

# THE PULSE

What you need to know  
about system-level  
changes and critical  
issues since the last  
Provider Meeting



# THE PULSE

LOS ANGELES AL-IMPICS

IN THE MIDST OF THE STORM...

*Hope*

SATURDAY, SEPTEMBER 15, 2018  
LOS ANGELES HARBOR COLLEGE  
1111 FIGUEROA PLACE  
WILMINGTON, CA 90744

We encourage SUD Treatment Providers, Recovery Houses, Sober Living Centers  
and Transitional (Recovery) Housing Programs to participate

INQUIRIES: EMAIL US AT [ALIMPICS@HOPICS.ORG](mailto:ALIMPICS@HOPICS.ORG) OR CALL (323) 948-0444 x 772

Sponsored by Los Angeles County Department of Public Health, Substance Abuse Prevention and Control



## THE PULSE



### 2020 CENSUS

- The census is coming – Census Day is April 1, 2020
- County efforts to prepare for the census are currently underway.
- DPH is a member of the Health and Human Services Sub-committee, to the Education and Outreach Committee.
- **DPH is developing a strategic plan for promotion that includes:**
  - Identifying locations used as Census Action Kiosks.
  - Identifying locations where 2020 Census outreach materials can be posted/distributed to clients.
- Factsheets are in packet and more details to follow

## THE PULSE

### NEW CONTRACT BULLETINS

- Bulletin 18-02:** Provider Staffing Guidelines
- Bulletin 18-03:** Culturally and Linguistically Appropriate Service Requirements
- Bulletin 18-04:** Out-of-County Treatment Facilities
- Bulletin 18-05:** Residential Treatment Programs
- Bulletin 18-06:** Provider Incentive Pilot Program

Available At: SAPC Website, Network Providers Page, Provider Meetings, Bulletins, Briefs and Factsheets tab

### NEW DHCS INFORMATION NOTICES

[http://www.dhcs.ca.gov/formsandpubs/pages/2018\\_mhsuds\\_information\\_notices.aspx](http://www.dhcs.ca.gov/formsandpubs/pages/2018_mhsuds_information_notices.aspx)

- MHSUDS 18-10E:** Federal Grievance and Appeal System Requirements
- MHSUDS 18-020:** Federal Provider Directory Requirements for DMC-ODS Pilot Counties
- MHSUDS 18-021:** Credentialing and Re-credentialing of DMC-ODS Pilot Counties

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### Bulletin 18-06: *Incentives Pilot!*

1. **Benefits Acknowledgement** → Update CalOMS with existing eligibility
2. **Benefits Acquisition** → Document acquisition of new benefits
3. **Timely Data Entry** → Document timely completion of data entry

For currently enrolled patients who are admitted on or after December 1, 2017, you can update CalOMS/LACPRS to reflect current and new benefits and submit the incentive claim!

**Data entry and claims MUST be submitted by June 15, 2018 for all patients enrolled as of that date. Subsequent new admissions must be entered within 30 days of eligibility.**

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### MHSUDS 18-10E CHANGES GRIEVANCE PROCEDURE:

- All Patient Complaints (verbal or written) = Grievances
- Grievance Procedures MUST include:
  - Sending patient written **acknowledgement** of receipt w/in 5 days
  - Using approved template when sending **notice of resolution** to patient
- DHCS Templates MUST be used for **Notice of Adverse Benefit Determination**
- All notices MUST be available in threshold languages
- Notices must include language assistance taglines and non-discrimination disclosures
- SAPC will be providing further guidance on how to meet the requirements for grievances.

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### THE ABBREVIATED SBAT SURVEYS ARE DUE JUNE 30, 2018

- Complete **one survey for each location**, using ONLY the abbreviated survey distributed via e-mail.
- Instructions were provided during the May 07, 2018 webinar which is posted on SAPC Website: [Network Providers > Provider Manual and Forms > IT related and Forms > SBAT Survey Webinar 2018/19](#).
- Submit to [SAPC\\_Compliance@ph.lacounty.gov](mailto:SAPC_Compliance@ph.lacounty.gov)

### Recovery Bridge Housing Discharge Summary Forms

RBH providers **MUST** complete the **RBH Discharge Summary Form** for each patient and submit it to SAPC via Sage (either directly or as an attachment in Sage for Secondary Sage Users) **at the time of discharge**.

If the OP/IOP/OTP/OP-WM provider is different from the RBH provider, the RBH Discharge Form can be viewed in the patient's record on Sage.

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### **Patient Handbook-*Make Sure Each New Patient has Access!***

#### **Treatment Providers MUST distribute within 5 Days of First Service:**

- Send to the patient's mailing address; **OR**
- Send to the patient's email (with e-communication consent); **OR**
- Post on the agency's website.

#### Translated into the Following Languages

Available Here: <http://publichealth.lacounty.gov/sapc/PatientPublic.htm>

Arabic	Armenian	Cambodian/Khmer
Chinese Traditional	Chinese Simplified	Farsi
Hmong	Korean	Russian
Spanish	Tagalog	Vietnamese

#### **Treatment Providers MUST document receipt using the SAPC form:**

Available Here: <http://publichealth.lacounty.gov/sapc/NetworkProviders/ClinicalForms/TS/PatientHandbookSummary.pdf>

## THE PULSE

### Cost Reconciliation: Lesser of COSTS or CHARGES



If this is what you were reimbursed for delivered services (your charges) by site address...

...but this is what it cost you to deliver these services by site address



Consider making investments before **June 30, 2018** to avoid returning the difference to SAPC at cost reporting time. For ideas see LAC's *Fiscal and Rates Plan (FY 17-18)*

<http://publichealth.lacounty.gov/sapc/HealthCare/StartODS/020917/LACDMC-ODSFinanceRatesPlan121516.pdf>

## THE PULSE

**DIRECT YOUR QUESTIONS TO THE RIGHT PLACE:**  
*SAPC is Here to Support You!*

For the latest information, please visit the SAPC Webpage at:

<http://publichealth.lacounty.gov/sapc/>

Refer general questions to:

[SUDTransformation@ph.lacounty.gov](mailto:SUDTransformation@ph.lacounty.gov)

Questions about contracts and compliance:

[SAPCMonitoring@ph.lacounty.gov](mailto:SAPCMonitoring@ph.lacounty.gov)

QI/UM related questions: [SAPC.QI.UM@ph.lacounty.gov](mailto:SAPC.QI.UM@ph.lacounty.gov)

Call the Sage Help Desk at (855) 346-2392 to open a ticket