

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

**SAPC Provider Utilization Management (UM) Meeting**

Wednesday – May 17th, 2023

11:00am – 12:30pm

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

OR

[Click here to join the meeting](#)

**AGENDA**

- **Medi-Cal Reverification of Eligibility (Reminder)**
  - **Contingency Management**
  - **Successful Submissions of Grievances and Appeals**
  - **Provider Manual 8.0 Utilization Management Updates**
  - **Eligibility Support Team**
  - **Quality Improvement Documentation Review & Focus Groups**
  - **DEA Training Requirement**
  - **SAPC Referrals-Essential Contact List**
  - **Open Discussion**
  - **Adjourn**
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**Resources**

- Contact Numbers:
  - For authorization questions, start with the assigned case manager in SAGE
  - UM General number/email: (626) 299-3531 [sapc.qi.um@ph.lacounty.gov](mailto:sapc.qi.um@ph.lacounty.gov)
  - Netsmart Helpdesk: (855) 346-2392 <http://netsmart.service-now.com/plexussupport>
    - To file an appeal: (626) 299-4532 [SAPCmonitoring@ph.lacounty.gov](mailto:SAPCmonitoring@ph.lacounty.gov)
  - Grievance and Appeal Follow-Up: (626) 293-2846 [sapc.qi.um@ph.lacounty.gov](mailto:sapc.qi.um@ph.lacounty.gov)
    - The Grievance and Appeal Follow-Up Phone 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>
- SAPC Information Notice 22-19 Documentation Standards: <http://publichealth.lacounty.gov/sapc/NetworkProviders/Regulations.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>
- Sage Website – <http://publichealth.lacounty.gov/sapc/Sage/Sageinfo.htm>
- Clinical Update: [DEA Registration Training Requirement \(for all DEA registrants\)](#)