

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

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

Wednesday – August 17, 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**

**End of Year Configuration (Auth Blackout) is LIFTED**

**CalAIM Documentation Redesign (Problem List)**

**Financial Eligibility Challenges**

- **Inter County Transfer of Medi-Cal Benefits (ICT)**
- **Medi-Cal Verification Systems**

**Reminder: New Adult Paper-Based ASAM for SAGE Downtimes**

**Open Discussion**

**Adjourn**

---

**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>
- New [Adult Paper-Based ASAM](#) for use during SAGE Downtimes.
- 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>