

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

Utilization Management (UM) Provider Meeting

Wednesday – February 16, 2022

11:00am – 12:30pm

Call Information 1 (323) 776-6996 Access Code 258 940 685#

OR

Microsoft Teams Meeting

[Click here to join the meeting](#)

AGENDA

Welcome / Introductions

Updating SAPC's Grievance and Appeal Forms and Process

Notice of Adverse Benefit Determination (NOABD) Letters

Assisting patients with filing appeals

Resubmission Timeline Reminder

Provider Documentation Requirements

Open Discussion

Adjourn

Resources

- Contact Numbers:
 - UM General number: **(626) 299-3531**
 - Netsmart Helpdesk: **(855) 346-2392**
 - Phone Number to file an appeal: **(626) 299-4532**
 - Grievance and Appeal Follow-Up Number: **(626) 293-2846**
 - The Grievance and Appeal Follow-Up Number is for providers or patients who have questions or concerns after receiving a Grievance and Appeals (G&A) Resolution Letter
- SAPC Provider Website – <http://publichealth.lacounty.gov/sapc/NetworkProviders/Forms.htm>
- 30d Authorization Submission Deadline: <http://publichealth.lacounty.gov/sapc/bulletins/START-ODS/20-11/SAPCIN20-11MemberAuthorizationSubmission.pdf>
- Documenting Changes in Financial Eligibility Status:
<http://publichealth.lacounty.gov/sapc/NetworkProviders/FinanceForms/FinancialEligibility/DocumentingChangesFinancialEligibilityStatus.pdf>
- 30-day Pending Medi-Cal or Transfer Benefit:
<http://publichealth.lacounty.gov/sapc/bulletins/START-ODS/21-02/SAPCIN21-02MediCalEnrollmentTransfer30DayPolicy.pdf>
- Changes to Non-Residential Medical Necessity (DHCS BHIN 21-019):
<https://www.dhcs.ca.gov/Documents/BHIN-21-019-DMC-ODS-Updated-Policy-on-Medical-Necessity-and-Level-of-Care.pdf>
- Sage Website – <http://publichealth.lacounty.gov/sapc/Sage/Sageinfo.htm>