

## September 12, 2023 PROVIDER MEETING FAQ

All slides and the recorded presentation are posted on the SAPC Network Provider site:

<http://ph.lacounty.gov/sapc/providers/treatment-provider-meetings.htm>

(Scroll to All Treatment Provider Meeting, Fiscal Year 23-24, September 12, 2023)

	QUESTIONS	ANSWERS (AND UNIT RESPONSIBLE)
1.	How can providers access the files shared during this meeting?	<ul style="list-style-type: none"> <li>• <a href="#">All Treatment Provider and Sage Advisory Meeting Agenda</a></li> <li>• <a href="#">Welcome</a></li> <li>• <a href="#">Provider Advisory Committee (PAC)</a></li> <li>• <a href="#">Systems of Care</a></li> <li>• <a href="#">Sage and SAPC Training Updates</a></li> <li>• <a href="#">Finance Update</a></li> <li>• <a href="#">Contracts Updates</a></li> <li>• <a href="#">Access and Network Adequacy</a></li> <li>• <a href="#">Shatterproof Walk</a></li> </ul>
<b>Special Programs and Initiatives</b>		
2.	Will SAPC remain independent from the Department of Mental Health (DMH) after implementation of Behavioral Health Integration under CalAIM?	SAPC is working with DMH in prioritizing administrative integration within Los Angeles County and will continue working alongside DMH as a key partner for implementing interventions that benefit substance use disorder (SUD) clients. The Department of Health Care Services (DHCS) released the <a href="#">Behavioral Health Concept Paper</a> earlier this year which outlines eleven concepts for achieving integration. For more details related to BH Integration visit: <a href="#">DHCS' BH Admin Integration website</a>
3.	Will the structure of the American Society of Addiction Medicine (ASAM) be impacted by the change in admissions policy?	No, the ASAM Criteria is a set of national standards and the threshold for admissions to treatment within the SAPC treatment network does not change these standards. Lowering the barriers to admissions is key to providing the necessary SUD service access to people who are earlier in their readiness to participate in treatment.
4.	Where can providers find information on Recovery Housing?	Information on Recovery Housing will be made available by SAPC in the coming months.
5.	Can SAPC “dub” the Culturally Competent and Linguistic Appropriate Services (CLAS) orientation videos for patients who speak a language other than English and cannot read?	To confirm, the patient orientation video (not CLAS orientation videos) that is required to be viewed by <b>all new patients</b> upon admission is currently available with Spanish captioned. To assist those patients who may be unable to read, SAPC can and is in the process of dubbing the videos in Spanish. Once complete, SAPC will inform the network that the video is posted to the SAPC website.

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6.	Will SAPC be investing in transportation for persons experiencing homelessness (PEH) who need same day appointments?	SAPC will be looking towards leveraging all transportation options available through collaborative partners to ensure that individuals are connected to same day services. For appointments coordinated by CENS, there is the option to coordinate transportation services, as needed. SAPC's Managed Care Partners have also outlined their transportation process which was shared in <a href="#">July 2022 Provider Meeting</a> .
7.	Is SAPC supportive of safer consumption sites?	The Los Angeles County Board of Supervisors (BOS), Department of Public Health (DPH), and SAPC are all supportive of implementing safer consumption sites, also referred to as Overdose Prevention Centers. These sites are a valuable tool in addressing the rising concerns and risks associated with substance use and overdose. The February 19, 2023 <a href="#">Op-Ed</a> by Dr. Ferrer and Dr. Tsai outline the rationale for providing this support in L.A. County. It is important to recognize that harm reduction and safer consumption sites are just one aspect of the spectrum of needed services to support a full continuum of SUD services. Supporting these services does not represent a dilution or lessening of our support for prevention or treatment services.
<b>Sage</b>		
8.	Where can we obtain additional training on Financial Eligibility?	Please refer to the <a href="#">Sage training webpage</a> to access available trainings and resources.  Instructions on how to view your Financial Eligibility status can be reviewed <a href="#">here</a> .
9.	When will the claims billing blackout be lifted?	The claiming blackout for fiscal year 2023-2024 was lifted on Friday 9/22/2023. As a reminder, the authorization submission blackout was previously lifted on 9/12/23. Providers can and should submit authorizations and billing for FY 2023-2024 services as well as to continue to submit claims for the prior fiscal year. Important information regarding changes for the new fiscal year configuration are outlined in the Sage communication sent out on <a href="#">September 22, 2023</a> . Please be sure to read the information carefully.
10.	How can providers access the Sage ProviderConnect NX (PCNX) website?	Please <a href="#">visit this page</a> to access the Sage PCNX page.
11.	Has the data migration from ProviderConnect to PCNX been completed successfully?	Yes, the migration was completed successfully. Please contact the <a href="#">Sage Helpdesk</a> with any questions. You may also reference the PCNX FAQs posted <a href="#">here</a> .
12.	Will employees who completed the ProviderConnect (PCON) training but did not receive a C number need to complete the	Please contact <a href="mailto:sageforms@ph.lacounty.gov">sageforms@ph.lacounty.gov</a> for specific instructions. They may need to complete the new trainings if they haven't been issued an account yet.

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	new PCNX training to receive account access?	
13.	<p>a. For previously uploaded attachments such as Release of Information (ROI) forms, will agencies be able to view them in PCNX? Or, will we need to recreate and resubmit?</p> <p>b. Can providers submit authorizations without the attachments in PCNX?</p>	<p>a. SAPC is working with Netsmart to ensure providers have visibility on previously submitted documents. We will update our FAQ to provide additional guidance related to attachments.</p> <p>b. Utilization Management (UM) is able to see attachments previously submitted through PCON. New attachments under PCNX must be in PDF or TIFF format.</p> <p>Please submit a ticket to the <a href="#">Sage Helpdesk</a> to access previously attached files. The Sage Help Desk Phone Number is (855) 346-2392. The Sage Help desk will download requested files and attach them to the case for providers to access.</p>
14.	How can providers address PCNX login issues?	<p>The Public Health Service Desk is advising providers to login by using their local credentials for PCNX if they have been having trouble signing in using the enterprise credentials.</p> <p>Please submit a ticket to the <a href="#">Sage Helpdesk</a> to troubleshoot login issues. The Sage Help Desk Phone Number is (855) 346-2392.</p>
15.	As a Licensed Practitioner of the Healing Arts (LPHA), I was able to finalize the ASAM requirement on PCNX but was not able to access the miscellaneous notes.	Miscellaneous notes are read only in PCNX as we have transitioned to a single Progress Note. If the prior Misc. note was left in draft, it will need to be recreated under the new Progress Note for the LPHA to review and finalize. The notes are still accessible in PCNX as read only.
<b>Eligibility and Authorization</b>		
16.	Where can providers access authorization information?	The Frequently Asked Questions (FAQ), Progress Note, and Service Authorization Request Guides are available on the <a href="#">SAPC Sage website</a> .
17.	Is there a deadline for submitting authorizations?	There has not been a specific deadline set yet, however, please start submitting your authorizations and do not wait until the end of the year to complete them. More details will be shared at next Wednesday's Utilization Management meeting. Similar to last year, a grace period will be provided.
<b>Contracts</b>		
18.	Why is there a need for the submission of a budget template	Aside from it being a County requirement, the reimbursement structure does not eliminate the need for a budget to be provided. As these are public funds that need to be monitored, the budget will provide visibility on how funds are

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	and narrative given that this is a Fee-for-Service contract?	spent and are reviewed for appropriateness by Contracts, Finance and applicable program offices for approval by SAPC.
19.	<p>a. Will contract augmentations be accepted after providers reach 50% of DMC funds utilization or total contract utilization?</p> <p>b. Are we able to shift funds from the Contingency Management bucket to the DMC bucket?</p>	<p>a. Yes, agencies may submit an augmentation request once they have utilized 50% of their contract allocation. Please submit an amendment request. As discussed at the Provider Meeting, SAPC contracts is in the process of processing SAPC initiated Amendment Requests for most DMC contracts for FY 23-24.</p> <p>b. They are both in the same bucket on your DMC contract. If you find you need additional funds you can always submit an augmentation request once you have utilized 50% of your contract allocation.</p>
<b>Capacity-Building</b>		
21.	Is there a contact email for Capacity Building and Incentive (CBI) related questions?	Yes, please reach out to <a href="mailto:SAPC-CBI@ph.lacounty.gov">SAPC-CBI@ph.lacounty.gov</a> with any questions or concerns.
22.	How can providers update their attestation to participate in Capacity-Building activities?	Please send the <a href="#">Invoice 1: Attestation</a> to <a href="mailto:SAPC-CBI@ph.lacounty.gov">SAPC-CBI@ph.lacounty.gov</a> for review.
23.	When will the California Institute for Behavioral Health Solutions (CIBHS) begin providing Capacity-Building and Incentives (CBI) related trainings?	<p>CIBHS sent a CBI training announcement email on 9/5/23 and 9/11/23 to the Capacity-Building contacts for each of the designated CBI areas (1. Workforce Development, 2. Access to Care, and 3. Fiscal and Operational Efficiency) as identified by agencies who completed the 1A-1 Agency Survey.</p> <p>If you believe there is an error relevant to the names provided in the 1A-1 survey, please email <a href="mailto:SAPC-CBI@ph.lacounty.gov">SAPC-CBI@ph.lacounty.gov</a>.</p>
24.	<p>a. Are Capacity Building funds part of the Drug Medi-Cal (DMC) FY 23-24 allocations?</p> <p>b. Will Capacity Building and Incentives funds be paid as a one-time payment or included in monthly payments?</p>	<p>a. Yes, the DMC allocations are inclusive of billable Treatment activities, Capacity Building, and Contingency Management.</p> <p>b. They will be included in your monthly payment.</p>

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<b>Access to Care (R95)</b>		
25.	When will SAPC begin hosting Access to Care (R95) kick off meetings?	The “R95 Kick-Off Meeting and Admissions & Discharge (A&D) Policy Discussion” is scheduled for Monday 10/23/23 at 2:00pm – 3:30pm to discuss opportunities/challenges to updating A&D policies that expand service access, and recommend key components to include in the A&D templates. A notice from SAPC Deputy Director Michelle Gibson went out to SAPC Treatment Providers on 9/8/23.
26.	Will DHCS be involved in workgroups that work to reduce barriers to care?	The operational R95 workgroups will only include representatives from SAPC and our provider network. We will continue to collaborate with DHCS for any additional support.
27.	What will the Provider Advisory Committee (PAC) R95 workgroup and R95 operational workgroups collaborate?	The PAC R95 workgroup will serve in an advisory role to the R95 operational workgroups. The PAC serves as a forum for SAPC to obtain important provider perspectives representative of our network. However, the operational R95 workgroups will be the main workgroups to shape the R95 initiative.

**Links provided:**

DPH COVID-19 Website: <http://publichealth.lacounty.gov/media/Coronavirus/>