

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

SAPC Provider Utilization Management (UM) Meeting

Wednesday – September 21st, 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

Update: UM Progress on Processing Backlogged Authorizations Following SAGE Auth/Claim Blackout

CalAIM Documentation Redesign update

- Problem List and Clarifying Oct 15, 2022 Grace Period
- Documentation Timeliness: Three Days for Progress Notes, 24 hours for Crisis Notes

Hold Claims/Billing Until Authorization Approval

Reminder: New Adult Paper-Based ASAM, effective date: TBD

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
 - 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>
- 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>