

Strategic and Network Development Division

July 15, 2026

SAPC | Substance Abuse
Prevention and Control



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TOPIC OUTLINE

1. CIBHS Updates
2. SBAT Survey Conversion to NACA
3. Provider Requirements for Managed Care Plan Care Coordination
4. HR 1 Community Messaging
5. Member Services Updates
6. FY 26-27 Bilingual Bonus Capacity Building Project
7. AL-Impics

Finance and Business Operations

**Data Aggregation - Building
Performance and Risk Metrics (1-C)
Kick-Off Session**

Date: August 13, 2026

Time: 9:00 am – 11:00 am

Format: In-Person Only

Location: The Alhambra Auditorium
(Building A-7, Lower Level), 1000
Fremont Ave, Alhambra, CA, 91803

Registration: [Register HERE](#) or Scan QR
Code in the next slide.

Workforce Development - MAT Prescribing Clinician Start-Up Cost Sharing (2-C)

Bi-Monthly MAT Learning Collaborative

Date: August 20, 2026

Time: 1:00 pm – 2:30 pm

Format: Virtual

Note: Invite Only

ASAM IV

ASAM IV Capacity Building Provider Meeting

Date: July 22, 2026

Time: 1:00 pm – 2:30 pm

Format: Virtual

Note: Invite Only



To register for the upcoming **Data Aggregation - Building Performance and Risk Metrics (1-C) Kickoff Session**, click [HERE](#) or scan the QR code.

Your Success Is Our Success!

We are here to support you, feel free to reach out

CIBHS CONTACT INFORMATION – ADD US TO YOUR CONTACTS!

Pranab Banskota	pbanskota@cibhs.org
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Updates on SBAT Survey Conversion to NACA



What to Expect

Upcoming changes to: Network Adequacy Certification Application (NACA)

Service Bed Availability Tool (SBAT)

1. Discontinue SBAT Survey to report site location changes
2. NACT Primary and Back-up Coordinator will make updates in NACA that will be reflected in SBAT:
 - ✓ Changes to an existing site location
 - ✓ Remove or add a new site location
 - ✓ Upload supporting documentation
 - ✓ Update fields that will be reflected in the SBAT
 - Level of Care
 - Hours of Operation
 - Language Capabilities
 - Specialized Populations
 - Field Based Services
 - Smoking/Vaping
 - Telehealth

Benefits of the new reporting process

Eliminates Manual Entry

Leverage existing NACA updates to eliminate SBAT survey

Streamlines Reporting Process

Centralizes electronic submissions of the monthly state report and site location updates

Improves Turnaround Times

Electronic submissions and automated workflows reduce processing delays

Improves data accuracy

Data from NACA will be validated with SAPC Contract database to ensure accuracy.

Fields that will be updated in SBAT

ADA/Wheelchair access

Practitioner detail

Accepting New Beneficiaries

Smoking/Vaping

Field-Based Services (FBS)

Specialized Populations

Hours of Operation

Telehealth Station/Equipment Available

Language Capabilities



New Provider Workflows for Managed Care Plan Coordination Requirements

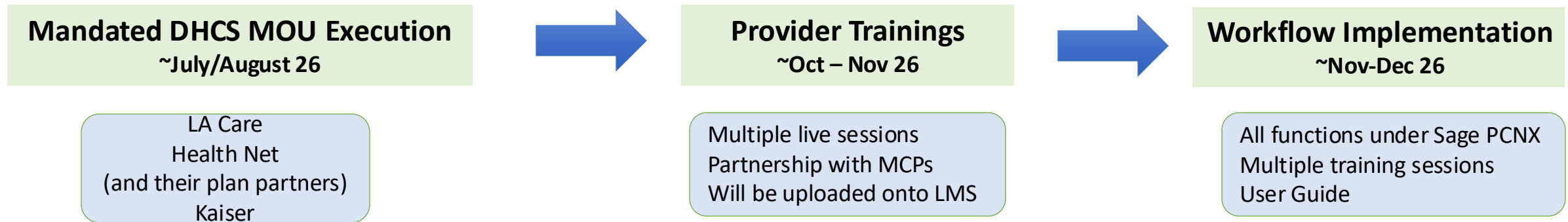


Provider Impacts of DHCS Managed Care Plan (MCP) Requirements for Care Coordination

Provider Processes Affected by New DHCS Requirements

- Admission Process ₁
- Documentation and Submission of Referral Forms in Sage ₂
- Documentation and Submission of Discharge Summaries to MCP (LOC 3.7 and 4.0 only) ₁
- Documentation of collateral calls with MCPs ₃

MCP Care Coordination Requirement Implementation Timeline



Provider Training Requirement:

- All staff providing DMC-ODS services must attend training (including non-clinical staff) on MOU requirements before any person or entity performs any MOU obligations
 - **Within 60 business days of MOU execution and/or hire date and annually thereafter**

Provider Processes Affected by New DHCS Requirements

Sage-PCNX MCP Form: Information Page

MCP Information Page
completed upon admission and
discharge*

- Admission (Date of Contact)
- **ROI on file**
- MCP Plan Identification
- Whether referral was made
- Documentation of referral and care coordination with MCP
- Discharge date and summary shared with MCP* *(3.7 and 4.0 LOC only within 24 hours of discharge)*

MCP

This form must be completed for MCP entries and for any new referral. To view details of previous referrals, see the Progress Note.

Only one Managed Care Plan (MCP) is assigned per client. Users will ONLY complete one MCP section per client.

Date of Contact *

06/22/2026 [Calendar Icon] T Y ▲▼

Time Of Contact *

[Current Time] H M AM/PM ▲▼

The SAPC Consent for Treatment and Care Coordination or the LAC Universal ROI must be completed prior to making a referral. You must submit the ROI along with the referral form to the MCP. Please note, the SAPC Consent for Payment and Healthcare Operations itself is not sufficient for care coordination and referral purposes.

1. Is the Treatment and Care Coordination or Universal ROI on file? *

☐ Completed in Sage/PCMS
☐ Uploaded via Provider File Attach
☐ No

No Referral Made - An ROI must be on file to make a referral.

☐ No Referral Made (No Services Needed)
☐ No Referral Made (Admin Discharge)
☐ No Referral Made (No ROI/Consent)

Date ROI Signed - Will enable if ROI on file.

[Date Field] T Y ▲▼

2. Select the appropriate Managed Care Plan *

☐ LA Care Health Plan
☐ Anthem Blue Cross
☐ Blue Shield Promise
☐ Health Net Community Solutions
☐ Molina
☐ Kaiser Permanente

Discharge Summary sent to MCP

Mandatory for LOC 3.7 and 4.0: The Discharge Summary must be sent to MCP within 24 hours of discharge and uploaded in Sage via, "Provider File Attach". MCP contact information and instructions for discharges can be found on [Behavioral Health Managed Care Plan Contact](#)

Provider Processes Affected by New DHCS Requirements

Sage-PCNX MCP Form: Referral and Care Coordination

**MCP Referral and
Care Coordination Page**
any point in treatment

- **To be completed ONLY when ROI is on file**
- Documentation of referral and care coordination with MCP
 - Community Support
 - Enhanced Case Management
 - Complex Case Management
 - Other Care Coordination

Type of Care or Referral LA Care

- ☐ Community Supports
- ☒ Enhanced Case Management
- ☐ Complex Case Management
- ☐ If Other Care Coordination, describe
- ☐ Discharge Summary sent to MCP

[ECM Adult Referral Form](#)

[ECM Child and Youth Referral Form](#)

• ENHANCED CASE MANAGEMENT •

Enhanced Care Management (ECM) provides a dedicated care manager invested in whole person care management (both clinical and non-clinical) for members with various physical health, behavioral health, housing, and social service support who need assistance to navigate medical appointments, transportation, housing and social service needs to help members live healthier and more stable lives. ECM is for the highest-need care management. A member cannot be enrolled in both CCM and ECM. The care manager will evaluate the appropriateness and route to CCM if needed.

ECM Eligible Populations LA Care *

- All | Clear Search
- ☐ Adult nursing facility residents transitioning to the community
 - ☐ Adults living in the community and at risk for LTC Institutionalization
 - ☐ Birth equity population of focus
 - ☐ Children and youth enrolled in CCS or CCS WCM with additional needs beyond the CCS condition
 - ☐ Children and youth involved in child welfare
 - ☐ Individuals at risk for avoidable hospital or ED utilization (Formerly High Utilizers) Adults and Children
 - ☐ Individuals experiencing homelessness: Adults without dependent children/youth living with them ex
 - ☐ Individuals experiencing homelessness: Families or Unaccompanied children/youth experiencing hor
 - ☐ Individuals transitioning from incarceration - Adults and Children/Youth
 - ☒ Individuals with serious mental health and/or SUD needs - Adults and Children/Youth

Provider Processes Affected by New DHCS Requirements

Sage-PCNX MCP Form: Collateral Contact Page

MCP Collateral Contact Page

- Name of Contact at MCP
- Email Contact at MCP
- Phone Number

Type of Care or Referral LA Care

☐ Community Supports

☐ Enhanced Care Management

☐ Complex Case Management

☒ If Other Care Coordination, describe

☐ Discharge Summary sent to MCP

Other Care Coordination LA Care *

Transportation to and from appointments

Managed Care Plan Collateral Contact

MCP Collateral Contact

Documentation of Care Coordination should be included in the progress note.

Enter contact information if different from contact list. [CCM/ECM Contact List](#)

Name of Collateral Contact

Phone Number

Email Contact at MCP

Summary: Provider Impacts of DHCS MCP-SAPC Requirements

Training

- Staff attend trainings related to working with MCPs
- Review SAPC Bulletin and INs related to MCPs

Referrals and Care Coordination

- Coordinate care with MCPs (case managers, referrals, etc.)
- Screen and refer for to MCP for:
 - Covered Services (i.e. transportation)
 - Enhanced Care Management
 - Complex Case Management
 - Community Supports
- Send Discharge Summary to MCP for LOC 3.7 and 4.0

Documentation

- Use MCP Form in Sage to document MCP information and coordination
- Update Progress Note in Sage with referrals and care coordination
- Record contact with MCP ONLY on MCP Collateral Contact page in Sage



R95 & HR-1 Community Messaging



R95+ HR-1 Community Messaging Effort

Purpose

- Expand SAPC's Reaching the 95% (R95) Initiative by increasing awareness of no-cost substance use disorder (SUD) treatment services and reducing barriers to care for Los Angeles County residents.
- Reach the 95% of individuals experiencing SUD who are not currently accessing treatment because they either do not recognize they need help or are not yet ready to seek care.

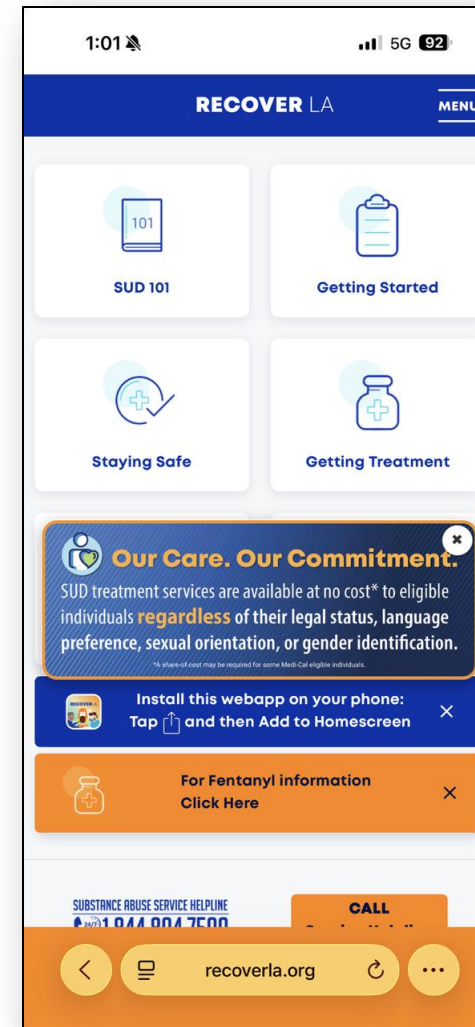
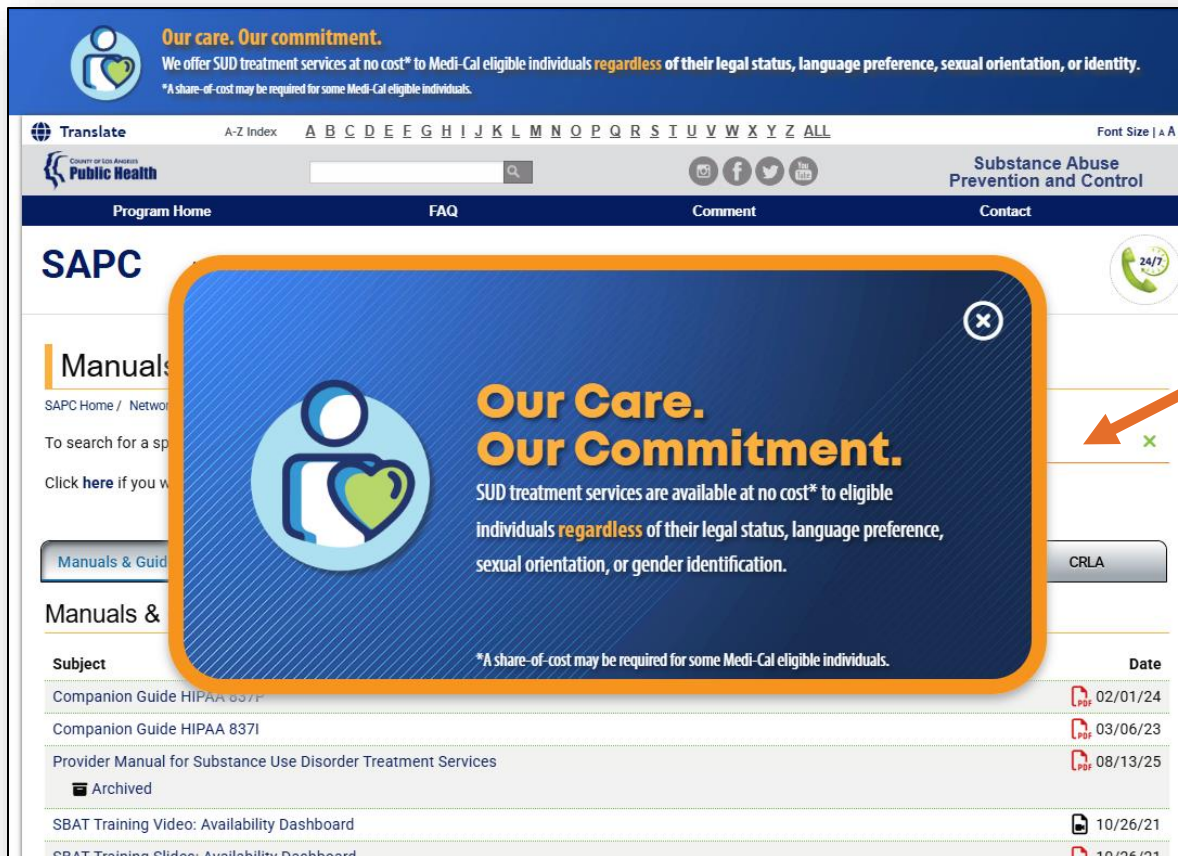
Agency Partner Collaboration

- SAPC is working with 3fold Communications to execute a paid social media buy in three waves.

Waves	Run Dates	Status
R95 Wave 1	June 2025 – September 2026	Complete
R95+ Wave 2	April 2026 – August 2026	In Market
R95+ HR-1 Wave 3	October 2026 – March 2027	Currently in Creative Development

R95+ SAPC Website Promotion Efforts

SAPC Web (Homepage, Manual and Forms Page)



RecoverLA.org (Landing Page)

R95+ Social Media Assets *(FB, IG, YouTube TikTok, Snapchat, Redditt, Google)*

Legal Status



Sexual Orientation and Gender Identification



Spanish





Member Service Updates



REMINDER: Updated Member Handbook (July 2026)

❖ Provider Responsibilities for Member Handbook

- Distribute Member Handbook using one (1) of the following:
 - A printed copy mailed to the member's mailing address.
 - Or
 - A printed copy of the member handbook directly offered during in person interactions.
 - Or
 - A copy of member handbook sent via an electronic format (e.g., email, or text message that includes a hyperlink or QR code to the handbook on SAPC's website) after obtaining the member's agreement to receive it electronically.
- Discard ALL previous versions of the Member Handbook.

❖ Updated Member Handbook in all threshold languages is available on [SAPC's Website](#).

**Los Angeles County
Behavioral Health Member
Handbook**

**Specialty Mental Health Services and
Drug Medi-Cal Organized Delivery
System**

Department of Public Health (SAPC)
1000 South Fremont Ave, A-9 East, Box #34, Alhambra CA 91803

Department of Mental Health
510 South Vermont Avenue, Los Angeles, CA 90020

800-854-7771 (24/7)

Effective Date: July 1, 2026¹

¹ The handbook must be offered at the time the member first accesses services.

Updated Provider and Member Orientation Videos

- **Newly Added:** justice-involved re-entry, care coordination contingency management, traditional healthcare practices
- Patient rights expanded to align with SB 49 and BHIN 23-045
 - **Member Orientation Video updated** on the [SAPC Orientation Video](#) Webpage
 - **Provider Orientation Video coming soon** to SAPC LNC
- **Necessary Actions by Providers**
 - Discard ANY previous downloaded versions of the member orientation video.
 - The Member Orientation Video must be shown on the date of first service intake/appointment.
 - Provider staff with client-facing roles are strongly encouraged to view the Provider Orientation Video currently available on SAPC LNC.



Updated Member Acknowledgement Form

- Added new information about the Patient Access System (PAX)
- Member Acknowledgment Form must be completed in Sage **within 5 days of admission.**
- Available in all threshold languages in electronic format only (not in Sage-PCNX)

LOS ANGELES COUNTY
SUBSTANCE USE
DISORDER SPECIALTY
CARE PLAN

Member Acknowledgement Form

▶ **WHAT IS THE MEMBER HANDBOOK AND ORIENTATION VIDEO?**

The **Member Handbook** gives you a full explanation of the substance use disorder treatment benefits under Los Angeles County's Substance Use Disorder Specialty Care plan (or "County Plan"), including: who is eligible and what services are available at no-charge. A free printed copy of the Member Handbook in large print and in other languages is available from your treating provider or can be downloaded at <http://publichealth.lacounty.gov/sapc/PatientPublic.htm?hl>.

The **Member Orientation** video gives you an easy to understand summary of the Member Handbook and describes key benefits available to you under the County Plan.

▶ **YOUR RIGHTS**

As an eligible member of the County Plan, you have a right to receive medically necessary substance use treatment services. A full listing of your rights are available in your Member Handbook. You have the right to:

- Be free from mental and physical abuse, exploitation, coercion, and physical restraint
- Have your health information kept protected and private
- Participate in decisions regarding your care, including the right to refuse treatment
- Receive care in a treatment setting that is safe and ethical
- File a grievance (or complaint)
- Be free to exercise these rights without it negatively affecting how you are treated

▶ **NON-DISCRIMINATION STATEMENT**

The Los Angeles County Department of Public Health, Substance Abuse Prevention and Control (SAPC), and its contracted treatment providers comply with applicable federal and state non-discrimination civil rights laws. You can report violations to the County Plan using the contact information provided on the next page.

▶ **NO-COST TREATMENT SERVICES**

As an eligible member of the County Plan, your treating provider cannot ask you for payment to provide any service described in your Member Handbook. This means: • No fees • No deposits • No costs of any kind unless required by your Medi-Cal benefit.

▶ **PATIENT ACCESS SYSTEM PORTAL**

You have the ability to access your own substance use data, either directly or by using your approved third third-party applications, from the County Plan's Electronic Health Record system. Your provider will share information on how to access the Patient Access System Patient Portal.

SAPC
Substance Abuse
Prevention and Control




Complaint Poster with QR Code

As outlined in Provider Manual 11.0 page 55, 210-213
Providers MUST:

- ☐ Prominently post SAPC contact information and reporting instructions in the lobby in easy viewing at each site.
 - This poster allows easy access to SAPC information and will be available by July 31, 2026.
- ☐ Inform clients OR their authorized representatives about their right to contact SAPC directly to express or report dissatisfaction.
- ☐ Ensure all complaints/grievances are reported to SAPC, including any actions taken and

Client Feedback & Complaints

**Los Angeles County Substance Abuse
Prevention and Control (SAPC) wants
you to succeed in your treatment.**

**You have the right to file a complaint
about the substance use services
or care you received.**

How to submit a complaint:

- Ask your provider for the SAPC Complaint/Grievance Form
- Online: <http://publichealth.lacounty.gov/sapc/public/member-info-and-resources/complaints-and-appeals.htm>

Scan QR Code:



For additional assistance or to request this form in an alternate format
(e.g. large print, braille, or audio), call 1-888-742-7900 and press 7.

Updated: July 2026

SASH Reminders: Pull Forward

- Providers **MUST** use the pull forward option in Sage-PCNX:
 - SASH already conducts eligibility & ASAM Co-Triage screening to determine appropriate referral.
 - Providers have access to view the results of the screening using pull forward (see Sage-PCNX: Initial Engagement and Screening Documentation on SAPC LNC)
 - Any additional screening questions **must not** duplicate and be limited to under 10 minutes.
 - Using the pull forward option reduces duplication and **ensures callers remain engaged to access treatment**
 - Please instruct your relevant front-line staff of this option



SASH Reminders: Care Coordination



- Providers should assist clients directly if client is screened and not admitted due to unmatched LOC.
- Use internal care coordination to refer clients within the provider network
- Use Recovery Services to bill when care coordination is provided to non-admitted clients

DO NOT use SASH (or other entryways) as the care coordinator for screened and referred (not admitted) clients.

Refer to Provider Manual (p. 28)



FY 2026-2027 Bilingual Bonus Capacity Building Project



FY 26-27 Bilingual Bonus Capacity Building Project

- Forthcoming SAPC IN updates existing Bilingual Bonus opportunities
 - Supports increased language concordance between client and practitioner improving client engagement
 - Offers Language proficiency exam for eligible staff
 - Reimburses participating provider agencies for bilingual bonus payments to eligible direct service staff
 - Kick-off Meeting to be held in August



Participation Requirements

- Complete **Language Access Plan Worksheet** (ONLY for new providers)
- Complete **Bilingual Bonus Project Attestation and Agreement** -NEW
- Submit **Agency Provided Proficiency Documentation**

Eligible Bilingual Direct Service Provider Types

- **LPHA Direct Service Bilingual Staff**
 - Psychologists, Clinical Social Workers, Marriage and Family Therapists, and Clinical Counseling Practitioners
- **SUD Counselor/ Peer Direct Service Bilingual Staff**–
 - Registered/ Certified SUD Counselors and Certified Peer Support Specialists



AL-Impics Updates



2026 Los Angeles AL-Impics

Registration Is Now Open!

Theme: Envision. Empower. Restore. From Struggle to Strength

Date: Saturday, September 12, 2026

Location: Los Angeles Harbor College

Time: Registration begins at 7am

- Join us for SAPC and SSG-HOPICS signature celebration of **recovery, wellness, resilience, and community.**
- **The 2026 AL-IMPICS** will bring together our Provider Network, clients, families, and supporters for a day filled with **friendly athletic competitions, banner contests, family-friendly activities, and music from our live DJ.**
- For registration and event information, please contact:
Ashlee King at aking@hopics.org
- Click the link to [Register for 2026 AL Impics](#)



Looking Ahead: Reimagining AL-Impics

A Strong Foundation



- ❖ Over 5 decades of celebration and achievement for the recovery community.
- ❖ Over 20 years, SSG has spearheaded AL-Impics bringing passion, determination, and excellence to each year's event.
- ❖ For the past 12 years, SAPC has supported AL-Impics, making it a keystone of Los Angeles County's National Recovery Month

A Strategic Pause in 2027:

SAPC has decided to take an opportunity in 2027 to reimagine AL-Impics :

- Engaging provider network agencies, PAC and CAADPE in visioning
- Consulting with other recovery community members.
- Exploring activities that occur throughout the year

•A re-envisioned AL-Impics in 2028/2029:

We anticipate a return to AL-Impics style event(s) in 2028 or 2029.