

# May 2, 2023 PROVIDER MEETING

## FAQ

All slides and the recorded presentations are posted on the SAPC Network Provider site:  
<http://publichealth.lacounty.gov/sapc/NetworkProviders/Regulations.htm>

	QUESTIONS	ANSWERS (AND UNIT RESPONSIBLE)
<b>COVID-19</b>		
1.	Where can we find the most recent COVID-19 updates?	<p>The most recent Covid-19 information can be accessed at:  <a href="http://publichealth.lacounty.gov/media/Coronavirus/">http://publichealth.lacounty.gov/media/Coronavirus/</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Health Officer Orders</a></li> <li>• <a href="#">Covid-19 Response Plan</a></li> <li>• <a href="#">Responding to COVID-19 in the Workplace</a></li> </ul>
<b>Special Programs and Initiatives</b>		
2.	Where can providers access prior All Treatment Provider Meeting presentations?	You can access the <a href="#">previous provider meeting documents here</a> . Please scroll to All Treatment Provider Meetings.
3.	Where can providers access information on the Recovery Incentives Program (Contingency Management)?	The Recovery Incentives Program is California's pilot program that offers Contingency Management (CM) benefits to eligible Medi-Cal beneficiaries with moderate or severe Stimulant Use Disorders (StimUD). Please visit SAPC's <a href="#">Recovery Incentives Program</a> webpage to learn more about the program.
4.	Who is the point of contact for the Recovery Incentives Program?	Sandy Song ( <a href="mailto:sasong@ph.lacounty.gov">sasong@ph.lacounty.gov</a> ) is the point of contact for the Recovery Incentives Program. An email containing the pilot draft was disseminated for feedback on 4/27/23.
5.	Are there any updates on the Peer Support Specialist Program?	<ul style="list-style-type: none"> <li>• As of 4/20/23, a total of 168 scholarships recommendations submitted by SAPC have been approved, and a total of 44 Peers have become certified.</li> <li>• Once Certified by CalMHSA, Peer Support Specialists will need access to Sage, in order to document and receive reimbursement for services delivered. Secondary Sage providers will need to be visible in Sage for billing.</li> <li>• The SAPC IN, <a href="#">SAPC IN 23-04</a>, released last month, includes important program information and guidance, including details about billing and documentation.</li> <li>• Clinical Standards &amp; Training (CST) will host a training to support Peers implementation on May 31<sup>st</sup>, 2023 from 1:30pm – 3:45pm.</li> <li>• Please contact <a href="mailto:sapc_asoc@ph.lacounty.gov">sapc_asoc@ph.lacounty.gov</a> if you are interested in applying or recommending a Peer Support Specialist for scholarship opportunities, or if you have any questions regarding the Peer Support Specialist Program.</li> </ul>

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		<p>Please reference the resources below:</p> <ul style="list-style-type: none"> <li>• <a href="#">SAPC's Certified Peer Support Specialist webpage</a></li> <li>• <a href="#">CalMHSA Peer Support Specialist Certification Registry</a></li> <li>• <a href="#">SAPC IN 23-04</a></li> <li>• <a href="#">Clinical Standards &amp; Training (CST) Training: Enriching Substance Use Treatment with Certified Peer Support Services</a> May 31<sup>st</sup>, 2023, 1:30 PM - 3:45 PM.</li> </ul>
6.	How can providers become a pilot agency for the updated Network Adequacy Certification Application (NACA)?	<p>If you are interested in participating as a pilot agency to test the updated NACA or have other questions related to submitting information in the Network Adequacy Certification Tool (NACT), please send an e-mail to <a href="mailto:sapc_nact@ph.lacounty.gov">sapc_nact@ph.lacounty.gov</a>.</p>
7.	How can providers become a Tuition Incentive Program (TIP) practicum site?	<p>The goal of TIP is to expand quality employment opportunities that build upon a individuals unique lived experience, while increasing availability of registered and certified SUD counselors.</p> <p>TIP offers an accelerated six-month SUD Counselor Certification Program operated by Tarzana Treatment Centers College (TTCC) and includes 255 supervised internship hours with an organization in LA County.</p> <p>Please <a href="#">complete this form</a> if you are interested in becoming a TIP practicum site. This is a one-time submission form which will initiate the vetting process by TTTC. If you have any questions, please contact <a href="mailto:TTCC@Tarzanatc.org">TTCC@Tarzanatc.org</a> or 818-654-3955.</p>
8.	How can providers update the Service & Bed Availability Tool (SBAT)?	<p>To update your bed/intake availability, use the SBAT Provider Site: <a href="https://sapccis.ph.lacounty.gov/SBATProviderSite/Account/Login.aspx">https://sapccis.ph.lacounty.gov/SBATProviderSite/Account/Login.aspx</a>. Users must submit a signed <a href="#">registration form</a> to obtain access.</p> <p>To update other information on your SBAT listing (e.g. special populations served, languages spoken, site location details), contact your Contract Program Auditor (CPA) to submit an updated SBAT survey.</p> <p>Visit the SAPC website for additional resources, including SBAT training videos and the user manual: <a href="http://publichealth.lacounty.gov/sapc/providers/manuals-bulletins-and-forms.htm">http://publichealth.lacounty.gov/sapc/providers/manuals-bulletins-and-forms.htm</a></p>
<b>Eligibility and Authorization</b>		
9.	Is SAPC planning to improve the Medi-Cal verification process during patient admission?	<p>SAPC is working with Netsmart to improve the data delivered on the real-time 270 request to include aid codes and county codes to better establish eligibility. SAPC expects this update to be completed by the end of the current calendar year. Providers can always upload any Medi-Cal eligibility information as an attachment in Sage for Utilization Management to review.</p>

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10.	How can providers reduce barriers to care during the patient admission process?	<p>Please ensure all your staff is aware of the inclusion of dual eligible patients for admission. Please reference the <a href="#">Provider Manual</a>, Page 159 for this information. Some frontline staff are refusing to accept patients. It is essential that agencies conduct a walk through with staff to ensure understanding of eligibility.</p> <p>SAPC's goal is to remove all barriers to care. Please reference the <a href="#">Other Health Coverage (OHC) FAQs</a> for additional information. You can also request assistance from the California Institute for Behavioral Health Solutions (CIBHS) on how your agency can improve patient access to your services. Please forward requests for technical assistance (TA) to <a href="mailto:SUDTransformation@ph.lacounty.gov">SUDTransformation@ph.lacounty.gov</a> and cc: CIBHS Amy McIlvaine (<a href="mailto:Amcilvaine@cibhs.org">Amcilvaine@cibhs.org</a>) and Chris Botten (<a href="mailto:Cbotten@cibhs.org">Cbotten@cibhs.org</a>)</p>
<b>Finance and Sage</b>		
11.	Where can providers access information and training(s) on how to accurately complete the problem list?	<p>Please reference the resources below for resources related to the problem list:</p> <ul style="list-style-type: none"> <li>• <a href="#">Problem List/Treatment Plan Form Job Aid for Primary Sage Users</a></li> <li>• <a href="#">Breakdown of Each Field on the Problem List</a></li> <li>• <a href="#">Other Training Resources</a></li> </ul>
12.	Why was the diagnosis field deleted from the problem list?	<p>If a diagnosis is determined, it needs to be documented in the problem list itself. SAPC has removed the diagnosis field to prevent duplication of efforts. The diagnosis is still entered on the Provider Diagnosis ICD-10 form in Sage.</p>
13.	Can the problem list section be incorporated in the treatment plan for providers accredited through the Commission on Accreditation of Rehabilitation Facilities (CARF)?	<p>The problem list section is a required field under CalAIM requirements. Please utilize the problem list section for CalAIM and the treatment plan section to meet your CARF accreditation requirements.</p>
14.	Are the new demographic fields required for secondary providers?	<p>Regardless of primary or secondary provider status, patient data is required to admit a patient or to update the demographics of a current patient in Sage. The admission form is required for all new patients, but the demographics form is optional for secondary Sage users. However, if there are any discrepancies in the new demographic fields, SAPC requests that providers update the information in Sage to accurately reflect the patient's identity.</p>
15.	Do Peer Support Specialists need taxonomy numbers?	<p>Yes, all Peer Support Specialist claims must include the Peer Specialist taxonomy code of 175T00000X for reimbursement.</p>
16.	Where can providers find the resources mentioned during the meeting regarding billing on Sage ?	<p>In preparation for understanding billing requirements under CalAIM Payment Reform, <a href="#">please review the slides</a> for changes made to the treatment plan in</p>

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		<p>Sage, as well as the DMC requirements for claim processing. You can also reference the resources below for additional information:</p> <ul style="list-style-type: none"> <li>• <a href="#">SAPC Bulletins</a></li> <li>• <a href="#">National Plan and Provider Enumeration System</a></li> <li>• <a href="#">DMC-ODS Billing Manual</a></li> </ul>
17.	Where can providers locate the Claim status report in the Secure File Transfer Protocol (SFTP)?	The Claim Status Report will be located in the Claim Status Reports folder on the SFTP.
<b>Contracts</b>		
18.	Is Sage currently frozen during the contract augmentation process?	<p>Sage is not frozen; the contract augmentation process is frozen. The contract augmentation deadline for provider submission has passed. The contracts unit is working hard to process the augmentations and the new contracts will be uploaded once they are executed.</p> <p>In the meantime, providers can continue to submit claims in Sage up to the maximum contract amount currently on file.</p> <p>If the contract amount is currently exhausted then claims cannot be billed until the augmentation has been processed.</p>
19.	Where can providers access information on the contracts amendment forms?	<p>Please reference the resources below related to contract amendments:</p> <ul style="list-style-type: none"> <li>• <a href="#">SAPC IN 22-14: Requesting Amendments to Existing Service Contracts and Agreements</a></li> <li>• <a href="#">SAPC IN 22-14 Contract Amendment Form</a></li> </ul>
20.	When are Field Based Services (FBS) renewals due?	<p>Field Based Services (FBS) renewals are due May 31<sup>st</sup>, 2023. Please submit your renewals to <a href="mailto:SAPCMonitoring@ph.lacounty.gov">SAPCMonitoring@ph.lacounty.gov</a> as soon as possible. Please make sure to outline any changes; you can <a href="#">reference the slides</a> for further information. Please be responsive to SAPC's Compliance Monitoring Unit and reach out to your CPA with any questions.</p>

**Links provided:**

DPH COVID-19 Website: <http://publichealth.lacounty.gov/media/Coronavirus/>