

Ensuring Patient Access

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OUTLINE

1. MHLA Program to Sunset
2. DMC ODS 274 Process
3. SBAT Population and Language criteria updates
4. Patient Handbook Updates
5. Assessing and Enhancing Financial Health
6. SAPCs Fentanyl Media Campaign

My Health LA Sunsetting



Effective January 31, 2024 the My Health LA program will sunset

- **Medi-Cal Expansion**

- January 1, 2024, California will expand Medi-Cal to MHLA-eligible/enrolled individuals between 26 and 49 years of age
- Full-Scope Medi-Cal was already available for those under 24 and over 50, regardless of immigration status

- **MHLA Community Partners**

- MHLA Community Partners are helping existing clients to enroll them in Medi-Cal
- CPs will be referring their clients who may have SUD directly to SAPC system of care.

SAPC Network Action Steps

- ❖ **Notify** existing MHLA patients of the upcoming sunset of the program
- ❖ Use the **care coordination** to enroll any existing MHLA patients into Medi-Cal

DHCS 274 Process - Capturing Timely Practitioner and other Information



DHCS will replace the **annual** NACT Submission with the **monthly** 274 standard submission.

Each month providers will be asked to:

1. **Verify** the pre-populated practitioner information for each site. If there have been changes, update the NACA to reflect current information.
 - ✓ Credential and license Information
 - ✓ Language Capabilities
2. **Add** any new practitioners that have not been pre-populated.
3. **Dissociate** practitioners no longer associated with the site.
4. **Verify** Current/Max beneficiaries for associated practitioners and update if there have been changes.
5. **Confirm** and SAVE all changes completed.

Monthly Practitioner Training and Meetings

New Monthly Practitioner Update Training

- Thursday, November 16th 10AM-11AM (Teams link)
- OR
- Tuesday, November 21st 2PM-3PM (Teams link)

First Monthly Practitioner Update will be November 25th

Subsequent Monthly NACT Coordinator Meetings

- Wednesday, December 20th
- Wednesday, January 24th

SBAT Language and Special Population Updates



New Special Population Criteria under Accessibility

General Information **Accessibility *** Language Capabilities * Modality * Associated Practitioners *

 Save

Criminal-Justice Involved (CJI) *

Criminal-Justice Involved (CJI) is required

Developmental/Intellectual Disability *

Developmental/Intellectual Disability is required

Veterans *

Veterans is required

People Experiencing Homelessness (PEH) *

People Experiencing Homelessness (PEH) is required

Blind/Limited Vision *

Blind/Limited Vision is required

Sexually Exploited *

Sexually Exploited is required

Pregnant And Parenting Women *

Pregnant And Parenting Women is required

Deaf/Hard Of Hearing *

Deaf/Hard Of Hearing is required

Parent Or Guardian Of A Child *

Parent Or Guardian Of A Child is required

Registered Sex-Offenders (RSO) *

Registered Sex-Offenders (RSO) is required

Transitional Age-Youth (TAY) *

Transitional Age-Youth (TAY) is required

Arson *

Arson is required

Co-Occurring Mental Health Condition *

Co-Occurring Mental Health Condition is required

LGBQIA *

LGBQIA is required

Medications for Addiction Treatment (MAT) *

Medications for Addiction Treatment (MAT) is required

Physical Disability *

Physical Disability is required

Transgender Men *

Transgender Men is required

Withdrawal Management - Alcohol / Sedatives *

Withdrawal Management - Alcohol / Sedatives is required

Medically Vulnerable *

Medically Vulnerable is required

Transgender Women *

Transgender Women is required

Withdrawal Management – Opioids *

Withdrawal Management – Opioids is required

New Fields in Language Capabilities

General Information Accessibility * **Language Capabilities *** Modality * Associated Practitioners * Save

Do you have written materials in language other than English? *

Which Other Written Languages *

Which Other Written Languages is required

Does this site have at least 1 practitioner that provides counseling services in a specified language other than English? *

For which languages does this site meet the 1 practitioner criteria? Check all that apply. *

For which languages does this site meet the 1 practitioner criteria? Check all that apply. is required

How many group sessions are held per month in a language other than English?

Arabic * <input type="text" value="None"/>	Armenian * <input type="text" value="None"/>	Cambodian * <input type="text" value="None"/>
Cantonese * <input type="text" value="None"/>	Farsi * <input type="text" value="None"/>	Hmong * <input type="text" value="None"/>
Korean * <input type="text" value="None"/>	Mandarin * <input type="text" value="None"/>	Other * <input type="text" value="None"/>
Russian * <input type="text" value="None"/>	Spanish * <input type="text" value="None"/>	Tagalog * <input type="text" value="None"/>
Vietnamese * <input type="text" value="None"/>	ASL * <input type="text" value="None"/>	

Cambodian *

None
1 or more per week
1 or more per month

NEW!
If the response is Yes, another field appears to specify the language

New section for group sessions in a language other than English.

New Fields in Practitioner Personal Information Page (PPI)

Practitioner Personal Information

Save

In which of the language(s) do you conduct direct services?

Arabic *	Armenian *	Cambodian *
<input type="text" value="None"/>	<input type="text" value="None"/>	<input type="text" value="None"/>
Cantonese *	Farsi *	Hmong *
<input type="text" value="None"/>	<input type="text" value="None"/>	<input type="text" value="None"/>
Korean *	Mandarin *	Other Chinese *
<input type="text" value="None"/>	<input type="text" value="None"/>	<input type="text" value="None"/>
Russian *	Spanish *	Tagalog *
<input type="text" value="None"/>	<input type="text" value="None"/>	<input type="text" value="None"/>
Vietnamese *	ASL *	
<input type="text" value="None"/>	<input type="text" value="None"/>	

New language capability question in PPI Page: "Conduct Direct Services"

Arabic *

None

Groups

Assessment/Individual

Both

Patient Handbook Updates January 2024



DHCS BHIN 23-048 (superseded 22-060) outlines requirements for:

- Updating the Beneficiary (Patient) Handbook
- Notifying existing beneficiaries of changes by December 1, 2023.

Major Changes Include:

- Lists approved medications for Medications for Addiction Treatment (MAT)
- Right to access medical records and provider directory information using smart devices.
- Addition of Advance Directive (part of 3/23 change)

Patient handbook updated to align with DHCS policies released between December 2022 through August 2023.

Non-Discrimination Notice

- Insert provider contact information
- Post at all sites where patients can view



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: 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, Bureau of Substance Abuse Prevention and Control. You can file a grievance by phone, in writing, in person, or electronically.

Language Taglines

- Insert contact number for language assistance
- Post at all sites where patients can view

LANGUAGE TAGLINES

English Tagline

ATTENTION: If you need help in your language call [1-xxx-xxx-xxxx] (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call [1-xxx-xxx-xxxx] (TTY: 711). These services are free of charge.

(Arabic) الشعار بالعربية

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ [1-XXX-XXX-XXXX] (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بربل والخط الكبير. اتصل بـ [1-XXX-XXX-XXXX] (TTY: 711). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

Ուշադրություն: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք [1-xxx-xxx-xxxx] (TTY: 711): Կան նաև օժանդակ վիճցնելու ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք [1-xxx-xxx-xxxx] (TTY: 711): Այդ ծառայություններն անվճար են:

ឃ្លាសម្រាប់ជនភាសាខ្មែរ (Cambodian)

ចំពោះ បើ ម្នាក់ ត្រូវ ការ ជំនួយ ជា ភាសា របស់ ម្នាក់ សូម ទូរស័ព្ទ ទៅ លេខ [1-xxx-xxx-xxxx] (TTY: 711)។ ជំនួយ នឹង សេវាកម្ម សម្រាប់ ជន ពិការ ដូច ជា ជន មាន វិញ្ញាណ កម្រិត ទាប សម្រាប់ ជន ពិការ ភ្នែក ឬ ជន មាន វិញ្ញាណ កម្រិត ទាប ក៏ អាច ទទួល បាន ផង ដែរ។ ទូរស័ព្ទ មក លេខ [1-xxx-xxx-xxxx] (TTY: 711)។ សេវាកម្ម ទាំង នេះ មិន គិត ថ្លៃ ឡើយ។

简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 [1-xxx-xxx-xxxx] (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 [1-xxx-xxx-xxxx] (TTY: 711)。这些服务都是免费的。

مطلب به زبان فارسی (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با [1-xxx-xxx-xxxx] (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بربل و چاپ با حروف بزرگ، نیز موجود است. با [1-xxx-xxx-xxxx] (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

Responsibility to Notify Patients

SAPC WILL:

- E-mail a package including the following by no later than **November 15, 2023**:
 - Notice of Significant Change (English & Spanish)
 - Updated handbook, language taglines and nondiscrimination notice
- Post a Notice of Significant Change on the SAPC Website by no later than **December 1, 2023**

PROVIDER RESPONSIBILITIES by **DECEMBER 01, 2023**:

- Post the Notice of Significant Change in conspicuous locations at each site.
- Send notification of change to patients in one of the following ways:
 - Mail a printed copy to the patient's mailing address (document sent); **OR**
 - E-mail a copy after obtaining the patient's agreement to communicate by email.
- Provide a printed copy of the handbook when requested within 5 business days.
- Offer auxiliary aids and services (e.g., braille, audio, etc.) at no cost to patients with disabilities upon request.

Upcoming CIBHS Training Dates





Training Update



Assessing and Enhancing Financial Health

Date	Time	Training Title	Place	Description
11/8/2023	1:00pm - 2:30pm	CBI Training – Mastering the Projecting Revenue and Staffing Capacity Workbook	Zoom	Mastering the Projecting Revenue and Staffing Capacity Workbook
11/16/2023	8:30am - 4:00pm	Assessing and Enhancing Financial Health	In-person	Cohort 2: Session 1 - In-person
11/17/2023	8:30am - 4:00pm	Assessing and Enhancing Financial Health	In-person	Cohort 2: Session 1 - In-person
11/30/2023	8:30am - 4:00pm	Assessing and Enhancing Financial Health	In-person	Cohort 1: Session 2 - In-person
12/1/2023	8:30am - 4:00pm	Assessing and Enhancing Financial Health	In-person	Cohort 1: Session 2 - In-person
12/14/2023	8:30am - 4:00pm	Assessing and Enhancing Financial Health	In-person	Cohort 2: Session 2 - In-person
12/15/2023	8:30am - 4:00pm	Assessing and Enhancing Financial Health	In-person	Cohort 2: Session 2 - In-person

SAPC Fentanyl Media Campaign (2023-2025)

Rescue Agency

