

# NETWORK DEVELOPMENT & ACCESS UPDATES

ALL TREATMENT PROVIDER MEETING  
Tuesday, May 2, 2023

Antonne Moore, Branch Chief  
Strategic & Network Development



# PRESENTATION OUTLINE

- NACT & Monthly Practitioner Updates
- SAPC Redesigned Webpage launched
- Beneficiary Handbook Updates
- Provider Network & Patient Access
- CIBHS Trainings and Technical Assistance

# **NACA & Monthly Practitioner Updates**

(Network Adequacy Certification Application)



## **NACA AND MONTHLY PRACTITIONER UPDATE)**

### **DHCS has not released the NACT Behavioral Health Information Notice**

#### **Preparations Include:**

##### **June 2023**

- Confirm agency NACT Coordinator contacts
- Begin NACT Quarterly Meetings
- NACA Pilot

##### **July 2023**

- Begin NACT submission preparation (assumes an August NACT due date)

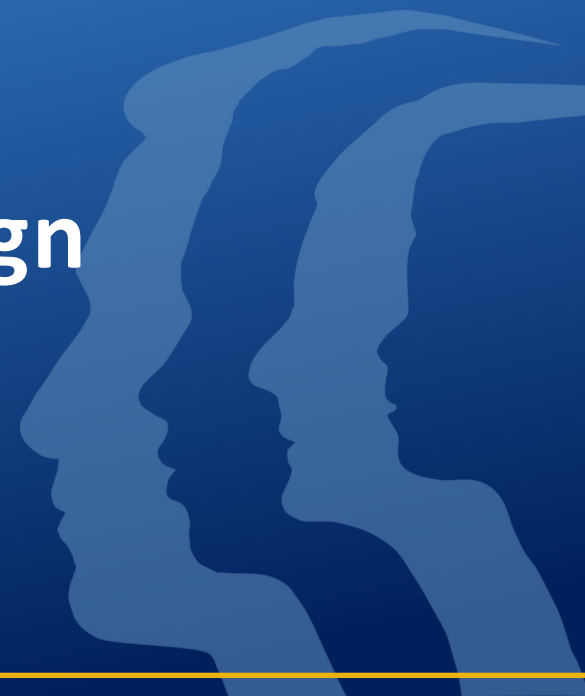
##### **August 2023**

- NACA submissions will be due

##### **September 2023 (and every month, thereafter)**

- Agency inputs of Monthly Practitioner Updates due by 15<sup>th</sup> of each month

# SAPC Webpage Redesign



# Website Redesign Launched

[Program Home](#)

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## SAPC

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# Prevention First, Treatment Works, and Recovery is Possible!

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## Patient Information

Find a Provider, Patient Handbook, Patient Rights, Resources and More

[Learn more](#)

## Sage

Information and Resources

[Learn more](#)

## Recover LA

Resource for information about substance use disorders, also known as addiction

[Learn more](#)

## Data Reports and Briefs

Data Reports, Briefs, and Geographic Data on SUD trends

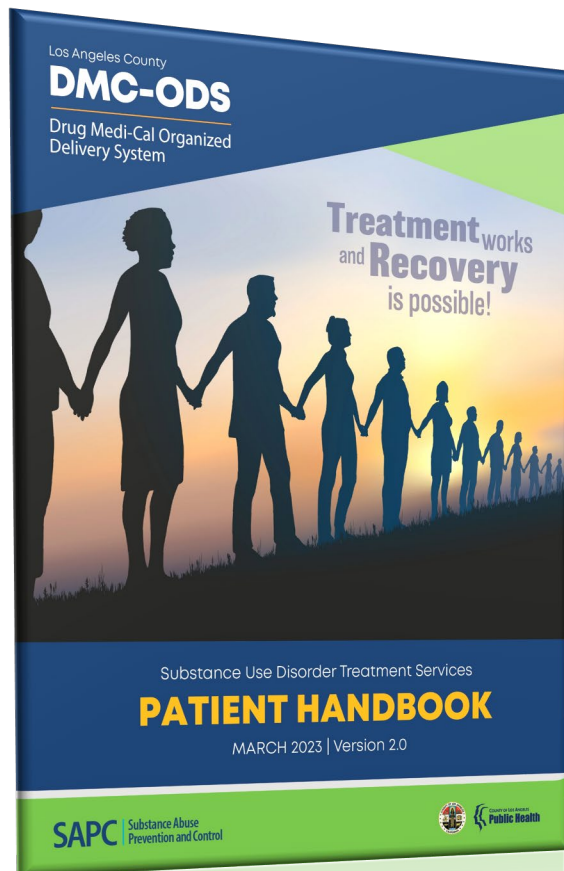
[Learn more](#) <sup>5</sup>

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



# 2023 PATIENT HANDBOOK UPDATE

Updated version of the Patient Handbook now available in large print and all threshold languages on [patient information page](#)



## REMINDERS:

- Show the **patient orientation video** to all new patients during intake process (Provider Manual, page 92)
- **Complete and upload** the signed Patient Handbook & Orientation Acknowledgement form using naming convention: Patient Handbook Summary (date signed).





# PROVIDER NETWORK & PATIENT ACCESS REMINDERS



## COMMON PATIENT ACCESS ISSUES

- Primary Issues that SAPC entryways are reporting (SASH, CENS, and CORE)



### ❖ Medi-Medi

- Frontline intake staff still refusing to accept patients with Medicare and Medi-Cal
- See [Other Health Coverage FAQ](#)

## PATIENT ACCESS ISSUES

- **No Answer**
  - Providers are required to have phone lines staffed with appropriate individuals to accept calls from entryways
- **Medi-Cal Eligible**
  - Frontlines staff are still refusing to accept patients who are other than enrolled in Medi-Cal.
  - **NO ELIGIBLE INDIVIDUAL** can be turned away simply because they are not currently enrolled
  - Use care coordination and 30-day enrollment benefits



# PATIENT ACCESS ISSUES



- **Considerations**

- Frontline staff not aware or implementing messages shared by agency leadership
  - Investments: use cost overages to invest in training (PM 208)
  - Use the resources on SAPC website to ensure staff are updated
- Insufficient staff to provide care coordination or to ensure trained staff coverage for entryway calls and care
  - Investments: use cost overages to invest in workforce recruitment
  - Payment Reform Capacity Building/Incentives
- Unaware there was an issue with entryway calls
  - Conduct a process improvement project
  - Request technical assistance from CIBHS

# CIBHS TRAININGS & TECHNICAL ASSISTANCE



# Training Update



## Data-Driven Decision Making Series

**Registration is Open!**

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

## Participant Feedback

*"The tool kit was very helpful. I liked the concrete goal and indicator examples."*

*"Hearing from other providers on how they use data was helpful."*

Practical Skill Building in Finance and Billing  
Related Topics

**Upcoming Session**

**Mastering Your FY 22-23 Financial Closeout**

**May 31st, 2023**  
(10:00am to 11:30am)

***Registration will open later this week!***