph.lacounty.gov/sapc/NetworkAdequacy/NetworkAdequacy.htm

How to Sign-in



Clicking on the link will take the user to the NACA Home page.

To sign-in click on the "Sign-in" button at the top right of grey banner.



Enter unique Username & Password that has been assigned to your agency.

Once you log-in the system automatically returns to the home page.

You will have successfully logged-in when you see your agency name on the top right corner of the grey banner.

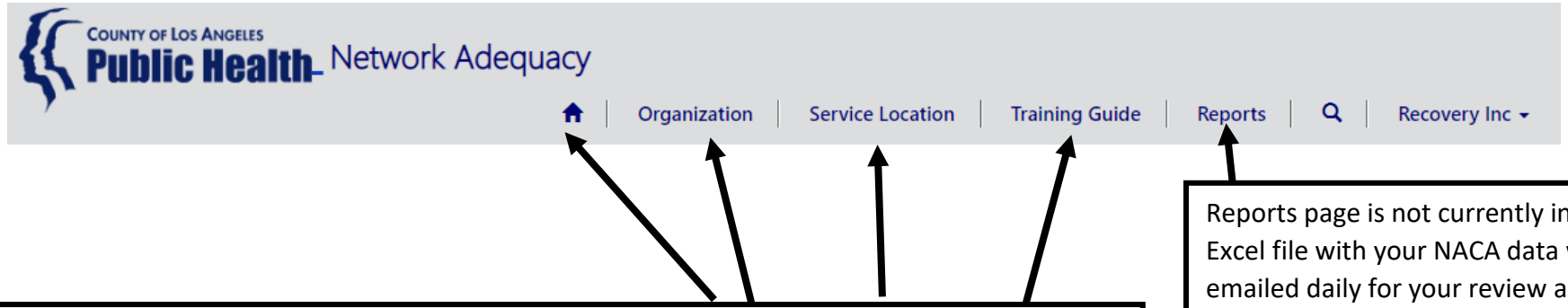
Support

If providers have any questions or issues related to accessing this site, please contact the **DPH Enterprise Service Help Desk**.

If you have any questions related to how to complete this application or what the information is used for, please contact your assigned technical assistant and copy sapc_nact@ph.lacounty.gov.

Visit the LA County Department of Public Health Substance Abuse and Prevention Control website for further information about Network Adequacy.

Navigation Instructions



Use the grey ribbon to navigate between tabs: Home, Organization, Service Location, Training Guide.

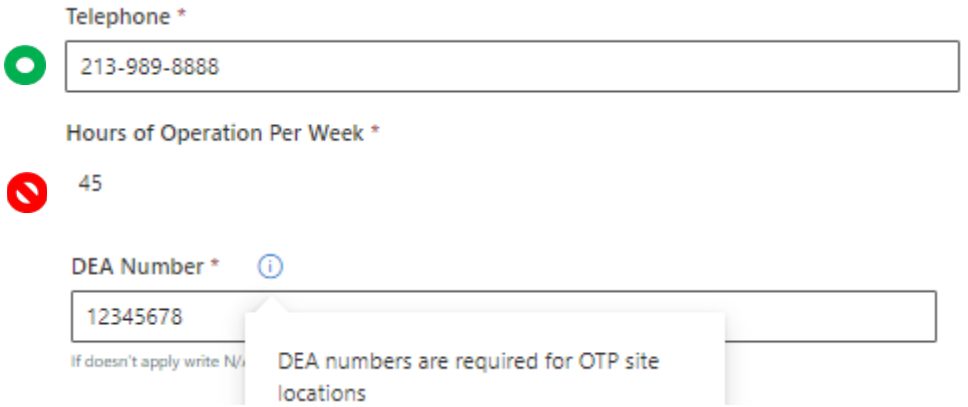
NAVIGATION TIP: You will notice that the tabs remain **red**. This indicates that the data on these pages is **incomplete**. The tab will remain red until all required fields are completed.

Once all data fields are completed, then the tab will turn to grey.

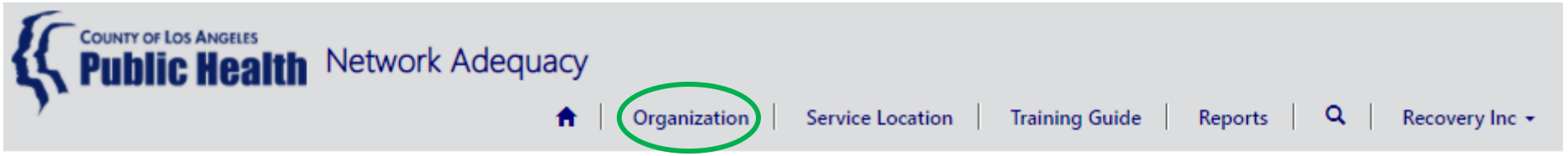
Reports page is not currently in use. An Excel file with your NACA data will be emailed daily for your review and can be used to identify any missing information.

Navigation Tips

- Fields with text boxes are editable
  = example of field that can be edited
  = example of field that cannot be edited
- (*) indicate required fields that must be completed
- Hover over the tooltip for instructions about how to complete a field



Organization Information



Home > **Organization Edit**

Organization Edit

- Please review the information listed for accuracy. Edit any changes and complete all blan
- Please note, some fields cannot be changed. Refer to your training guide for more inform copy sapc_nact@ph.lacounty.gov.

Name *

RECOVERY INC

NPI Number - Type 2 *

1587653310

Tax ID *

95-87782727-QA

Provider Group Name/Affiliation

—

Contract Effective Date *

7/1/2019

Contract Expiration Date *

6/30/2020

CA

Zip Code

90020

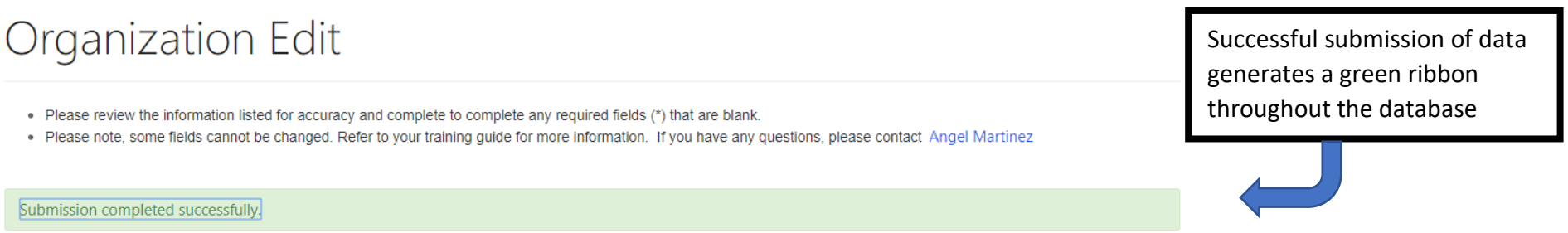
Start by clicking the "Organization" tab on the grey navigation bar.

- This page outlines information specific to the legal entity.
- It contains pre-populated fields.
- Review these fields for accuracy.
- Fields that require contract action are NOT editable. You will not be able to make changes to these fields.
- Once you have reviewed, update and input all relevant data fields, click the submit button at the bottom left.

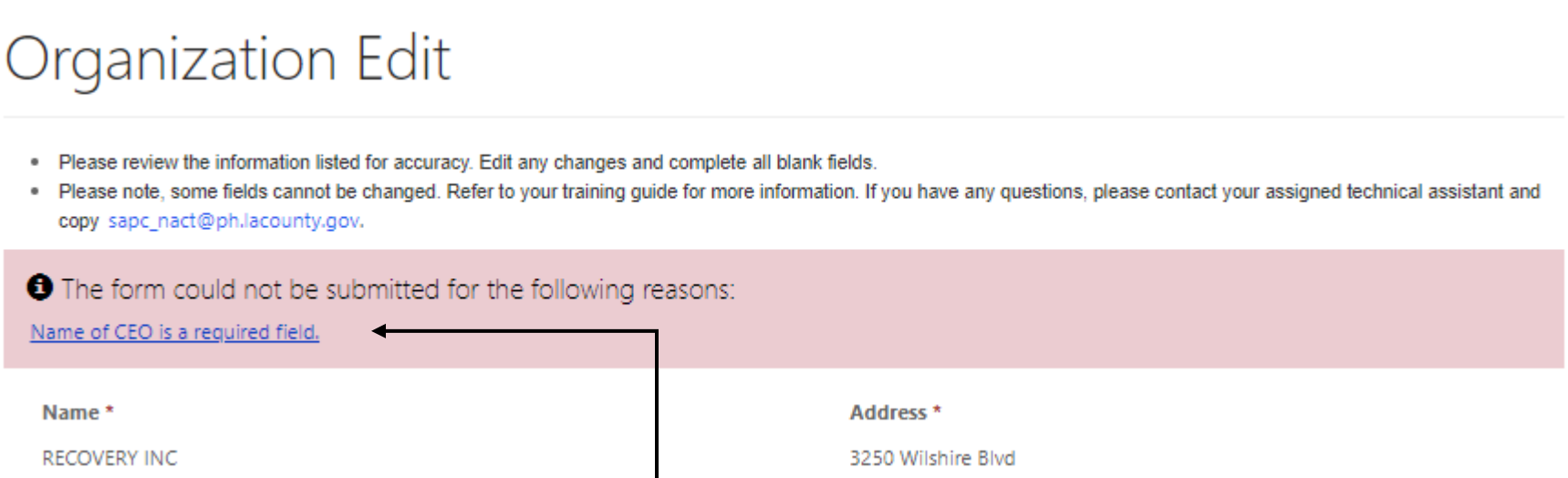
Navigation Tips: (on prior page)

- Fields with text boxes are editable
  = example of field that can be edited
  = example of field that cannot be edited
- (*) indicate required fields that must be completed prior to saving/submitting

Organization Information

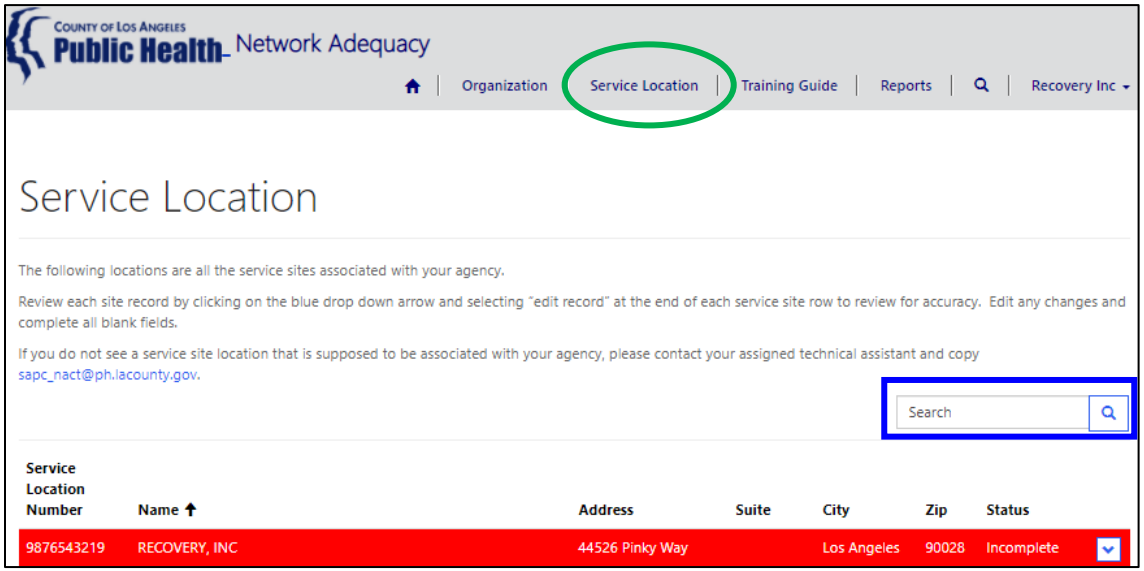


Successful submission of data generates a green ribbon throughout the database



Incomplete or invalid submission of data generates a red ribbon and will include the reason(s) for incomplete submission throughout the database. Once the issue is corrected, you will see the green ribbon.

Service Location



Next, select the "Service Location" tab from the grey navigation as shown here.

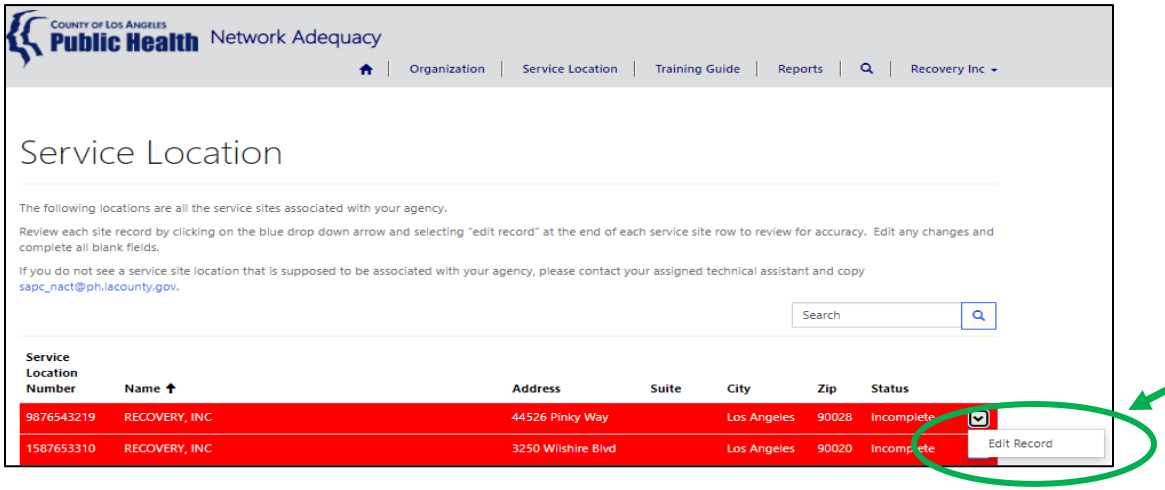
This page will display all the site locations associated with your SAPC contract as of April 28, 2022.

- If you don't see a site location AND it was part of a contract executed April 28, 2022, contact SAPC.

All Service Locations highlighted in red indicates that there is incomplete information.

You will have to edit information for each site location.

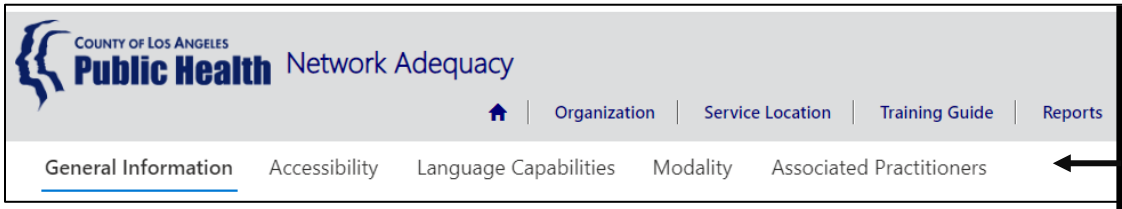
Upon full completion of the site location the red highlight will be removed.

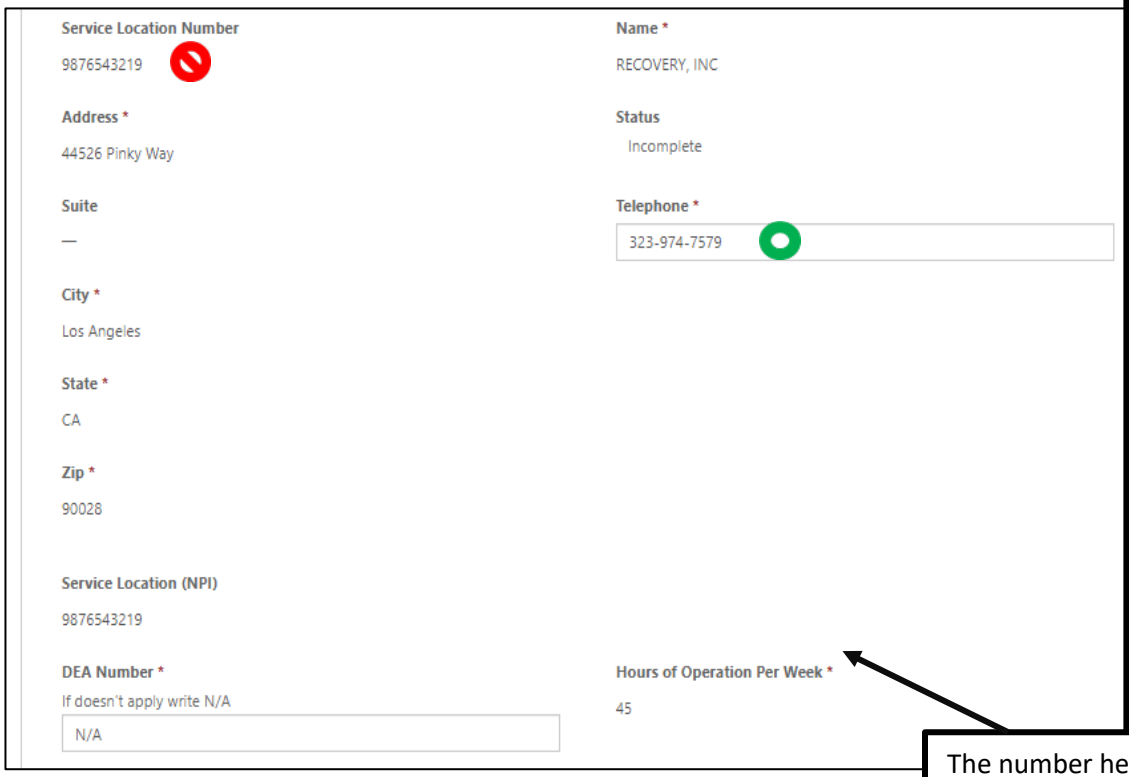


To edit information for each site, click on the drop-down arrow at the right side of each service location and select Edit Record.

TIP: If you have a long page of sites, type the full address (street # & name) in the search box. Click on the magnifying glass to search for the site. You can also search using partial words by placing an * in front of the letters. As an example, "*Pinky" to locate site "44526 Pinky Way".

Service Location: General Service Site Information – Site Specific





To make input more user-friendly, the site information page is subdivided into five (5) sub-pages (or tabs). This is shown as a 2nd navigation bar. Each tab takes the user to different required information related to this site location.

The General Service Site Information asks the user to review, update, and input basic information related to the site location.

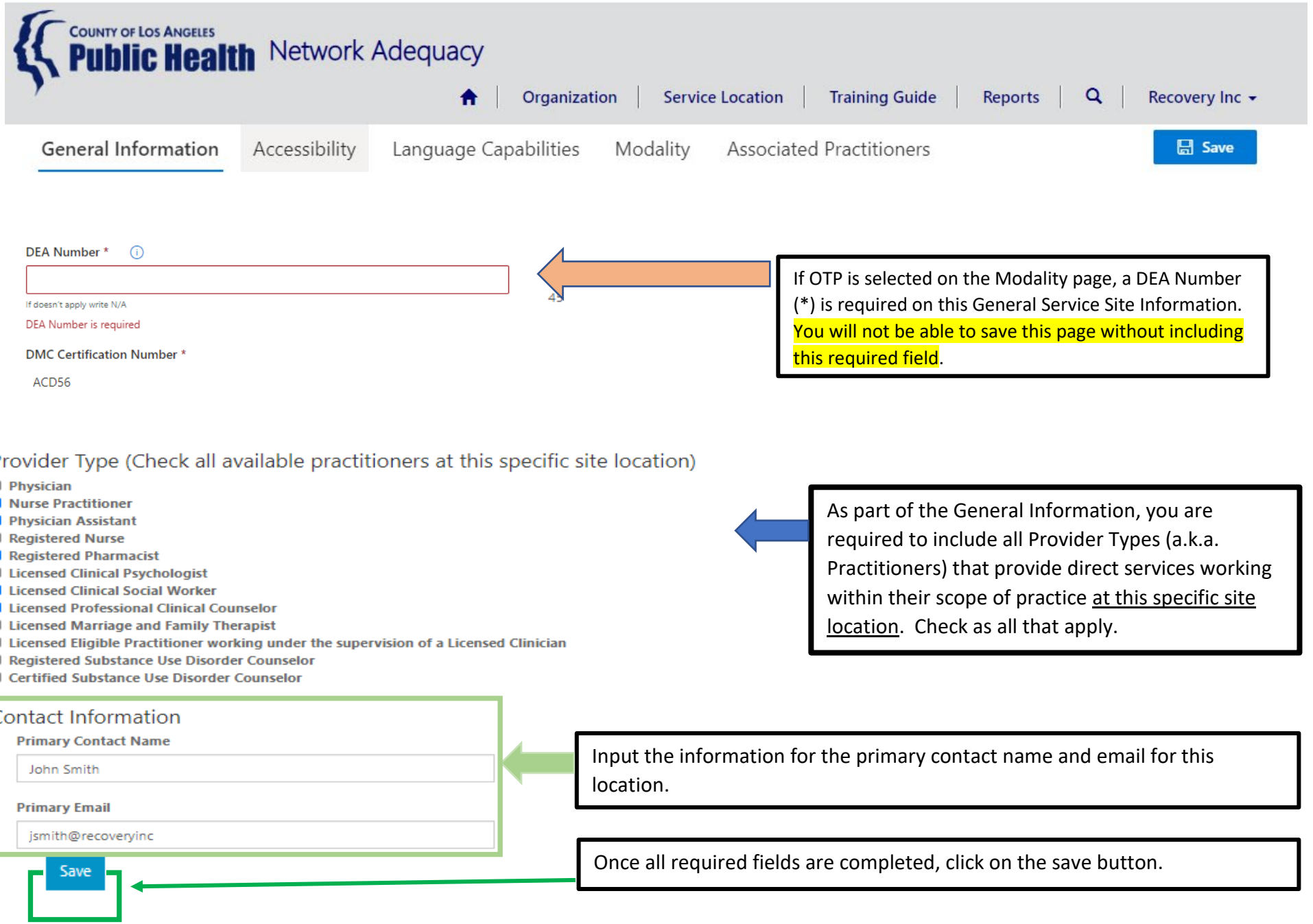
- It contains pre-populated fields
- Review these fields for accuracy.
- Fields that require contract action are NOT editable. You will not be able to make changes to these fields.
- Fields with text boxes are editable and/or need to be completed.

  = example of field that cannot be edited

  = example of field that can be edited
- (*) throughout the database are required fields and must be completed
- Once you have reviewed, updated and input all relevant data fields, scroll back up to the top of the page and complete other tabs.

The number here represents the sum total hours of operation per week, based on the official hours of operation in your contract for this location.

Service Location: General Service Site Information – Site Specific



Service Location: Accessibility

Select a response for each question. Click on the drop-down arrow to make your selection.

General Information | **Accessibility** | Language Capabilities | Modality | Associated Practitioners

Accepting New Beneficiaries? *
Yes

Does this site location have open intake appointments (slots) available in the next 2 weeks? If so, select "yes". If not, select "no".

ADA Compliant for Physical Plant *
No

Does this site location meet requirements for Americans with Disabilities Act? If so, select "yes". If not, select "no".
NOTE: If no, submit proof of exemption

TDD/TTY Equipment Available *
Yes

If you maintain TDD/TTY or the Video Relay at this site, select "yes". If not, select "no".

Telehealth Station/Equipment Available *
Yes

If you are currently offering services via telehealth due to COVID, select yes. If not, select "no".

Distance Between Site And Closest Public Transportation *
Between .25-.5 miles

Use the drop-down arrow to select the best response. To calculate the distance, we recommend that you use an internet map

Service Location: Accessibility

General Information | Accessibility * | Language Capabilities | Modality | Associated Practitioners

Accepting New Beneficiaries? *

ADA Compliant for Physical Plant *
No

TDD/TTY Equipment Available *
Yes

Telehealth Station/Equipment Available *
Yes

Distance Between Site And Closest Public Transportation *
Between .25-.5 miles

Click on the save button whenever the data is complete or when stepping away from the application to ensure data is saved.

You will see a green highlighted bar to indicate that the information is saved.

NOTE: The page will be saved even when fields are incomplete or left blank.

NAVIGATION TIP: You will notice that the tabs remain **red**. This indicates that the data on these pages is **incomplete**. The tab will remain red until all required fields are completed.

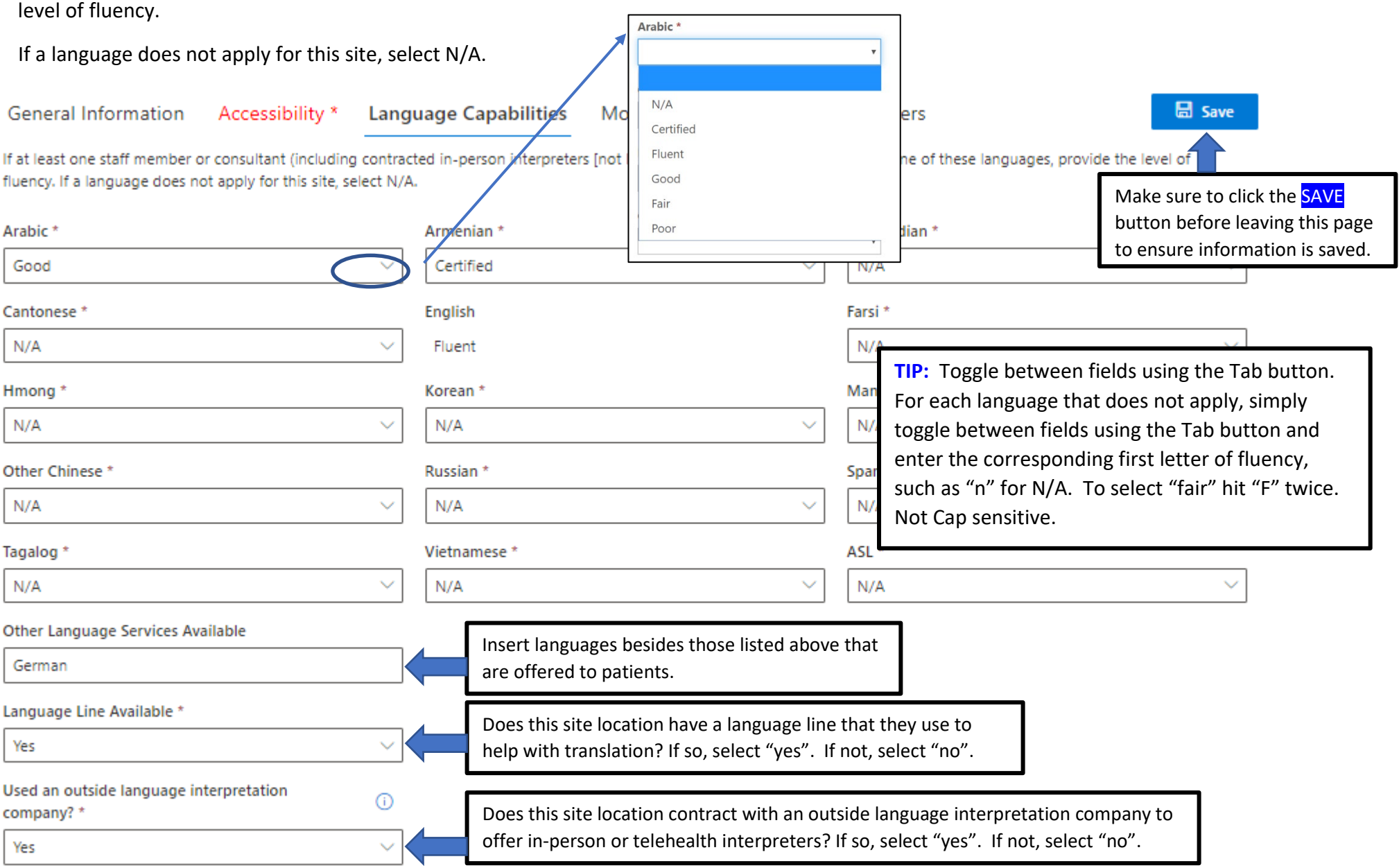
Once all data fields are completed, then the tab will turn to grey.

TOOL TIP: Whenever you see ⓘ, use your cursor to hover over it to get more information about the field.

Service Location: Language Capabilities

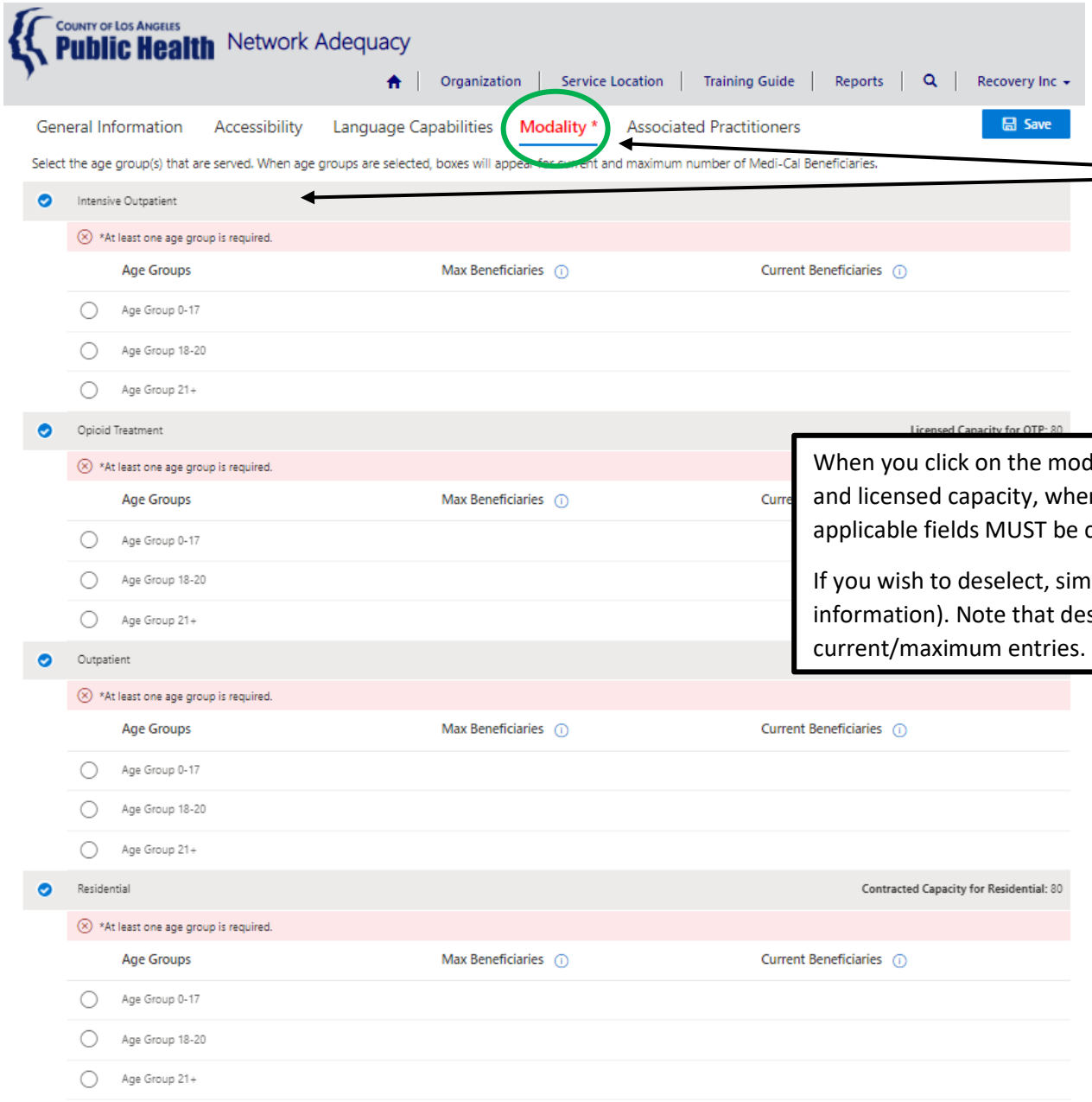
These are all the threshold languages for the County. Each field requires a response. If at least one staff member or consultant (including contracted in-person interpreters [not language line]) can provide services in one of these languages provide the level of fluency.

If a language does not apply for this site, select N/A.



TIP: Toggle between fields using the Tab button. For each language that does not apply, simply toggle between fields using the Tab button and enter the corresponding first letter of fluency, such as "n" for N/A. To select "fair" hit "F" twice. Not Cap sensitive.

Service Location: Modality - NEW



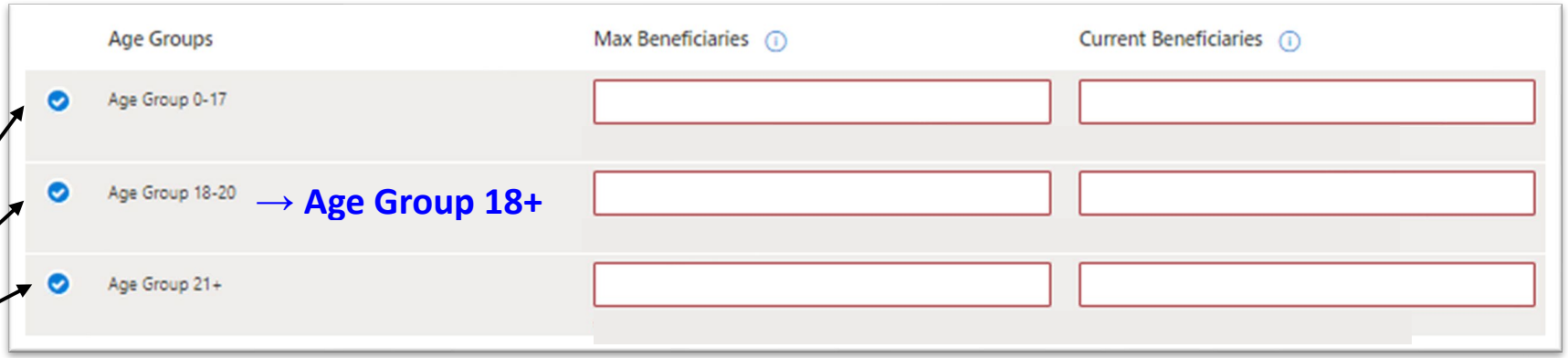
NEW: This new design was implemented to make it more intuitive to input relevant information.

Select **all modality(ies)** that this site is contracted to provide.

When you click on the modality, it will open additional fields (e.g. age group and licensed capacity, where applicable). Once a modality is checked, all applicable fields MUST be completed.

If you wish to deselect, simply click on the checked box (see page 19 for more information). Note that deselecting a modality will clear all age group and current/maximum entries.

Service Location: Modality (Updated Age Groups) - NEW



Select the age group (s) that are served for each site location.

When age groups are selected, boxes will appear for current and maximum number or Medi-Cal .

IMPORTANT: This year, instead of needing to break out age group 18-20, and 21+, providers only need to enter current/maximum for age group 18+.

Providers can enter in information for:

- **Youth:** Age Group 0-17
- **Adult:** Age Group 18+ *OR* Age Group 21+

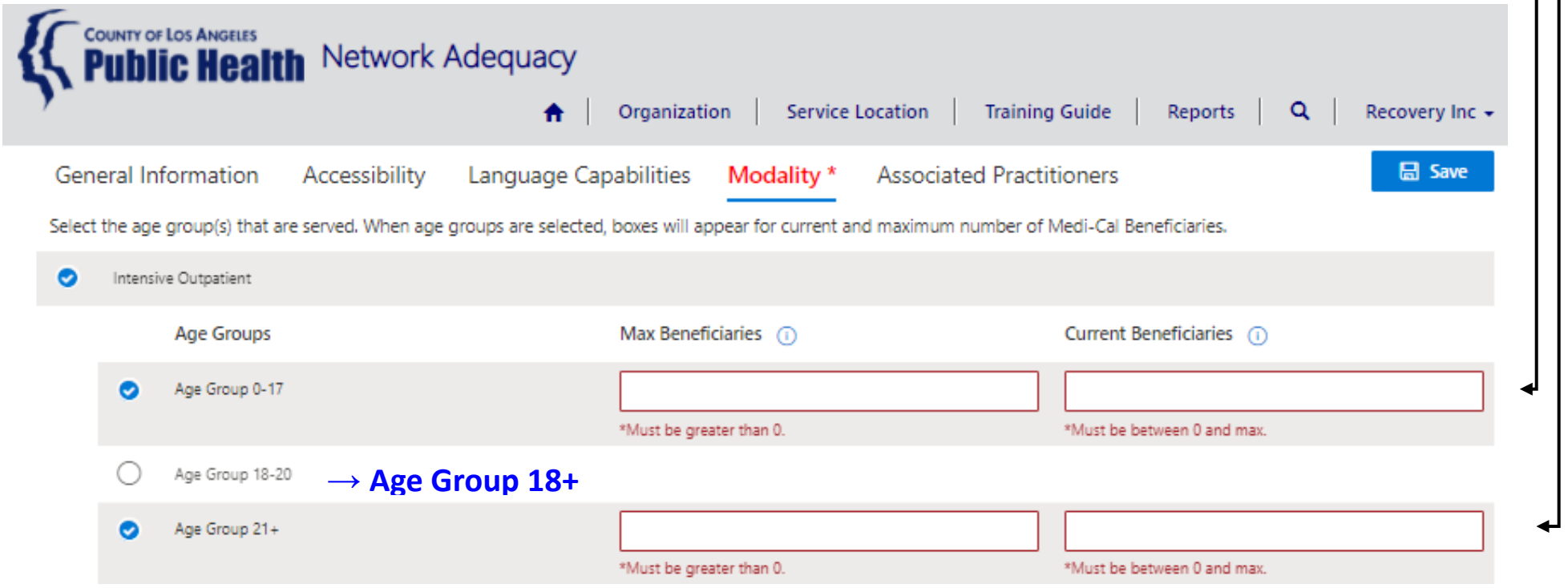
Please note that the NACT age group will still be displayed on the NACT as Age Group 18-20, but will be submitted to the state as Age Group 18+.

Service Location: Modality - Current/Maximum Beneficiaries NEW

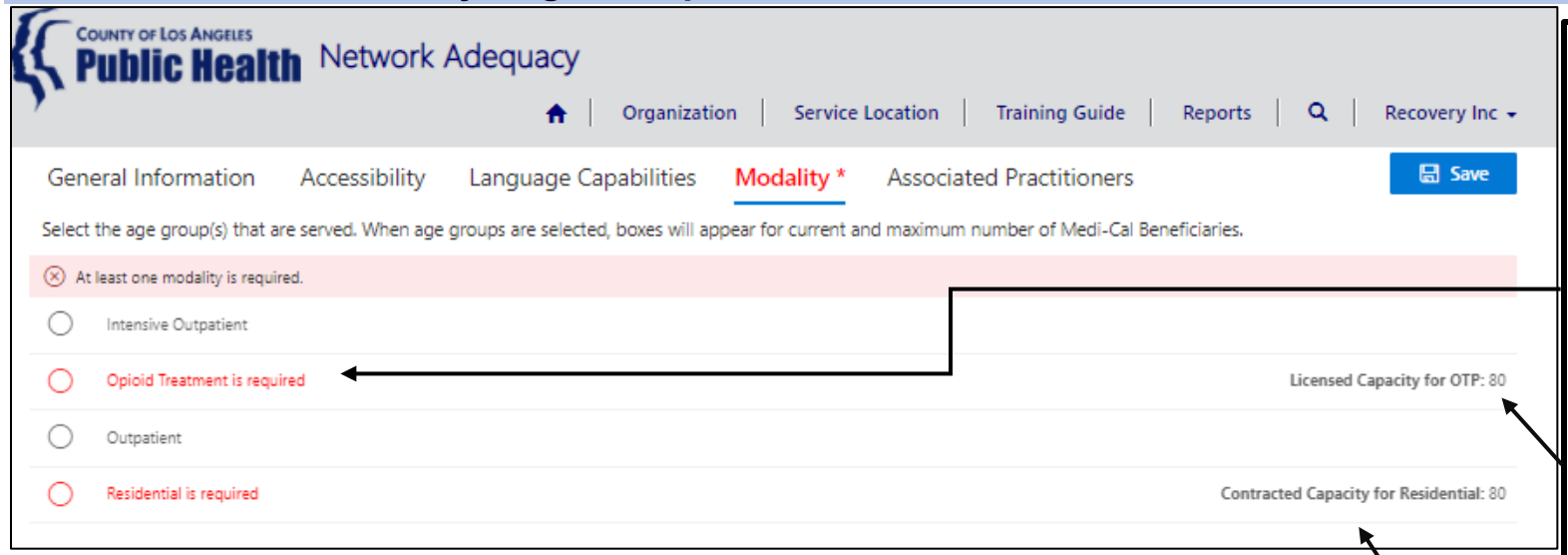
Current and Maximum number of Medi-Cal beneficiaries must be provided for each site location **AND EACH AGE GROUP SELECTED**.

Current Number (Site) - the number of active Medi-Cal patients as of February 28, 2022

Maximum Number (Site) - the highest number of unique beneficiaries the site saw OR the maximum capacity that your agency can serve in a given month (between July 2021 and April 2022). **NOTE: The maximum number of beneficiaries may never be lower than the current number.**



Service Location: Modality - Age Group and Current/Maximum Beneficiaries NEW



Depending on the site, you may notice that some modalities are required (they are in red text and have an *). These represent site locations with existing contracts that contain pre-populated information. For the site location, these **require** that all fields to be completed.

For site locations with licensed OTP slots:

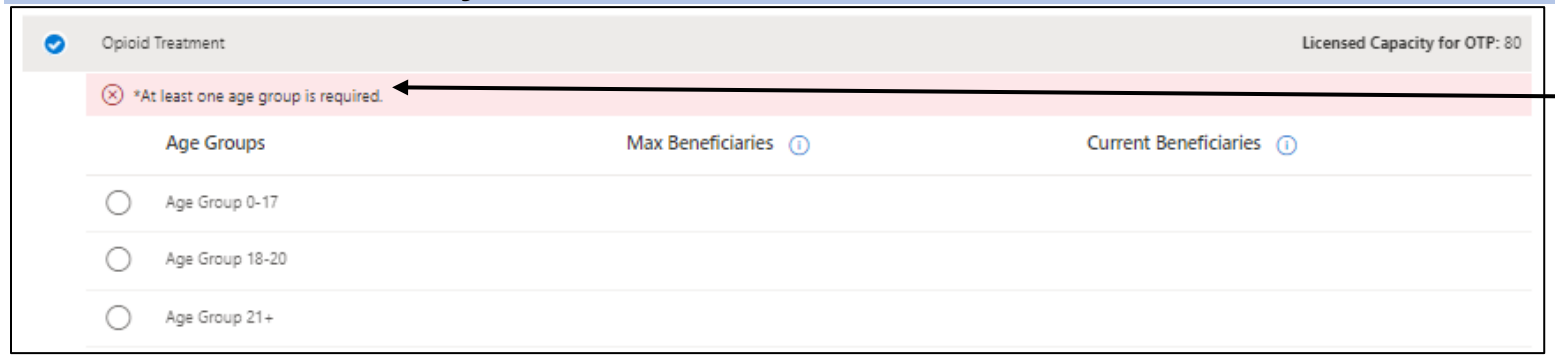
The field for "*Licensed Capacity for OTP*" has been pre-populated with the number of slots in your SAPC contract. You must complete all fields in this section.

For site locations with contracted residential beds:

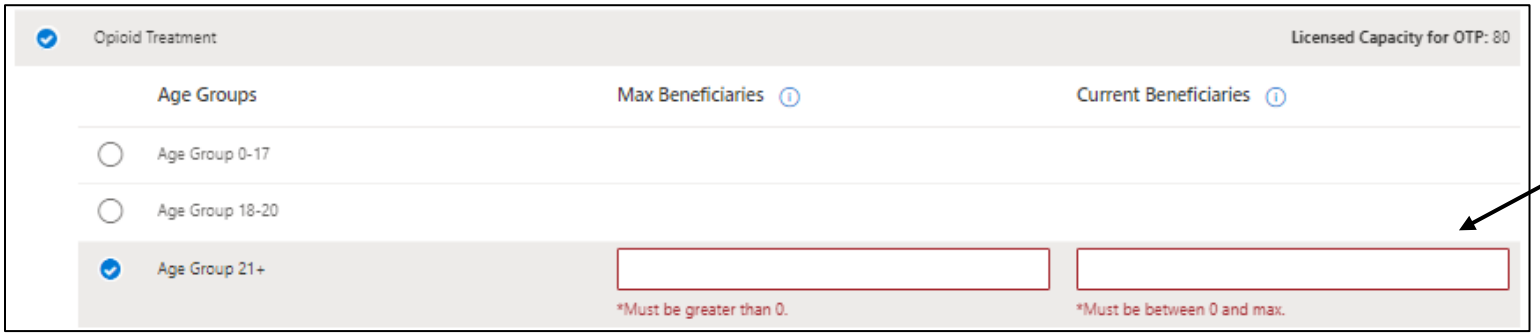
The field for Contracted Capacity for Residential has been pre-populated with the contracted number of residential beds. You must complete all fields in this section if it contains a red *.

NOTE: In most cases, the total "*Maximum Number of Medi-Cal Beneficiaries*" will match the number in "*Capacity for Residential and OTP*".

Service Location: Modality - NEW



Once a modality is selected, a red * will appear next to "Age Group (s)". This means that in order to complete this section, **AT LEAST ONE** *Age Group* must be select.



After age group (s) is selected, a red * will appear for the current and maximum number of Medi-Cal Beneficiaries boxes must be filled with the appropriate number for the age group.

IMPORTANT:

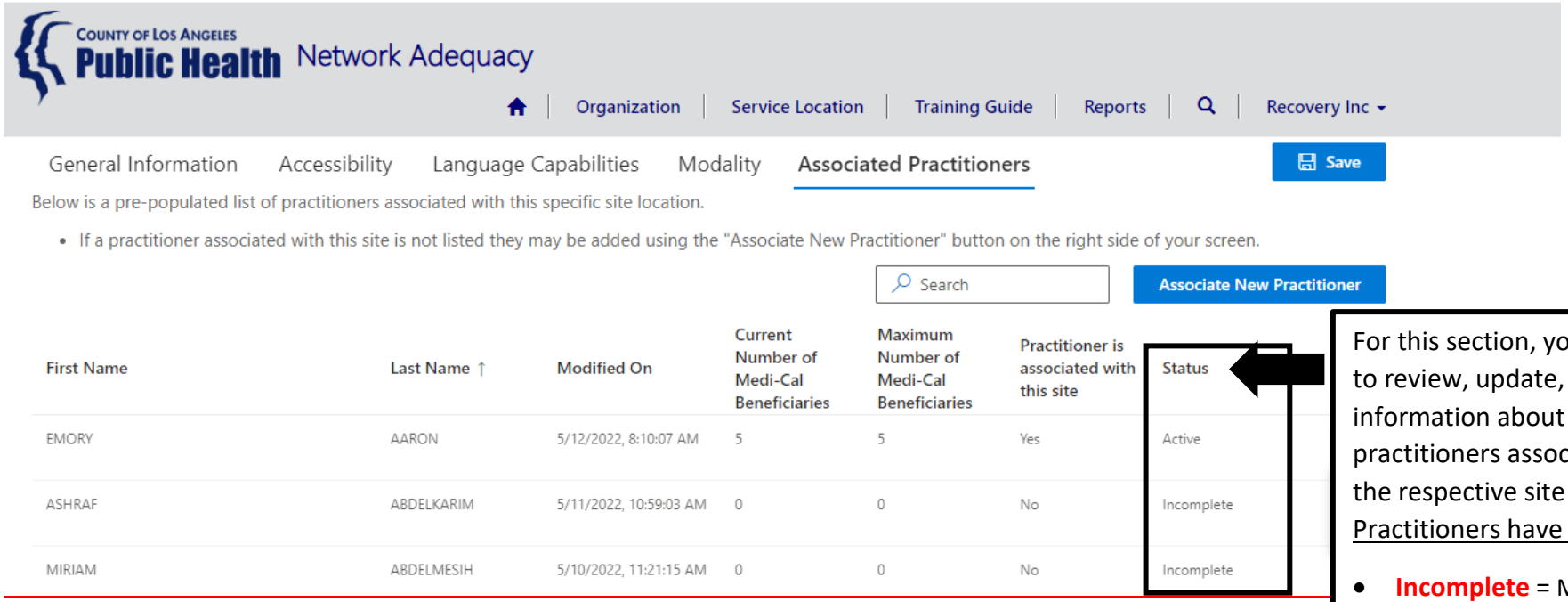
1) On this page, error messages with the following signs must be resolved before the page can be **saved**:

⊗ *

2) **ALL DATA YOU ENTER WILL BE ERASED** IF you input data into the "Modality", "Age Group", or "Number of Beneficiaries" fields AND then accidentally deselect the modality! So be careful which radial buttons you select.

Service Location: Associated Practitioners - UPDATED

The final section is a list of **Associated Practitioners for each Service Location.** Some data fields in this Service Location Tab have been pre-populated for those practitioners who completed the **registration process on Sage prior to April 28, 2022.**

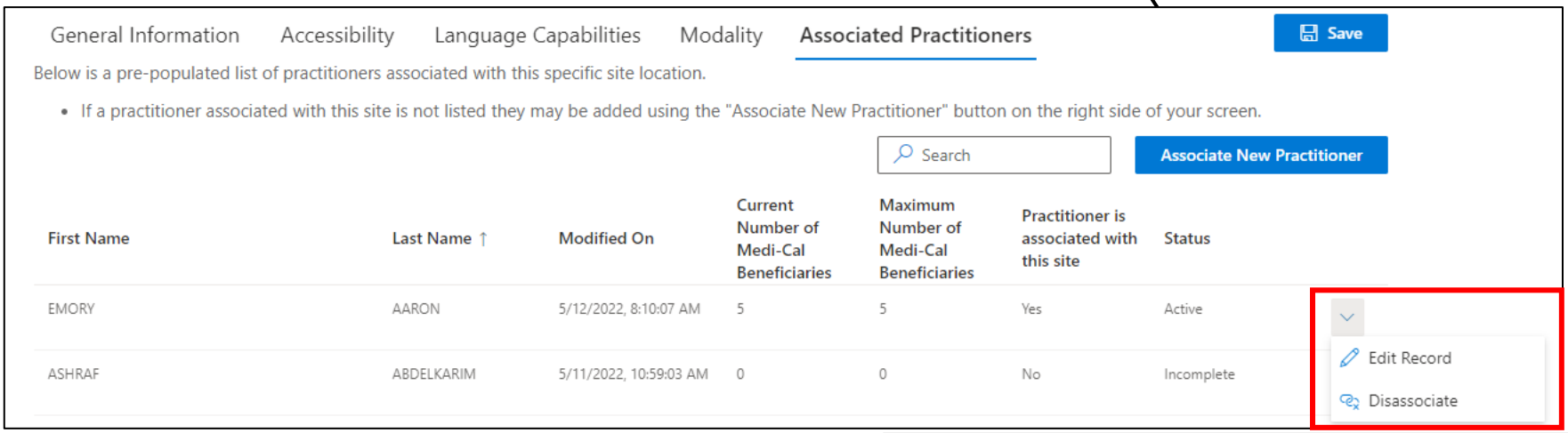


For this section, you will need to review, update, and input information about all practitioners associated with the respective site location. Practitioners have 2 Statuses:

- **Incomplete** = Missing information in practitioner fields (on the General Practitioner Information page and/or Personal Practitioner Information Page).
- **Active** = All required practitioner fields (on the General Practitioner Information page and Personal Practitioner Information Page) are complete.

Service Location: Associated Practitioners- General Practitioner Information (section 1 [steps 1-3])- UPDATED

Step 1: To update practitioner information, click on the arrow, and click on **"EDIT RECORD"**.

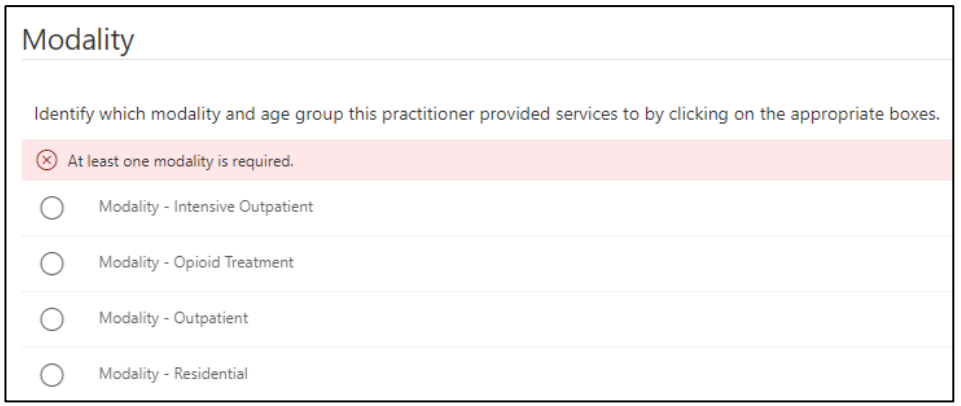


Step 2: Confirm that the practitioner currently provides services at this site location. This is a required field and you must select either a "yes" or "no".

You can also **disassociate the practitioner from your list** by clicking the drop-down arrow and selecting "Deactivate" on the "Associated Practitioner" page (see page 28).

IMPORTANT: remember to disassociate the practitioner otherwise this section will remain incomplete.

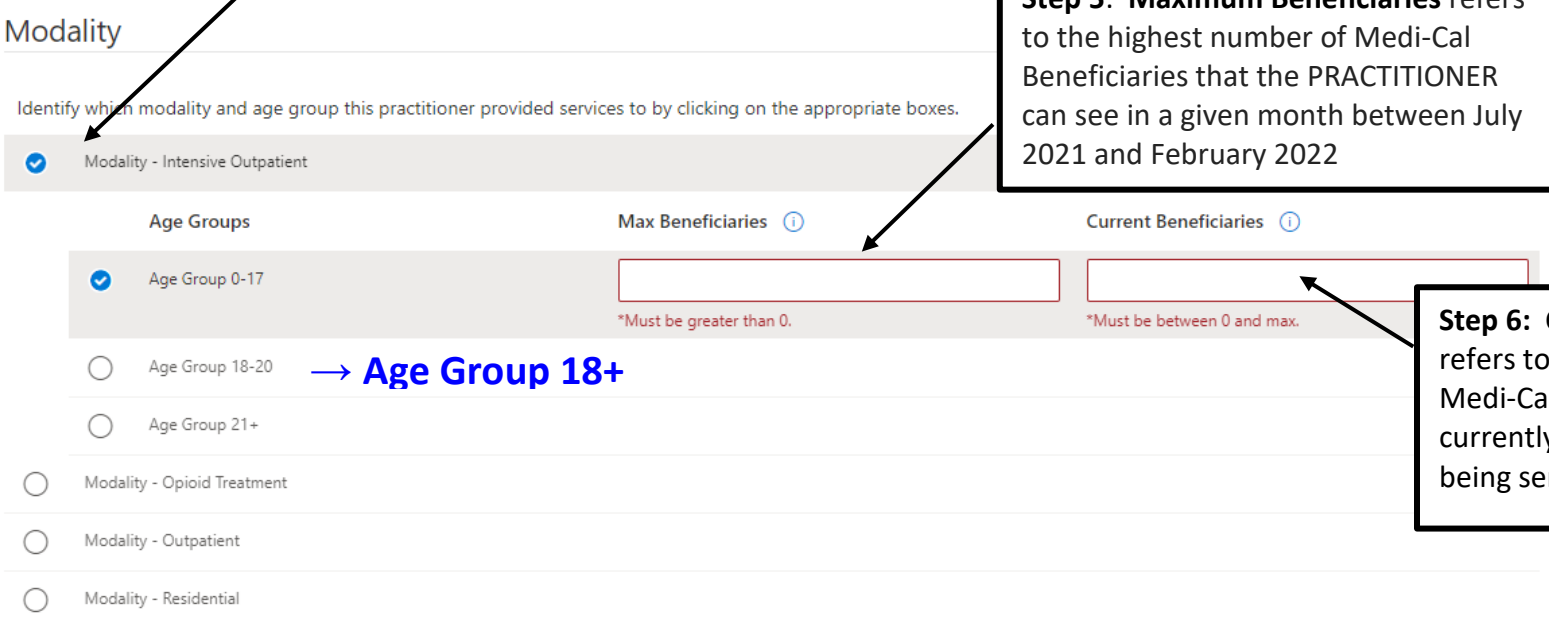
Step 3: Identify which modality/ies this Practitioner offers **AT THIS SITE**.



Service Location: Associated Practitioners- General Practitioner Information (section 1 [step 4-5-6]) NEW

Step 4: For each practitioner at their respective site locations, **check the age groups for each modality** where services are offered. Practitioner services must be checked off for each specific **Age Group** ***(0-17, 18+ OR 21+)*** within each possible **Modality** ***(Intensive Outpatient, Opioid Treatment, Outpatient and Residential).*** **Note:** The Modality types selected by Practitioner must be consistent with the information submitted for the Service Location.

Step 5: **Maximum Beneficiaries** refers to the highest number of Medi-Cal Beneficiaries that the PRACTITIONER can see in a given month between July 2021 and February 2022



→ **Age Group 18+**

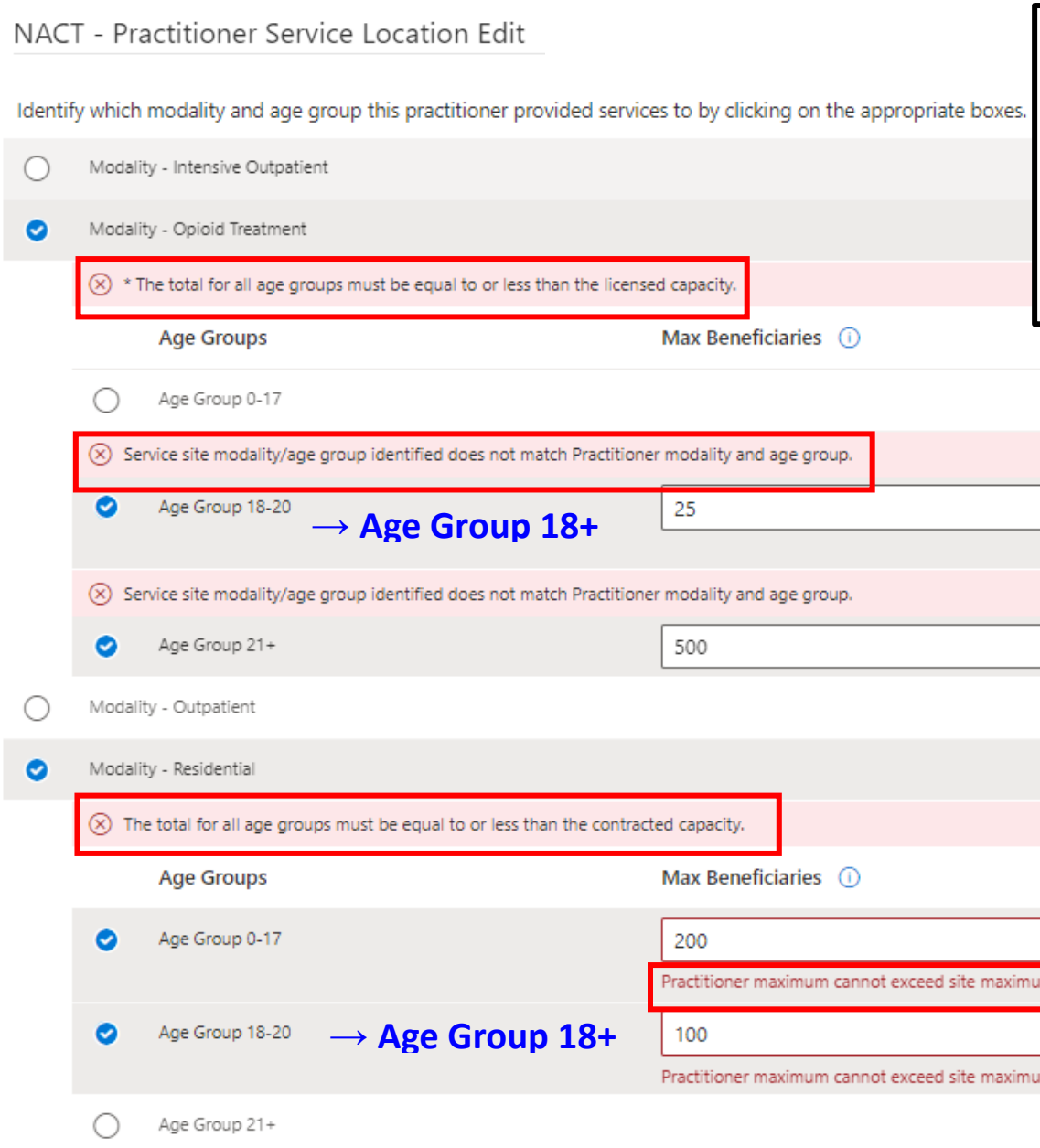
Step 6: Current Beneficiaries refers to the number of active Medi-Cal patients that are currently on their caseload (or being served by the practitioner)

Important: The "Max Beneficiaries" number **MUST** be the **same as or higher** than the "Current Beneficiaries" number or it will generate the following error: Practitioner maximum cannot exceed site maximum (100) Under no circumstances can the "Max" be **less than** the "Current" number.

Note: The Current and Maximum number of beneficiaries value by Age Group and Modalities on the General Practitioners page will sum to the TOTAL on the Associated Practitioners page. If the numbers do not add-up, the following error message will appear.

⊗ Service site modality/age group identified does not match Practitioner modality and age group.

Service Location: Associated Practitioners- General Practitioner Information (section 1, [step 4-5-6-continued]



The red boxes show the different error messages that may appear if the numbers do not sum up to the totals or are not logical.

IMPORTANT: On this page, error messages with the following signs must be resolved before the page can be saved:

⊗ *

When age groups are selected, boxes will appear for current and maximum number or Medi-Cal .

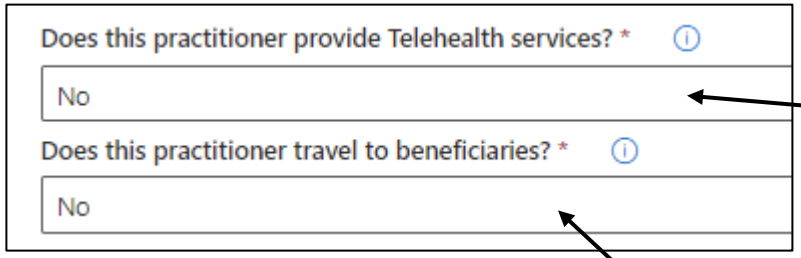
IMPORTANT: This year, instead of needing to break out age group 18-20, and 21+, providers only need to enter current/maximum for age group 18+.

Providers can enter in information for:

- **Youth:** Age Group 0-17
- **Adult:** Age Group 18+ *OR* Age Group 21+

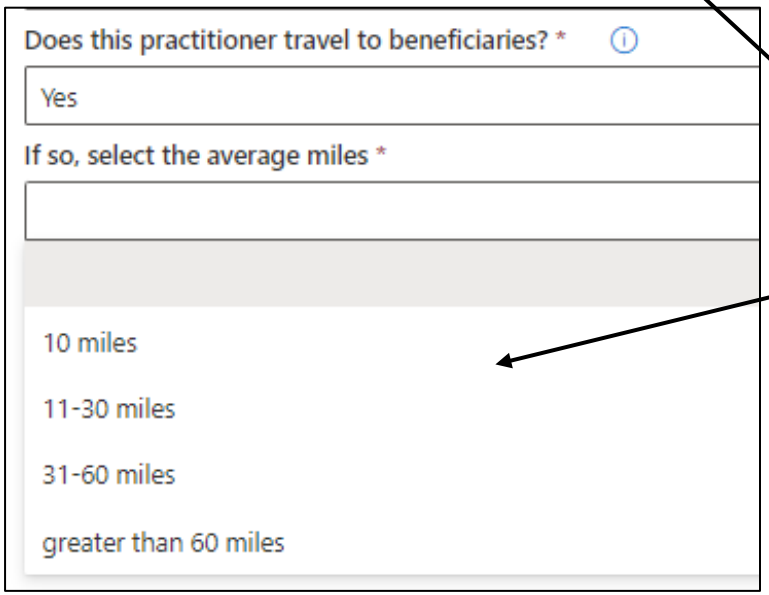
Please note that the NACT age group will still be displayed on the NACT as Age Group 18-20, **but will be submitted to the state as Age Group 18+.**

Service Location: Associated Practitioners- General Practitioner Information (section 1 [steps 7-8])



Step 7: For the Practitioner at this site location, you will identify whether they provide services via telehealth. This is a required field, and you must select either a "yes" or "no".

Telehealth is the use of electronic communications (both an audio AND video component) to provide direct client outpatient or OTP services. ⓘ Allowable telehealth platforms include both an audio AND/OR video component to provide direct client outpatient or OTP services. See SAPC Telehealth policy for more information.

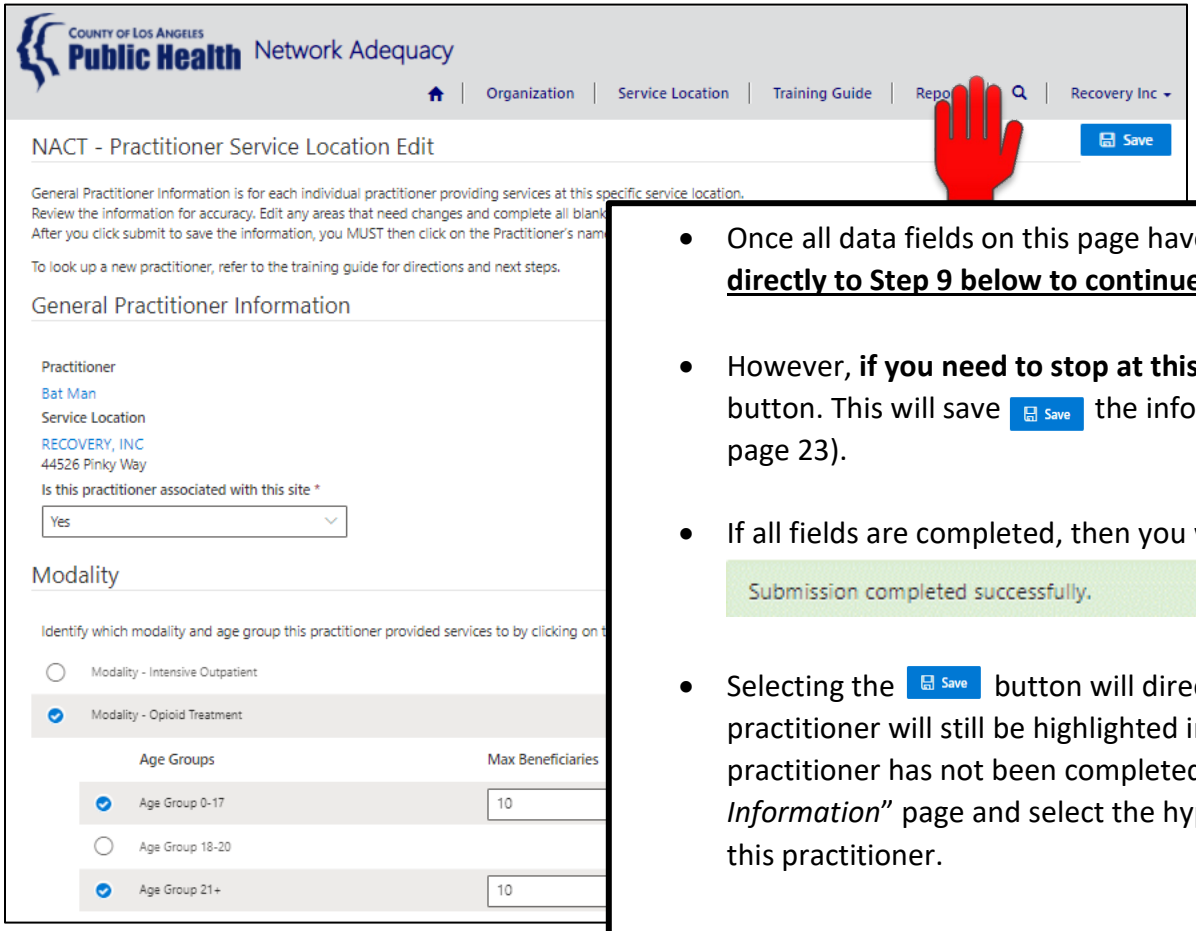


Step 8: For this practitioner at this site location, enter whether they are a mobile provider who travels to beneficiaries (i.e., Field Based Provider).

This is a required field, and you must select either a "yes' or "no".

If "yes" is selected, you will be prompted to select the radius of travel (i.e. average miles). You must select the appropriate radius

Service Location: Associated Practitioners- General Practitioner Information (section 1) Submit



WAIT

- Once all data fields on this page have been completed, **we recommend that you proceed directly to Step 9 below to continue to the Practitioner Personal Information page**.
- However, **if you need to stop at this point**, then we encourage you to select the button. This will save the information you input when you leave this section (see page 23).
- If all fields are completed, then you will receive the following box at the top of the page:

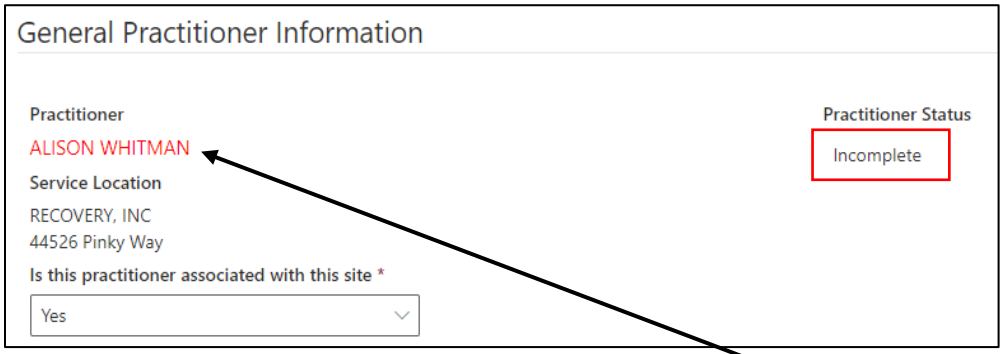
  Submission completed successfully.
- Selecting the button will direct you back to the "*Associated Practitioner*" tab. The practitioner will still be highlighted in red because the second set of data fields for this practitioner has not been completed. You will have to return to the "*General Practitioner Information*" page and select the hyperlink to complete the second set of data fields for this practitioner.

Check to make sure all fields are completed , including where you may have selected a modality or age group that does not have corresponding data.

As a reminder, on this page, error messages with the following signs must be resolved before the page can be saved:

⊗ *

Service Location: Associated Practitioners- General Practitioner Information (section 1 [steps 9])



NOTE: You will notice that the hyperlinked practitioner name is Red. This means that there is additional information that must be completed.

The practitioner status will also show as "incomplete" until all fields are completed for this practitioner. When all fields in the "*Practitioner Personal Identification*" are complete, then this will

Step 9: Click on the hyperlinked practitioner name in Red. **This will direct you to a new window** to review, update, and input the second set of practitioner data fields on the "*Practitioner Personal Identification*" page.

TIP: GENERAL PRACTITIONER INFORMATION vs. PRACTITIONER PERSONAL IDENTIFICATION:

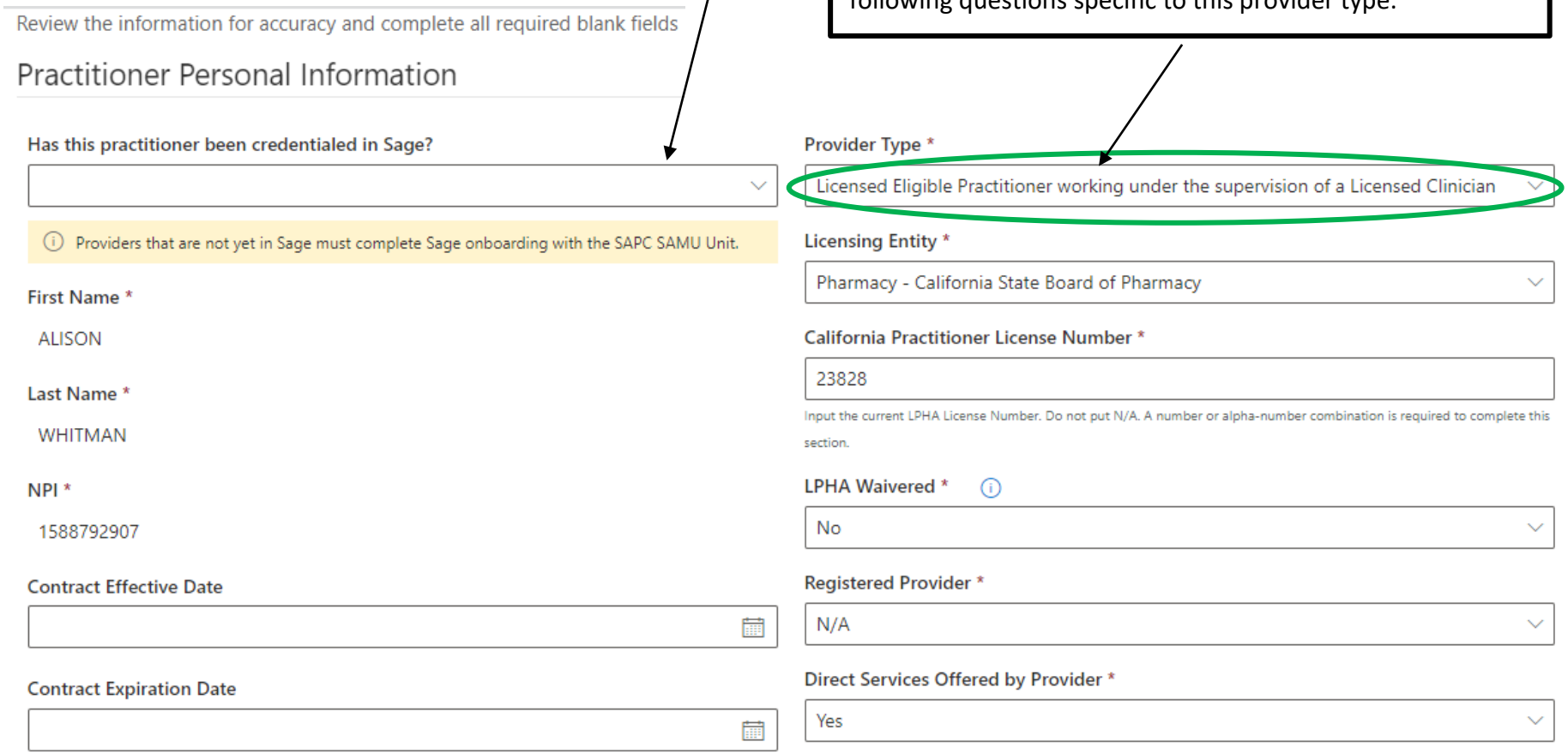
The "*General Practitioner Information"* page contains information about the practitioner at the selected site location. The information on this page may change from site to site, if the practitioner works at multiple site locations.

The "*Practitioner Personal Identification*" page contains information that is unique to this practitioner and does NOT change from site to site. If this practitioner works at multiple site locations or other agencies, then the information on this page may already be completed.

Service Location: Associated Practitioners- Practitioner Personal Information (section 2 [steps 10-11])

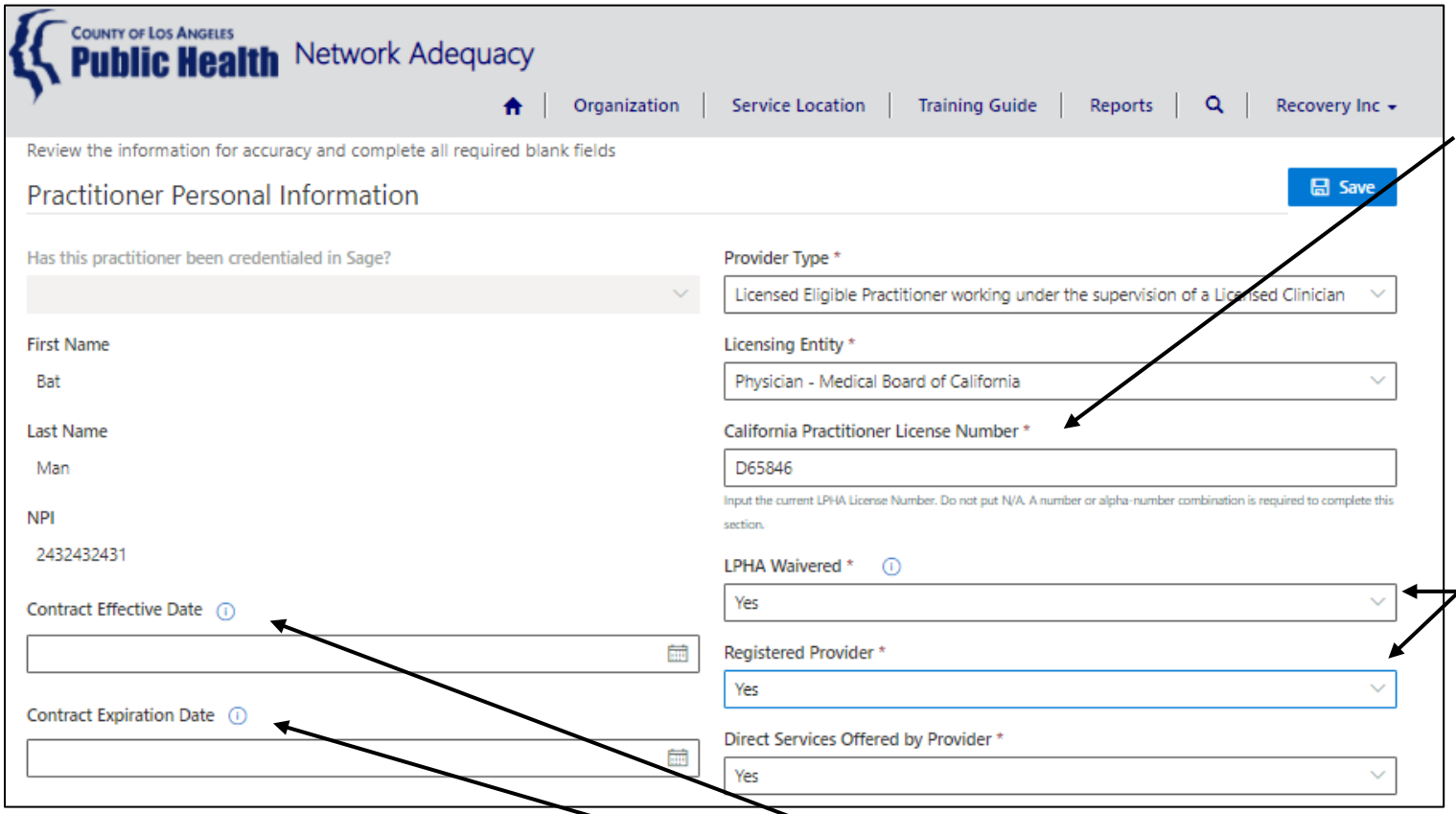
Step 10: Select whether to the best of your knowledge, the Practitioner is in SAGE by selecting "yes" or "no".

Step 11: Click on **Provider Type** to select the appropriate discipline of the selected practitioner who is working under their scope of practice at this site location. You may select only one discipline. **By selecting the provider type, ONLY those fields related to the practitioner type will be visible.** For instance, selecting *Licensed Eligible Practitioner working under the supervision of a Licensed Clinician*, will show the following questions specific to this provider type.



Service Location: Associated Practitioners- Practitioner Personal Information (section 2 [step 12])

NOTE: The below page is for demonstration purposes only. It DOES NOT reflect actual look since the fields will depend on which provider type is selected.



Step 12: Complete all required fields (*) as indicated

License or Certification Number:

DO NOT place N/A, because of the new function based on practitioner type, only those fields associated with the type will appear. These fields REQUIRE a valid license or certification number.

LPHA Waivered/Registered:

If you select "yes" for LPHA Waivered, then you MUST select "yes" for Registered Provider.

IMPORTANT: "Registered Provider" data DOES NOT refer to registered SUD counselors! Please refer to the FAQ for further information.

Contract Effective/Expiration

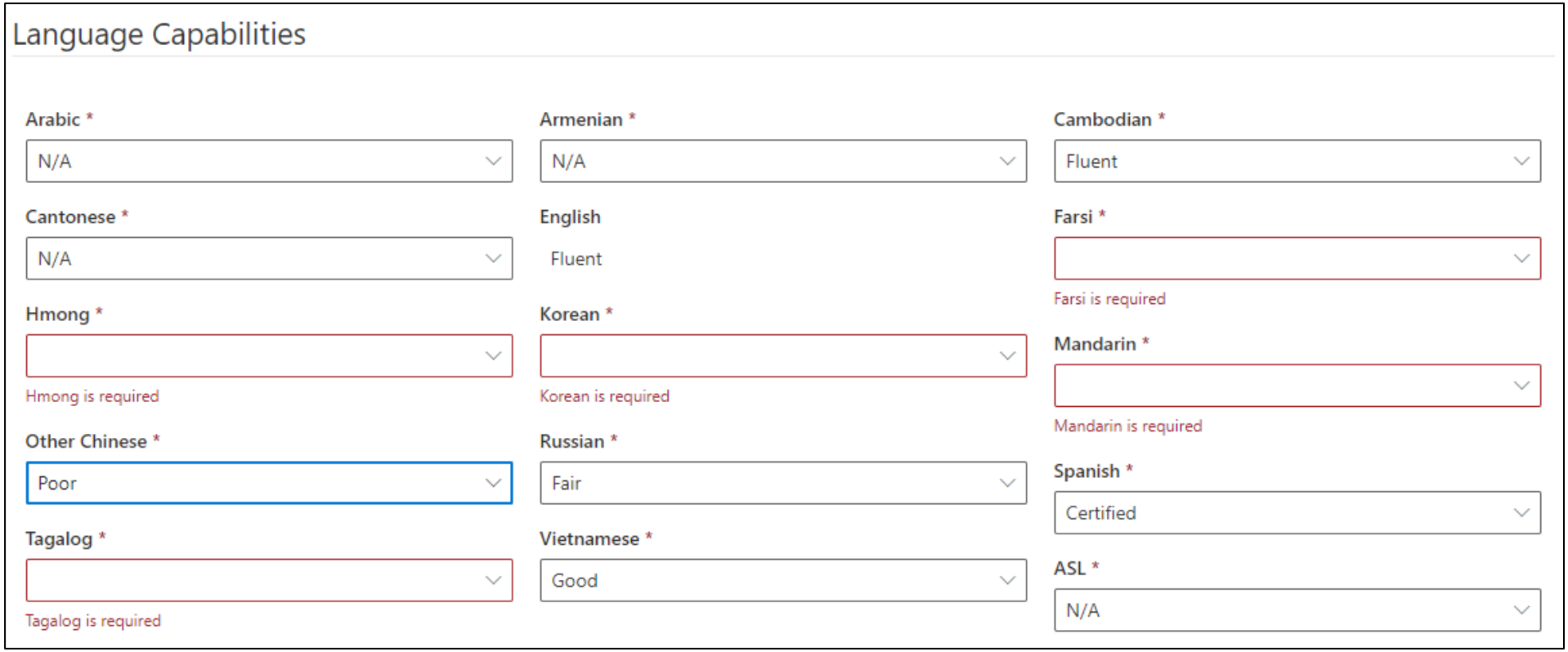
Only complete "Contract Effective/Expiration Date" when the practitioner is a consultant or subcontractor with an associated subcontractor agreement. Otherwise, leave blank.

Service Location: Associated Practitioners- Practitioner Personal Information (section 2 [step 13])

Step 13: Select the language (s) that this practitioner speaks and the level of fluency (Certified, Fluent, Good, Fair or Poor).

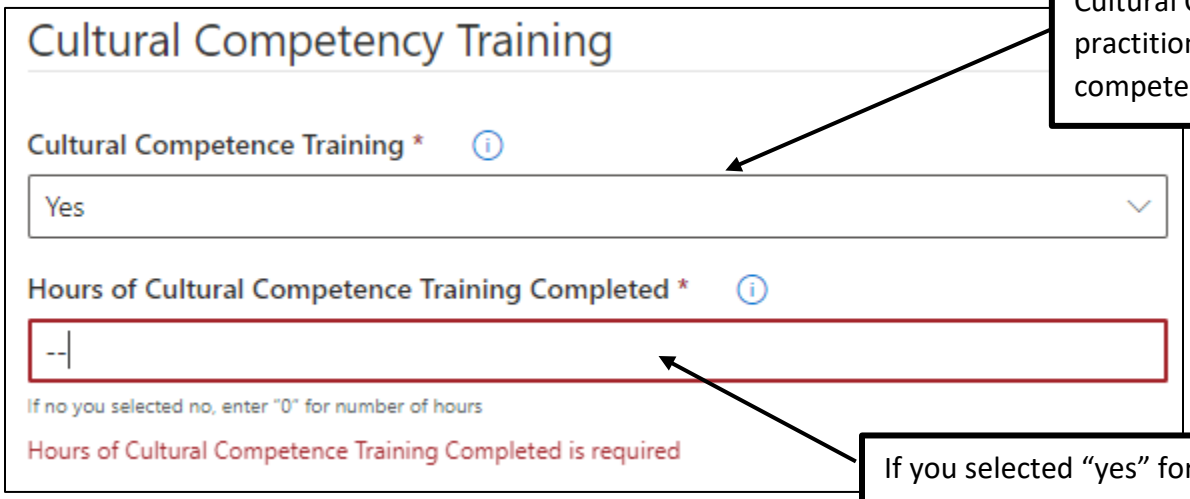
English is automatically populated to “Fluent” and cannot be changed.

All languages **must** have a response, so if a language does not apply, select “N/A”.



TIP - For Language Capabilities: Use the Tab button as an easier way of toggling between language fields. Once in a field, enter the corresponding first letter and it will fill the field, such as “g” for good. Using “f” will bring up fluency first. If you type “f” again, it will bring up fair.

Service Location: Associated Practitioners- Practitioner Personal Information (section 2 [step 14-15])



Step 14: The last fields on this page to complete are the Cultural Competency Training for this practitioner. If the practitioner has participated in a training related to cultural competency, select "yes". If they have not, select "no".

If you selected "yes" for cultural competency training, then enter the **number of hours this practitioner participated in the training**. Enter a number NOT alpha (e.g. "2" **not** "two").

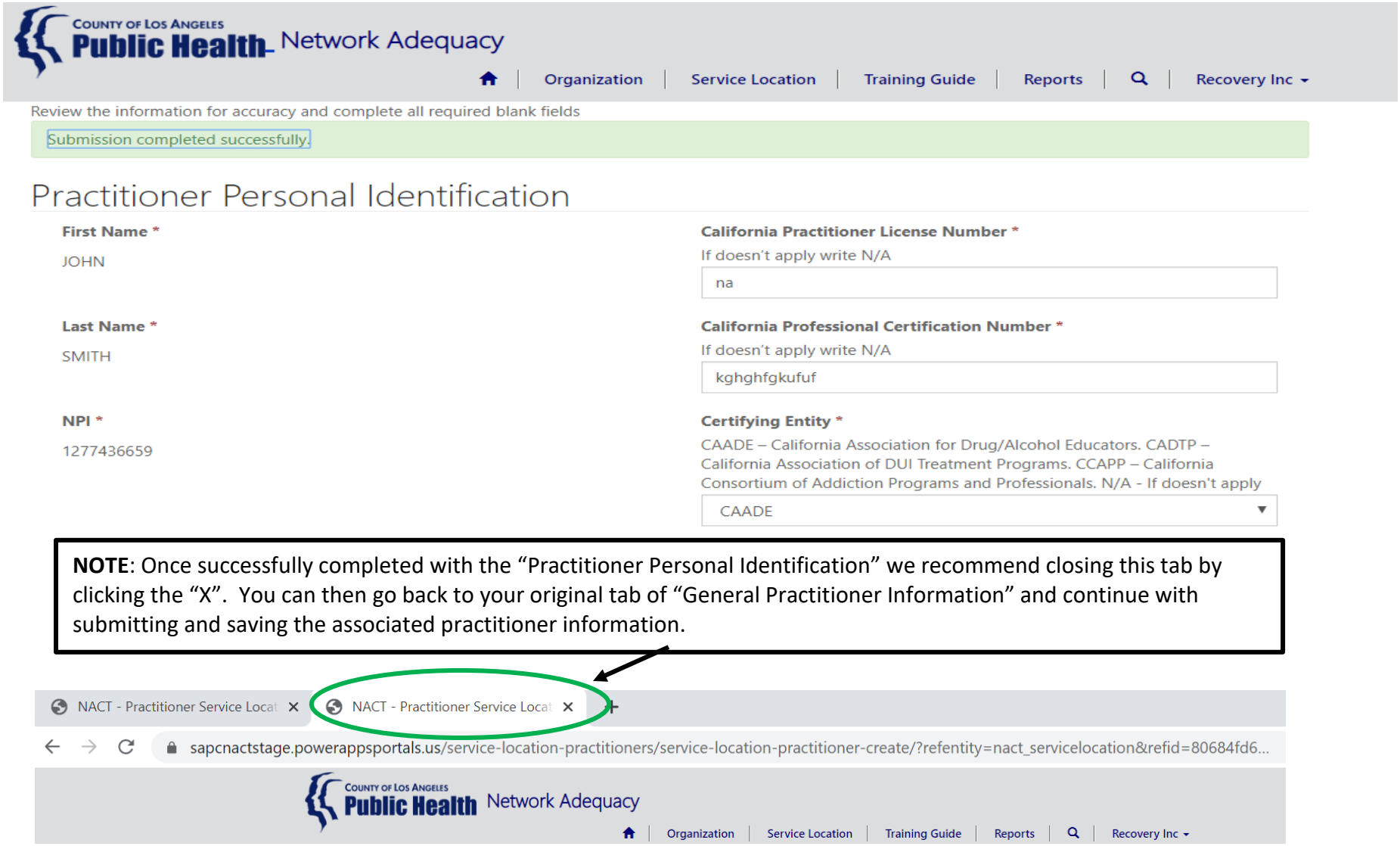
If you selected "no", the Hours Completed field will default to 0

Step 15: Once all fields are completed, select the SAVE button.
You will be returned to the General Practitioner Information Page for the practitioner.

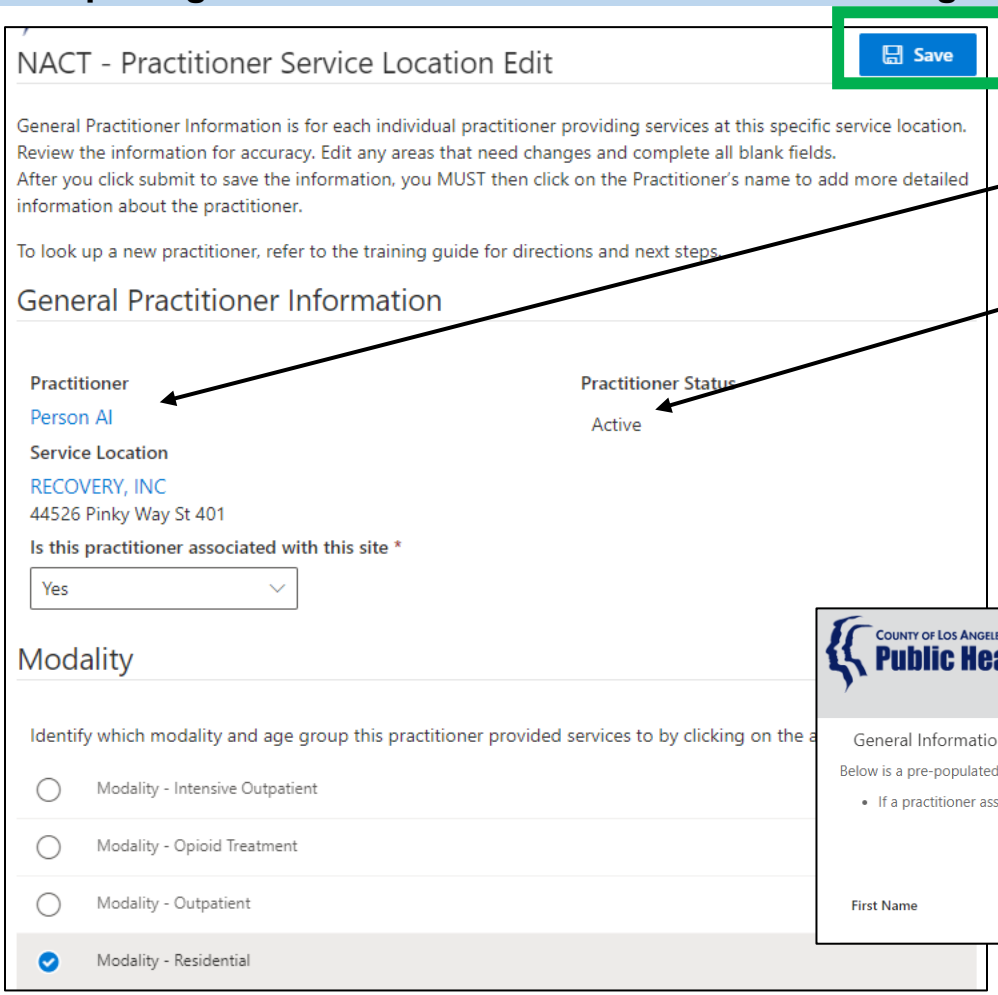
Service Location: Associated Practitioners- Practitioner Personal Information

If you are successful in completing all data fields for both the “General Practitioner Information” and the “Practitioner Personal Identification”, you will see the following green bar. This means you have completed information for this practitioner.

If you see the red error box, please return to the specific section and complete the data field.



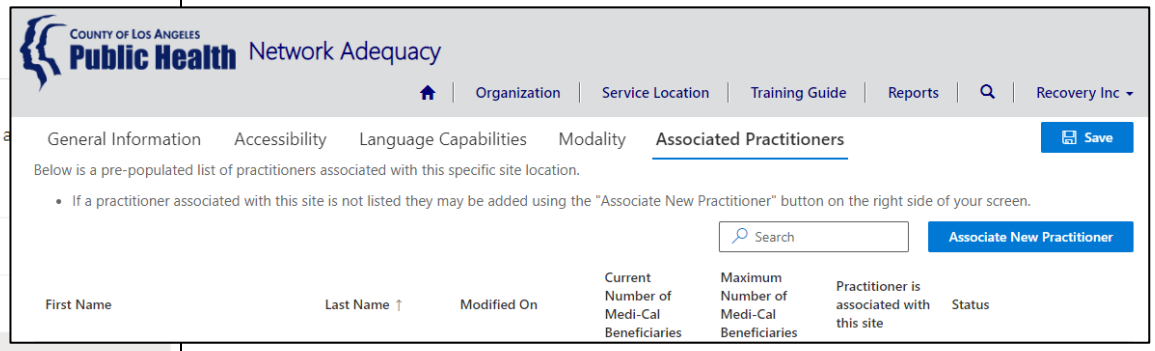
Completing Practitioner Service Location & Returning to Associated Practitioner [Step 16]



In the General Practitioner Information tab, the name of the practitioner will change to blue and the Practitioner Status to "Active" if all fields have been completed.

If both the name is red and the status is "inactive", check to make sure all fields are completed in both the "General Practitioner Information" and the "Practitioner Personal Identification" sections.

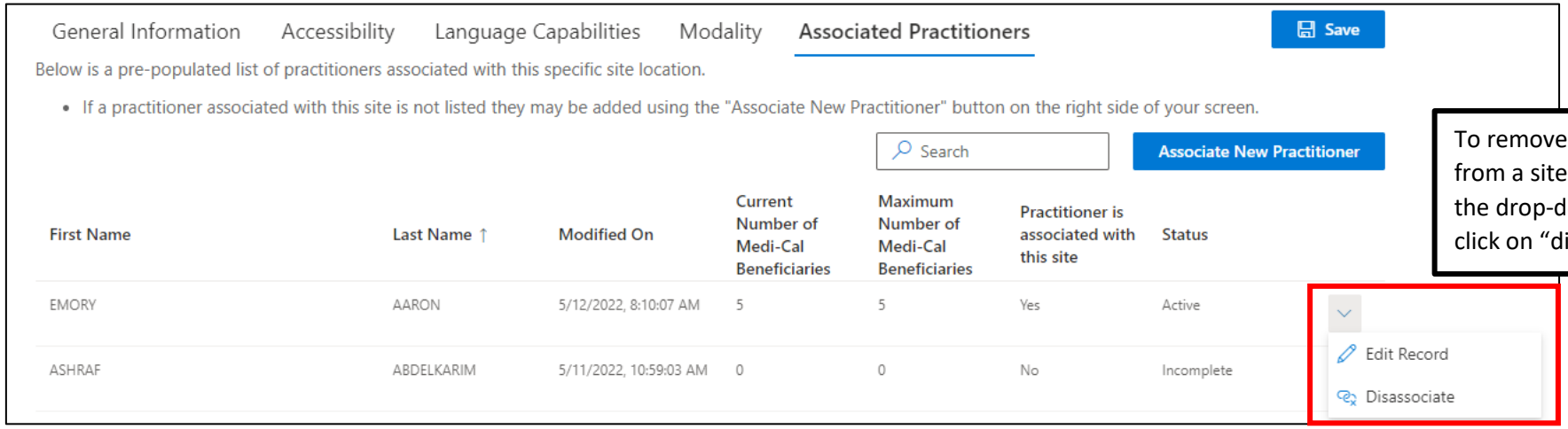
Step 16: Click SAVE to save the information. The page will be redirected to the main Associated Practitioner Page



IMPORTANT: Repeat steps 1-16 to complete information for all practitioners at this site location.

Service Location: Associated Practitioners - How to Disassociate a Practitioner from a Site Location

While SAPC has provided the most current information on the practitioners associated with each site location, there may be instances when a practitioner is no longer associated with a site. When this occurs, you may simply click the "deactivate" button.



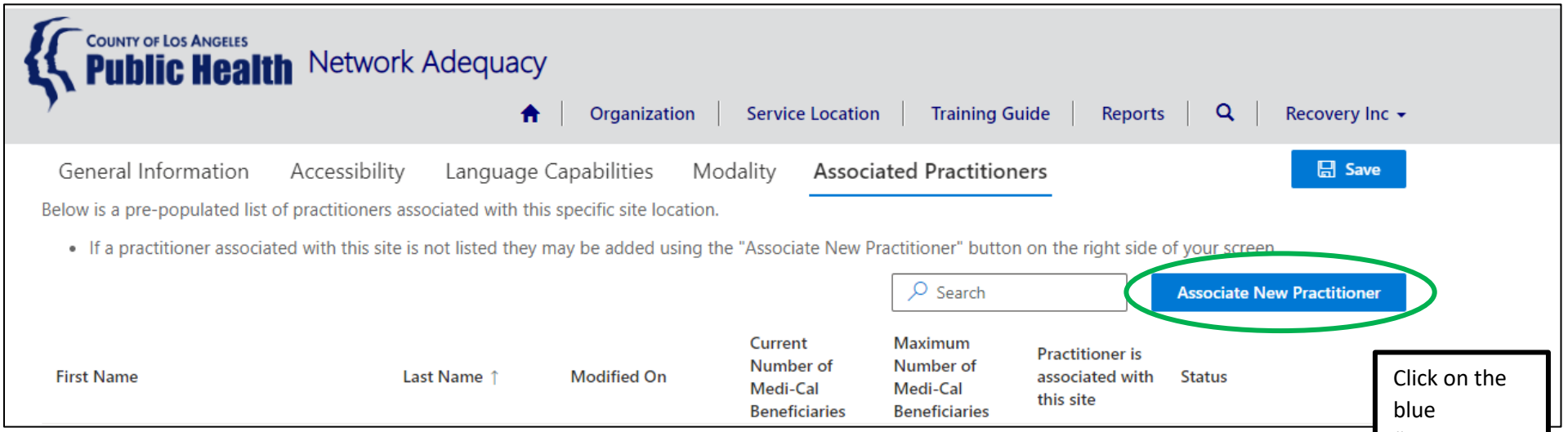
To remove a practitioner from a site location, select the drop-down arrow and click on "disassociate"

NOTE: If you accidently "disassociate" a practitioner from your list you can add them back using the Practitioner Look-up

Service Location: Associated Practitioners - Practitioner Look-Up - UPDATED

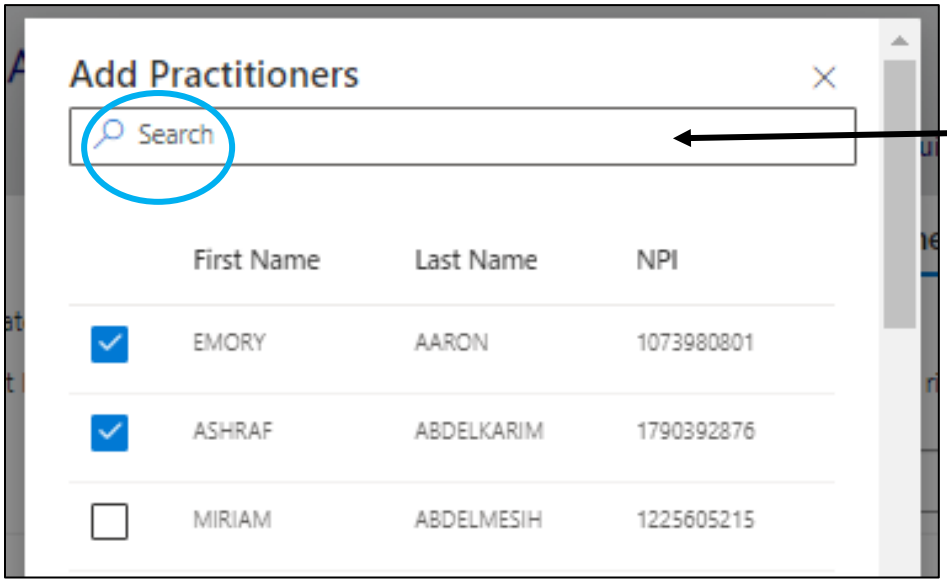
While most of the practitioners should be appropriately associated with each site location, there may be some situations where a particular practitioner is NOT listed in the "Associated Practitioners" tab.

There is a fix for that. If the practitioner was registered **in Sage BEFORE April 28, 2022 for this site location** you can search for that practitioner's name. Start by selecting the "Associate New Practitioner" button. This will take you to a new webpage.



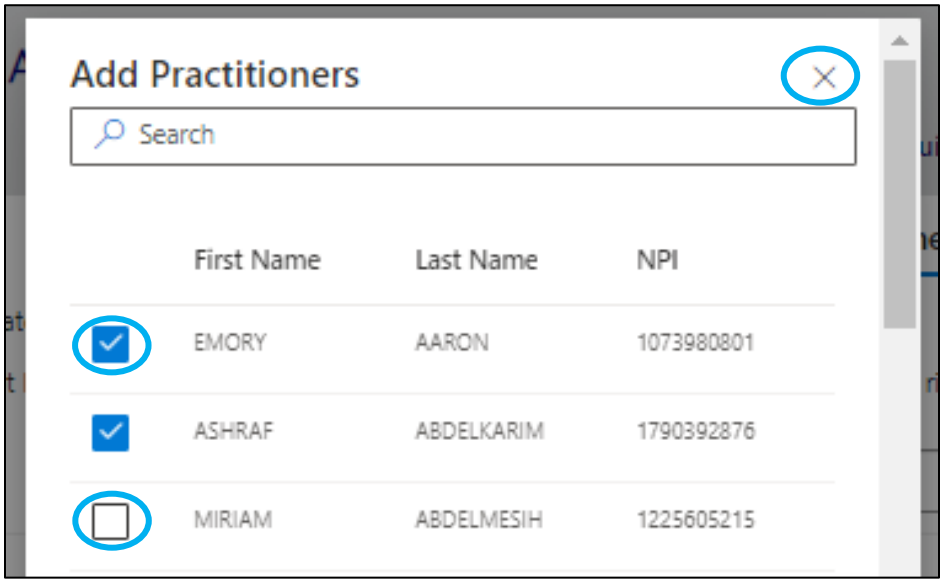
Click on the blue "Associate New Practitioner" button.

Service Location: Associated Practitioners - Practitioner Look-Up - UPDATED



Step 1. Enter in first/last name and ENTER to search for a practitioner.

You may search the list by inputting a portion of the last name, first name or NPI# in the search bar. You may also click on each page number.



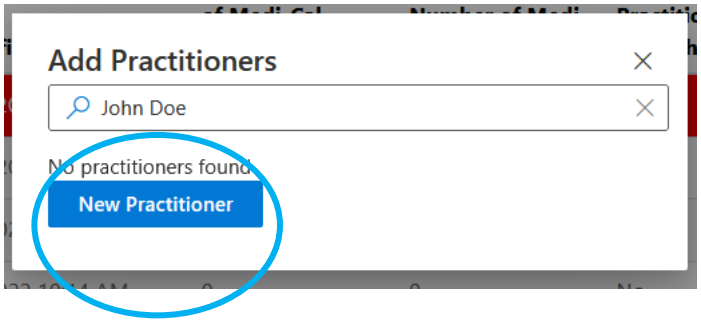
Step 2. To associate or disassociate practitioner(s) to a site location, check the box next to their name and exit out of the box.

will return you back to the "Associated Practitioners" page.

NEW FEATURE: You can now select multiple practitioners to add to the service location.

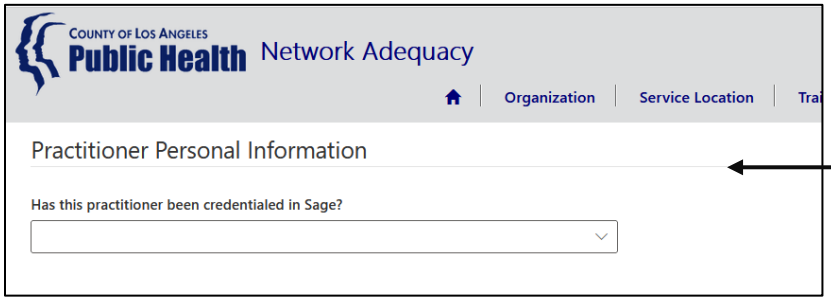
Service Location: Associated Practitioners – Add a New Practitioner - NEW

If you use the Practitioner Look-up Function described above and cannot find a practitioner, follow these steps to Add a New Practitioner.



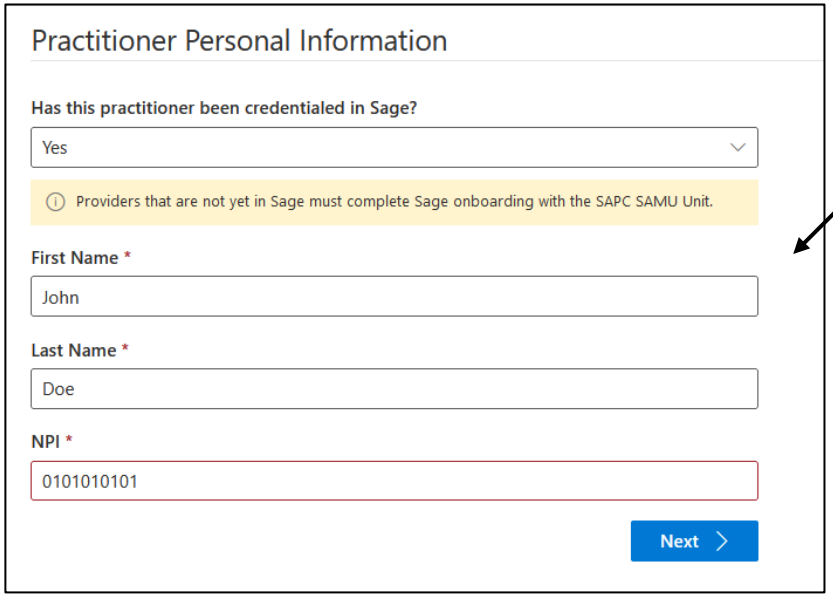
Step 1: Search for the practitioner, following the Practitioner Look-up steps described above. When the practitioner is not found, the New Practitioner button will display.

Step 2: Click on the New Practitioner Button.

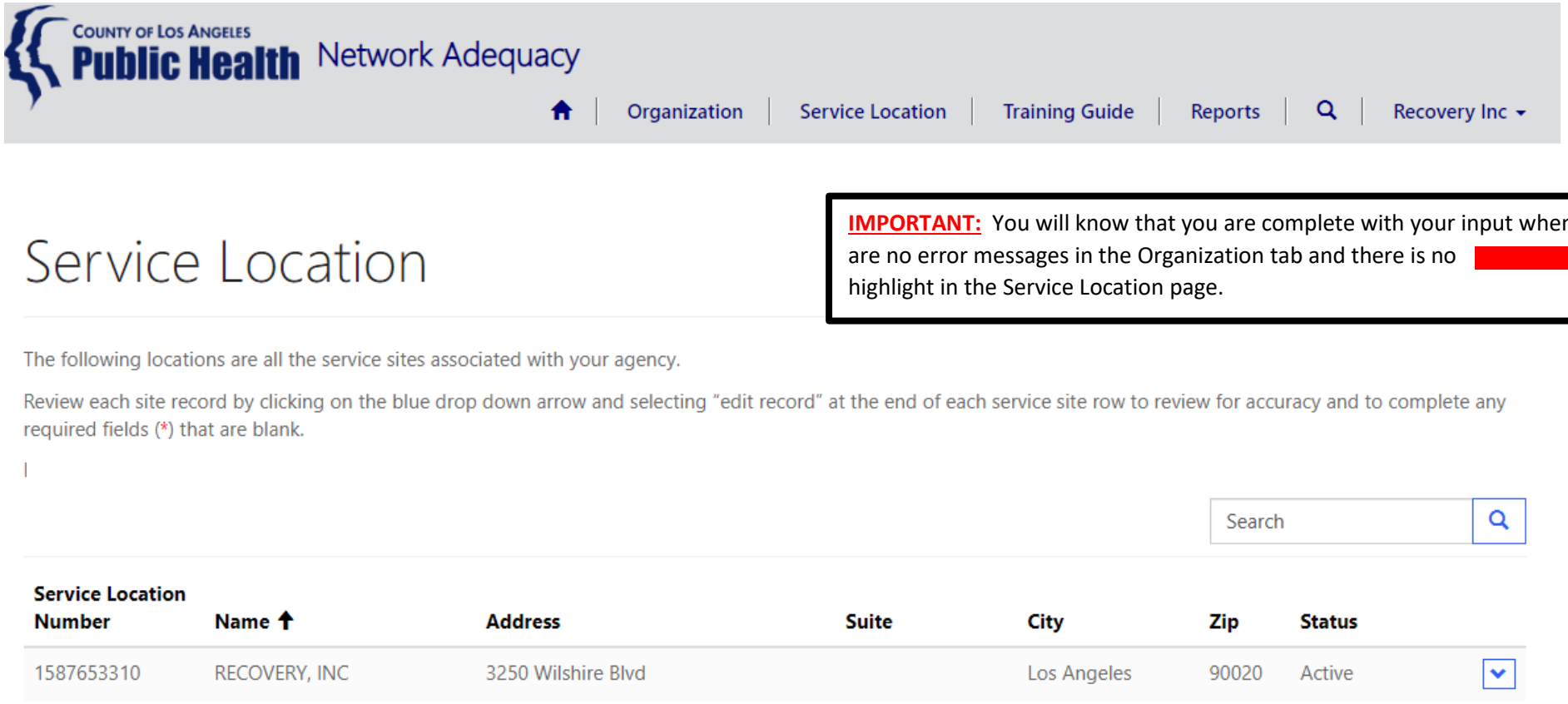


Step 3: Answer the questions. Note: Providers that are not yet in Sage must complete Sage onboarding with the SAPC SAMU Unit.

Step 4: Once you have located the practitioner's name, complete the fields following steps 10-16 **on pages 27-32 of this guidebook**.



Completed Submission

ONCE YOU HAVE INPUT INFORMATION FOR ALL PRACTITIONERS FOR ALL SITE LOCATIONS, THE MAIN PAGE FOR THE ORGANIZATION WILL SHOW AS ACTIVE (i.e. no red highlights). CONGRATULATIONS, THIS MEANS YOU HAVE COMPLETED SUBMISSION OF THE NACT DATABASE.

THERE IS NO FURTHER ACTION REQUIRED AT THIS POINT. SAPC WILL CONDUCT DATA VALIDATION AND FOLLOW UP AS NEEDED.