

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

SAPC Provider Utilization Management (UM) Meeting

Wednesday – July 19th, 2023

11:00am – 12:30pm

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

OR

[Click here to join the meeting](#)

AGENDA

- **Authorization Blackout Status Update**
 - **Residential Re-Authorizations for Patients Experiencing Homelessness**
 - **Reminder: Initial Engagement Authorizations for Non-Residential Levels of Care**
 - **Intercounty Transfer of Medi-Cal benefit process update**
 - **Quality Improvement Documentation Review & Focus Groups**
 - **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
 - Netsmart Helpdesk: (855) 346-2392 <http://netsmart.service-now.com/plexussupport>
 - To file an appeal: (626) 299-4532 SAPCmonitoring@ph.lacounty.gov
 - Grievance and Appeal Follow-Up: (626) 293-2846 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 \(for all DEA registrants\)](#)