

NETWORK DEVELOPMENT & ACCESS UPDATES

ALL TREATMENT PROVIDER MEETING
Tuesday, March 7, 2023

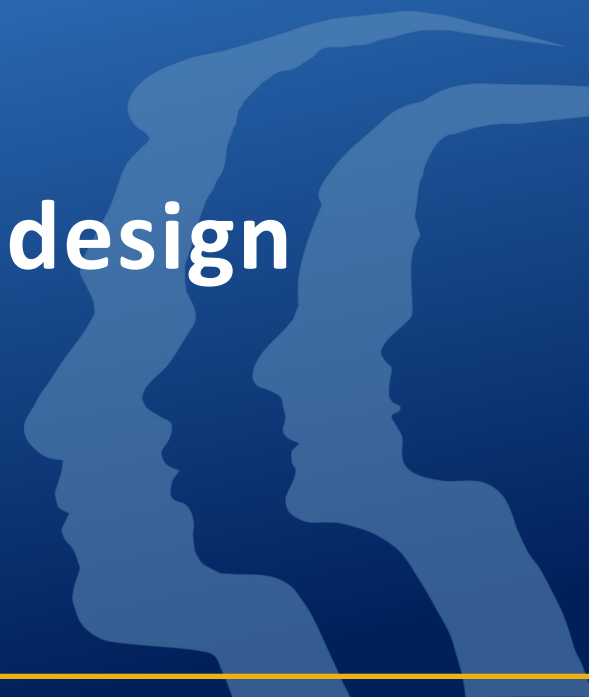
Antonne Moore, Branch Chief
Strategic & Network Development



PRESENTATION OUTLINE

- SAPC Provide Webpage Redesign
- NACT & Monthly Practitioner Updates
- Beneficiary Handbook Updates
- CIBHS Trainings and Technical Assistance Opportunities

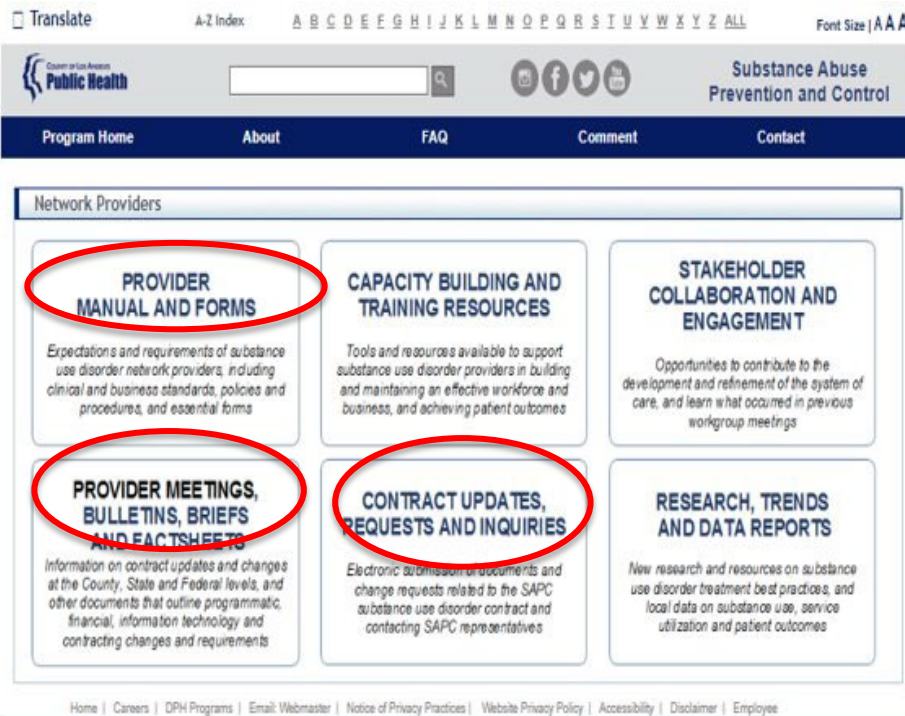
SAPC Provider Webpage Redesign



Shifting from Old to New

- NEW PAGE PROVIDER PAGE**

Manual, Bulletins and Forms: Combines the content from the Manuals and Forms, Provider Meetings/Bulletins/Briefs/Factsheets and Contract.



Translate A-Z Index A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL Font Size | AAA

Substance Abuse Prevention and Control

Program Home About FAQ Comment Contact

Network Providers

- PROVIDER MANUAL AND FORMS**
Expectations and requirements of substance use disorder network providers, including clinical and business standards, policies and procedures, and essential forms
- CAPACITY BUILDING AND TRAINING RESOURCES**
Tools and resources available to support substance use disorder providers in building and maintaining an effective workforce and business, and achieving patient outcomes
- STAKEHOLDER COLLABORATION AND ENGAGEMENT**
Opportunities to contribute to the development and refinement of the system of care, and learn what occurred in previous workgroup meetings
- PROVIDER MEETINGS, BULLETINS, BRIEFS AND FACTSHEETS**
Information on contract updates and changes at the County, State and Federal levels, and other documents that outline programmatic, financial, information technology and contracting changes and requirements
- CONTRACT UPDATES, REQUESTS AND INQUIRIES**
Electronic submission of documents and change requests related to the SAPC substance use disorder contract and contacting SAPC representatives
- RESEARCH, TRENDS AND DATA REPORTS**
New research and resources on substance use disorder treatment best practices, and local data on substance use, service utilization and patient outcomes

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Manual, Bulletins and Forms

SAPC Home / Providers / Manual, Bulletins and Forms

To search for a specific document use the search box or click on the tabs below.

Search

Click [here](#) if you want to expand all tabs and view all documents.

Manuals & Guides | Bulletins | Clinical | Beneficiary | Contracts & Compliance | Finance | CCLA

Manuals & Guides

Subject	Date
Provider Manual for Substance Use Disorder Treatment Services Version 7.0	09/29/22
Quick Reference Guide - Changes to the Provider Manual Version 7.0	09/29/22
SBAT Training Video: Availability Dashboard	10/26/21
SBAT Training Slides: Availability Dashboard	10/26/21
SBAT Training: Availability Dashboard Q&A	10/26/21
DUI user manual	12/13/20
DUI Quick Reference Guide	12/13/20
TCPX Quick Reference Guide	12/13/20
DUI & TCPX User Registration Form	12/13/20
Companion Guide HIPAA 837	11/05/20
Companion Guide HIPAA 837I	11/05/20
Service and Bed Availability (SBAT) User Guide	11/19/19
SBAT Training Video: New Intake Availability Functions	11/18/19
SBAT Survey Webinar 2018/19	05/29/18
SBAT User Registration Form	04/03/18

Manual, Bulletins and Forms

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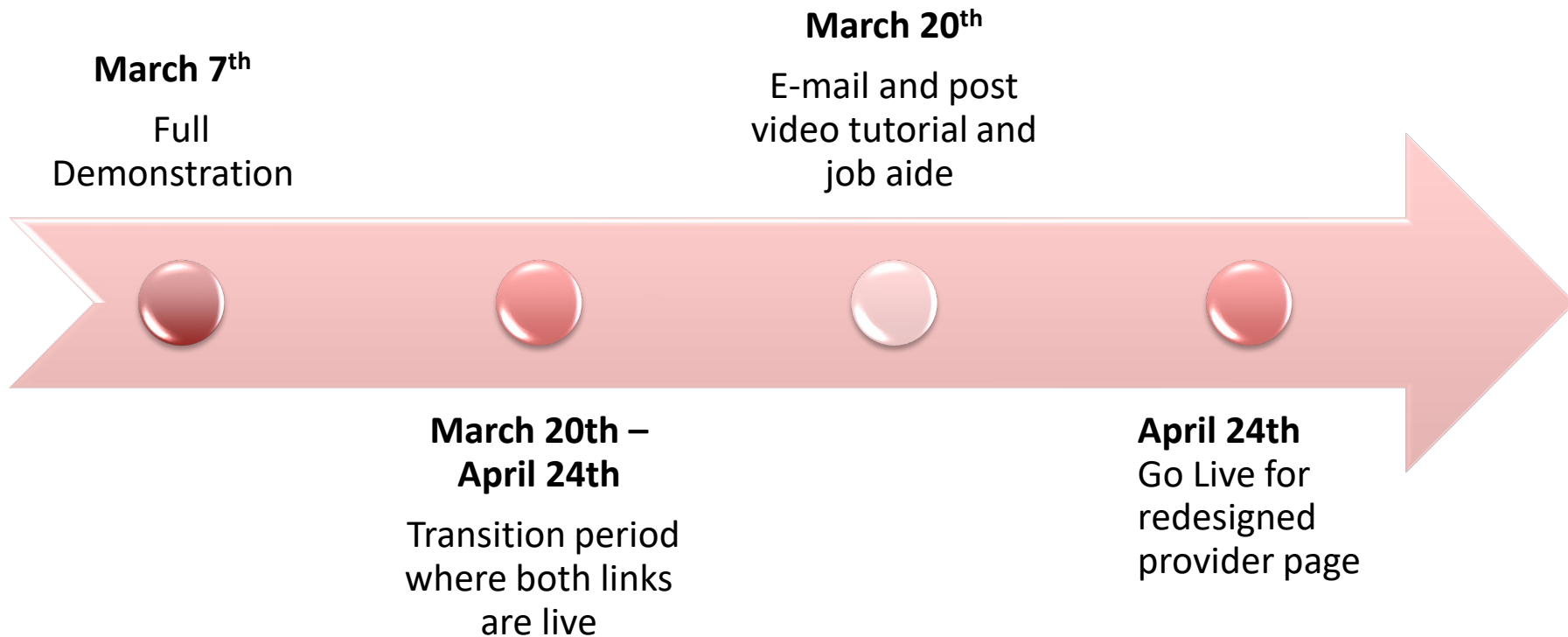
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- [Manuals & Guides](#)
- [Bulletins](#)
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Manuals & Guides

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PROPOSED TIMELINE FOR PROVIDER PAGE UPDATES



NACA & Monthly Practitioner Updates

(Network Adequacy Certification Application)

Capturing Timely Practitioner Association Information



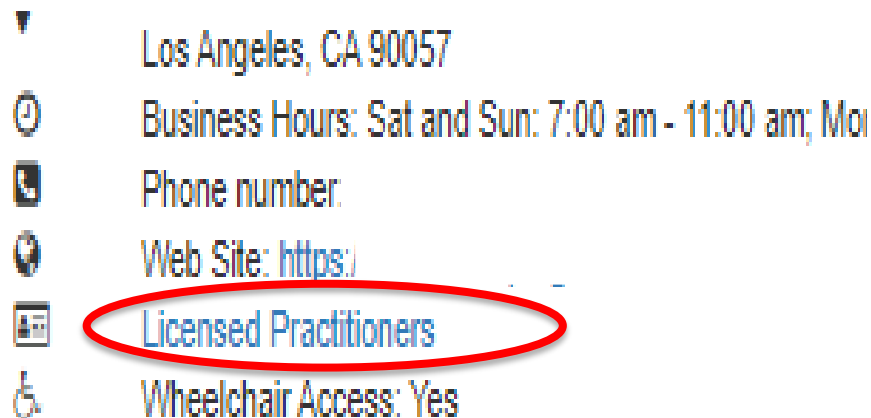
BACKGROUND

- MHSUDS Information Notice 18-020: Requires that specific information on LICENSED practitioners be included in the County's provider directory every 30 days.
 - SBAT is LA County's SUD Treatment Provider Directory

- Practitioner information to be updated for each site location includes:
 - Practitioner first and last name
 - Credentials
 - Licensing Entity
 - Cultural competency training

CURRENT PROCESS FOR PRACTITIONER AND SBAT UPDATES

- ❖ **Annually** – Providers Update the NACA on Site Locations and Practitioners
- ❖ SAPC validates **all** practitioner information to ensure most updated data are submitted to the State as part of NACT submission
- ❖ Validated practitioner information for licensed practitioners who are onboarded in Sage are posted onto the SBAT.

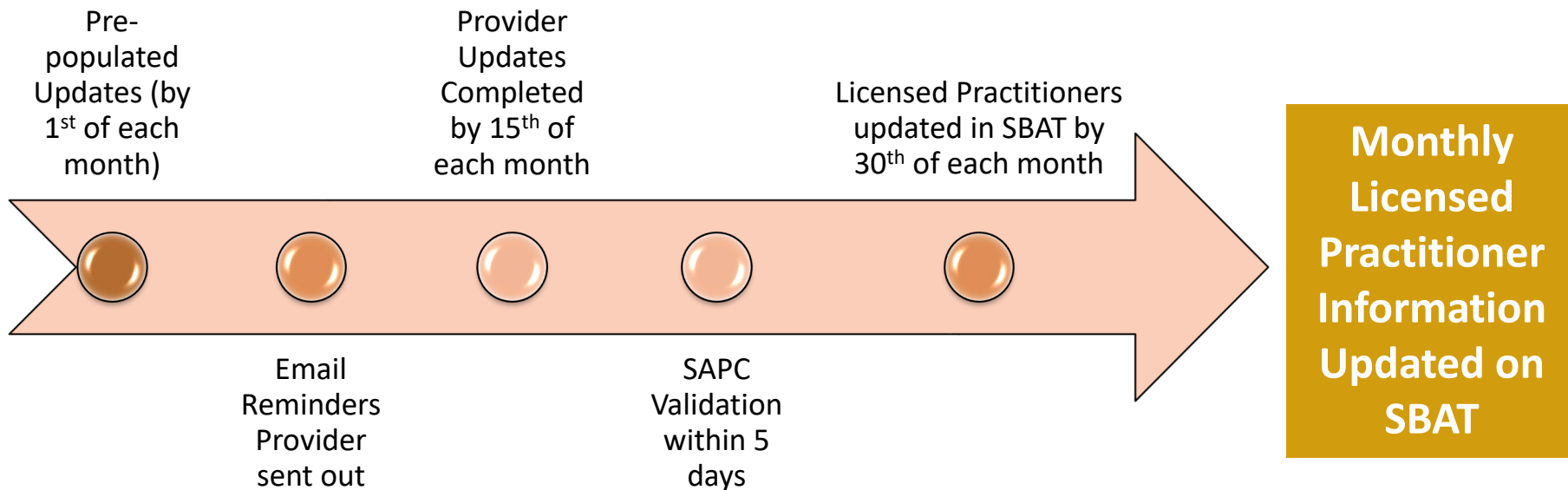


- Replicate the annual NACA process for practitioner updates **only**
 - Use the NACA for ongoing and more efficient practitioner updates
 - Most Providers are familiar with NACA
 - Start with Monthly Updates of Associated Practitioners

- **Rationale:**
 - Information on Associated Practitioners come directly from Providers from a SAGE-Validated Practitioner List
 - Responsive to request from providers on making updates more efficient.

- ❖ Each month the NACA will be **pre-populated** with updates on from Sage.
- ❖ Providers will be notified that changes have been made to the practitioner list for each site location.
- ❖ Each month providers will be asked to:
 1. **Update** the pre-populated practitioner information for each site.
 2. **Add** any new practitioners that have not been pre-populated.
 3. **Delete** practitioners no longer associated with the site.
 4. **Confirm** all changes have been completed.
- ❖ SAPC verifies any newly added practitioners to ensure that they are onboarded to Sage. If not, the licensed practitioners will not be included in SBAT and SAPC will follow-up with providers.
- ❖ SAPC updates the SBAT with onboarded licensed practitioner information.

MONTHLY PRACTITIONER SUBMISSION DUE DATES



NACT (AND MONTHLY PRACTITIONER UPDATE) TIMELINE

April – Introductory NACT Meeting; NACA Pilot

May 8-15 - NACT Training Series

- NACT Training
- NACT Training (Current/Max.)

5/22–6/2 - NACA Submission Period

- 5/23 - Network Adequacy Certification Application (NACA) launches
- Work with your designated SAPC Technical Assistance provider to support you in validating your application
- **6/2 - NACA Submission Due Date - HARD DEADLINE**

5/25 – 6/1 – Office Hours Q&A

6/5 – 6/16 - SAPC Validation, Quarterly NACT Meeting

- SAPC will contact Agency Point Person with any questions, corrections or clarifications

July – Monthly Practitioner Updates Begin

Contact SAPC_NACT@ph.lacounty.gov:

- To provide updated NACT Coordinator Contact Information (name, phone, email)
- To request to pilot the 2023 Network Adequacy Certification Application (NACA)

Service and Bed Availability Tool Updates



SBAT Reminders

- Staff must complete a New User Form in order to update SBAT availability:
<http://publichealth.lacounty.gov/sapc/NetworkProviders/Sbat/SBATUserRegistrationForm.pdf>
- Please update bed/intake availability by 10 AM daily
- **Review the SBAT to ensure your site location(s) are listed correctly:** <https://sapccis.ph.lacounty.gov/sbat/>
- Contact your CPA if updates need to be made

Treatment/Service Type:

- Outpatient Treatment, Level 1 (OP) 1
- Intensive Outpatient, Level 2.1 (IOP) 1
- Residential Treatment, Levels 3.1 (RS) 1
- RS (Levels 3.1) - Male
- RS (Levels 3.1) - Female
- Residential Population-Specific Treatment, Levels 3.3 (RS) 1
- PSRS (Levels 3.3) - Male
- PSRS (Levels 3.3) - Female
- Residential Treatment, Levels 3.5 (RS) 1
- RS (Levels 3.5) - Male
- RS (Levels 3.5) - Female
- Ambulatory - Withdrawal Management, Levels 1-WM & 2-WM (A-WM) 1
- Residential - Withdrawal Management, Level 3.2-WM (R-WM) 1
- R-WM - Male
- R-WM - Female
- Inpatient - Withdrawal Management, (I-WM) 1
- I-WM - Male
- I-WM - Female
- Opioid Treatment Program (OTP) 1
- Recovery Bridge Housing (RBH) 1
- RBH - Male
- RBH - Female
- Driving Under the Influence (DUI) Program 1

Languages Spoken:

- American Sign Language
- Arabic
- Armenian
- Cambodian
- Cantonese
- Farsi
- Korean
- Mandarin
- Other Chinese
- Russian
- Spanish
- Tagalog
- Vietnamese

Client Served:

- Adult 1
- Youth 1
- Woman 1
- Medications for Addiction Treatment (MAT) 1
- Parent/Guardian (Female) with Children 1
- Parent/Guardian (Male) with Children 1
- Perinatal 1
- Services Disabled and/or Medically 1

SERVICE & BED AVAILABILITY TOOL (SBAT)

Treatment Works and Recovery is Possible!

Find Available Substance Use Services Near You

If you want to speak to someone directly to access services, call the Substance Abuse Service Helpline (SASH) at 1-844-804-7500 (TTY: 711)

Search by agency name

- or - Search by address

Select Range

Search



Table View Card View

Print +

Agency	Available Beds	Intake Information	Specific Service Type	Languages Spoken
1 LOS ANGELES CENTERS FOR ALCOHOL AND DRUG ABUSE 470 East 3rd Street, Suite A, Los Angeles, CA 90013 Business Hours: Sunday: Closed Monday: 7:30am - 7:30pm Tuesday: 7:30am - 7:30pm Wednesday: 7:30am - 7:30pm Thursday: 7:30am - 7:30pm Friday: 7:30am - 4:30pm Saturday: 7:00am - 3:30pm Phone Number: (213) 626-6411 Web Site: http://www.lacada.com/ Secondary Agency Name: Outpatient Downtown Licensed Practitioners Wheelchair Access: Yes Last Updated: 09/14/2021 2:29:31 AM	RS(3.1) Adult - M:0 Adult - F:0 Youth - M:0 RS(3.1) Adult - M:0 Adult - F:2 Youth - M:1 RBH: Adult - M:1 Adult - F:0 Youth - M:1	Intake hours: OP / IOP Day Start End Sun Closed Closed Mon 9:00am 3:00pm Tue 9:00am 3:00pm Wed 9:00am 3:00pm Thu 9:00am 3:00pm Fri 9:00am 3:00pm Sat 9:00am 3:00pm Open Intake Appts: OP / IOP + 4	- Adult - Co-Occurring Mental Health Capabilities - Court Diversion - Probation/ Parole - Re-entry - Criminal Justice - Homeless - LGBTQ - Older Adults - Parent/Guardian (Female) with Children - Sexually-Exploited - Veterans - Young Adults	- English - Spanish
2 VOLUNTEERS OF AMERICA OF LOS ANGELES 515 East 6th Street, 9th Floor, Los Angeles, CA 90021 Business Hours: Sunday: Closed Monday: 9:00am - 4:00pm Tuesday: 9:00am - 4:00pm Wednesday: 9:00am - 4:00am Thursday: 9:00am - 4:00am Friday: 9:00am - 4:00am Saturday: Closed Phone Number: (213) 529-0963 Secondary Agency Name: Central City Recovery 9th floor Licensed Practitioners Wheelchair Access: Yes Last Updated: 10/07/2021 8:00:31 AM	- RS(3.1): Adult - M:0, F:0; - R-WM: Adult - M:0, F:0	- Intake hours: - Open Intake Appts: +	- Adult - Co-Occurring Mental Health Capabilities - Court Diversion - Probation/ Parole - Re-entry - Criminal Justice - Homeless - LGBTQ	- English
3 ADDICTION RESEARCH AND TREATMENT, INC. 1926 West Beverly Boulevard, Los Angeles, CA 90057 Last Updated: 10/07/2021 8:00:31 AM	- N/A	- Intake hours: OTP - Open Intake Appts: OTP +	- Adult - Perinatal	- Armenian - English - Korean - Russian

DHCS BHIN 22-060:
BENEFICIARY HANDBOOK UPDATES
Provider Requirements for Beneficiary Notifications



DHCS BHIN 22- 060 outlines requirements for updating the Beneficiary Handbook AND notifying existing beneficiaries which become effective March 06, 2023.

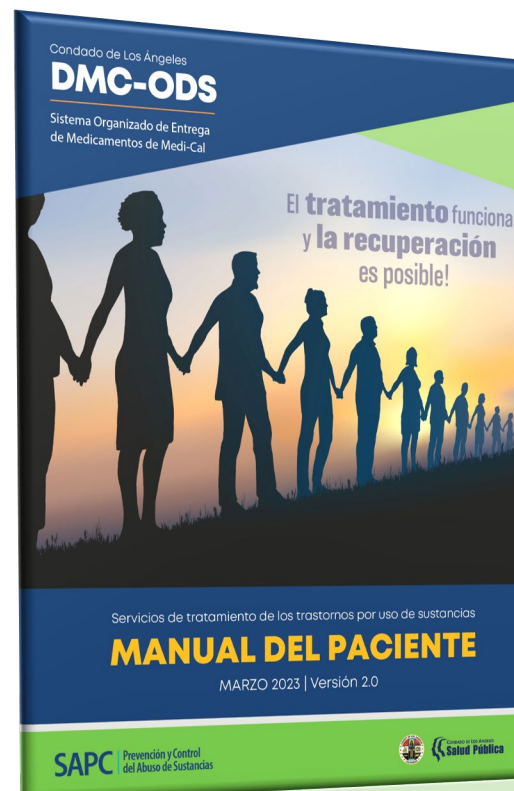
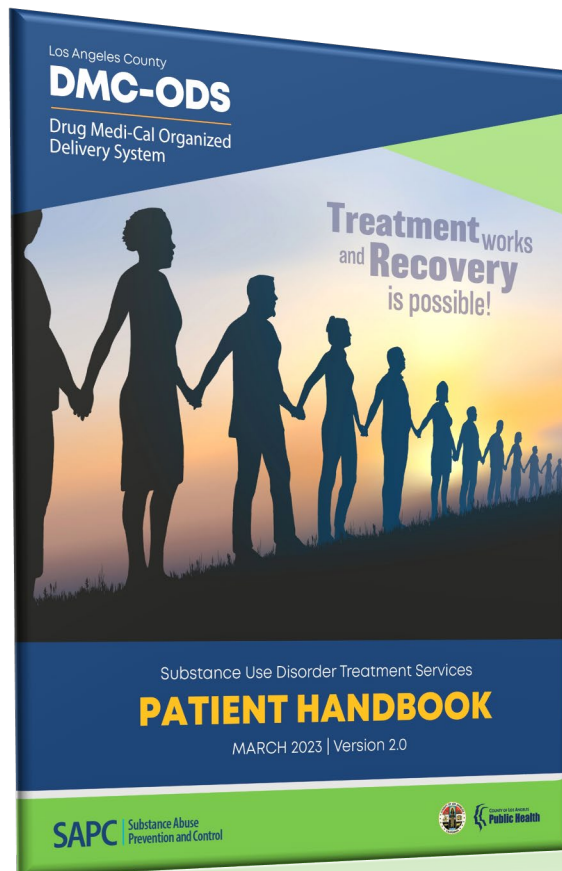
SAPC has Updated the existing patient handbook to reflect these changes.

Major Changes Include:

- Updated to align with CalAIM initiatives that became effective January and July 2022:
 - Spells out how patients can access language assistance services
 - Removes of treatment plans
 - Updates any changes to duration or amounts
 - Changes to Language Taglines and Nondiscrimination Notices
 - Adds the following services:
 - Peer Support Services
 - Care coordination
 - Contingency Management
 - Early Intervention Services

REVISED PATIENT HANDBOOK

Updated version of the Patient Handbook now available in English and Spanish



- Changes have been made to the handbook to reflect current state requirements including, language under Los Angeles County Drug Medi-Cal Organized Delivery System.
- Please continue informing current patients whenever a new version of the patient handbook is available.

REVISED PATIENT HANDBOOK

Updated version of the Patient Handbook now available in English and Spanish

- Patient Handbook must be provided to the patient upon admission by **ONE** of the following ways and at no-charge to the patient:
 - **Provide a printed copy** or mail it to the patient’s mailing address; or
 - **Email a copy** after obtaining the patient’s agreement to communicate by email; or
 - **Direct the patient to the County’s website** for viewing.
- Please visit the Substance Abuse Prevention and Control (SAPC) website to download a copy for your records at <http://publichealth.lacounty.gov/sapc/PatientPublic.htm>.

TO PREPARE, SAPC WILL:

- Distribute a SAPC IN regarding Beneficiary Handbook requirements
- Package including the following materials was e-mailed on **February 17, 2023**:
 - Template letter that should accompany all notifications to patients (English & Spanish)
 - Updated handbook (English, follow link for other languages)
 - Updated Language Taglines and Nondiscrimination Notice
- Documents will also be posted to the SAPCs Provider Webpage

PROVIDER RESPONSIBILITIES:

- Inform all active patients of the updates to the patient handbook
- Notify patients using in one of the following ways by **MARCH 06, 2023**:
 - Provide a printed copy or mail it to the patient's mailing address; or
 - E-mail a copy after obtaining the patient's agreement to communicate by email; and/or
 - Direct the patient to the handbook posted on SAPCs website.
- Post the updated Language Taglines and Nondiscrimination Notice


REVISED PATIENT HANDBOOK

The updated patient handbook available in English and Spanish

<http://publichealth.lacounty.gov/sapc/NetworkProviders/Forms.htm>

Beneficiary Letter

Posted to the SAPCs Provider Webpage



BARBARA FERRE, Ph.D., M.P.H., M.Ed.
Director

MUNTU DAVIS, M.D., M.P.H.
County Health Officer

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Deputy Director, Health Promotion Bureau

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Division Director
Substance Abuse Prevention and Control
1020 South Fremont Avenue, Building A-P East, 3rd Floor, Box 34
Alhambra, California 91803
Tel: (626) 279-1021 • Fax: (626) 458-7437
www.publichealth.lacounty.gov

February 15, 2023

NOTIFICATION OF SIGNIFICANT CHANGE TO THE PATIENT HANDBOOK



Dear Member

This letter is to inform you that significant changes were made to the Patient Handbook. To view this or download this updated document for your records, please visit the Substance Abuse Prevention and Control (the Los Angeles County Drug Medi-Cal Organized Delivery System) website at Patient Resource and Information webpage: <http://publichealth.lacounty.gov/sapc/PatientPublic.htm>.

The Patient Handbook is available online in different languages and in alternate formats (audio or large print). If you are unable to access this information online, you may ask your treating provider for a copy at no cost to you or contact the Los Angeles County Drug Medi-Cal Organized Delivery System at 1-888-742-7900 and press 7.

Very truly yours

Gary Tsai, M.D.
Division Director
Substance Abuse Prevention and Control

BOARD OF SUPERVISORS

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publichealth.lacounty.gov/sapc/PatientPublic.htm

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County of Los Angeles Public Health

Program Home FAQ Comment Contact

SAPC Menu

- Prevention
- Patient Resources
- Treatment Providers
- Media Campaign
- Provider Advisory Committee(PAC)
- Data Reports and Briefs(New)
- Commission on Alcohol and Other Drugs
- Safe Med LA
- Overdose Prevention

Patient & Public

FIND A PROVIDER

- Search the Online Provider Directory
- Call the SASH 1-844-804-7500
- Call 911 for Medical or Psychiatric Emergency

PATIENT HANDBOOKS

- Patient Handbook (English) (New - March 2023)
- Patient Handbook (Spanish) (New - March 2023)

PATIENT RIGHTS

- Patient Rights and Responsibilities
- Confidentiality and Consent
- File a Complaint or Grievance
- File a Complaint or Grievance - Spanish

RESOURCES

- Treatment Brochure (English)
- Treatment Brochure (Spanish)
- 2019/2020 Approved Alternate Access Standard (New)
- Apply for Medi-Cal via Your BenefitsCal
- Apply for My Health LA
- Health Net Plan Website
- L.A. Care Health Plan Website
- LA County Department of Mental Health
- LA County Department of Health Services
- LA County Department of Public Social Services

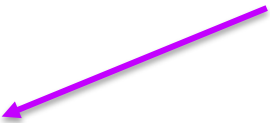
File an Appeal

Notice of Privacy Practices (English)

Notice of Privacy Practices (Spanish)

WE CAN HELP. Call us anytime.

We have a team available 24 hours a day, 7 days a week



REVISED PATIENT HANDBOOK DOCUMENTS

An updated version of the Patient Handbook now available in English and Spanish

Language Tagline Notice

Los Angeles County
DMC-ODS
Drug, Medical, Organized
Delivery System

LANGUAGE TAGLINES

English Tagline

ATTENTION: If you need help in your language call [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxxx]). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxxx]). These services are free of charge.

الشعار بالعربية (Arabic)

يرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxxx]). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxxx]). هذه الخدمات مجانية.

Հայերեն գլխավոր (Armenian)

Ուշադրություն: Եթե Ձեզ օգնություն է հարկադիր Ձեր լեզվով, գրեգորյան [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxxx]): Քանի նաև օգնություն միջոցներ ու ծախսարկյուններ հարմարանքներ ունեցող անձանց համար, օրինակ՝ Բրայլի գրառվածք ու խոշորատառ տպագրված կրթչեղ: Ցուցաբերեք [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxxx]): Այդ ծախսարկյուններն անվճար են:

កម្ពុជាភាសាសម្តែង (Cambodian)

ចំពោះ ឃើញ ឬ ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក ម្តង ឬ ឆ្លើយតប ទៅលេខ [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxxx])។ ជំនួយ និង សេវាមួយ សម្រាប់ ជនមាន ឧបសគ្គជាងគុណសមសេវាជាមួយអ្នក សម្រាប់ ជនមាន គ្រុឌ ឬ ជា គុណសមសេវាជាមួយអ្នក ជំនាញ ក្នុង ការ យល់ ចាត់ ចែង ទៅ លេខ ឆ្លើយតប ទៅលេខ [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxxx])។ សេវាមួយ ទាំង ទេស ដឹក ជញ្ជូន ផ្តល់ ឲ្យ

Non-Discrimination Notice

Los Angeles County
DMC-ODS
Drug, Medical, Organized
Delivery System

NON-DISCRIMINATION NOTICE

Discrimination is against the law. [Provider Name] follows State and Federal civil rights laws. [Provider Name] does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

[Provider Name] provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, braille, audio or accessible electronic formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact [Provider Name] between [Provider Office Hours] by calling [Provider Name]. Or, if you cannot hear or speak well, please call (TTY/TDD 711). Upon request, this document can be made available to you in braille, large print, audio, or accessible electronic formats.

HOW TO FILE A GRIEVANCE

If you believe that [Provider Name] has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with Los Angeles County Department of Public Health, Division of Substance Abuse Prevention and Control. You can file a grievance by phone, in writing, in person, or electronically.

CIBHS TRAININGS & TECHNICAL ASSISTANCE





Training Update



Data-Driven Decision Making Series

Save the dates

May 18, June 1 & 15
(10:00am-11:30am)

Agenda and registration information will be available soon!

Practical Skill Building in Finance and Billing Related Topics

Upcoming Sessions

Mastering Your Documentation Standards Under CalAIM

March 29, 2023
(10:00am-11:30am)

Projecting Revenue and Service Capacity

April 5th, 2023
(10:00am to 11:30am)

Registration will open later this week!

Discussion Series: Providing Affirmative & Culturally Responsive Care to Trans Patients

Upcoming Sessions

March 17, 2023—9:00am-10:30am

April 21, 2023—9:00am-10:30am

Register at: bit.ly/CLASdiscussion

Designing and Implementing Inclusive DEI Initiatives with Staff and Community Engagement

Presenter: Ebony Chambers

Part 1: March 9, 2023 (9:00am-11:00am)

Part 2: March 23, 2023 (9:00am-11:00am)

Register at: <https://bit.ly/clas0309>