

**County of Los Angeles, Department of Public Health
Substance Abuse Prevention and Control
SAPC Provider Utilization Management (UM) Meeting**

Wednesday – February 19, 2025

11:00am – 12:30pm

Call Information 1 (323) 776-6996 Access Code 255 768 066#

OR

[Join the meeting now](#)

AGENDA

- Withdrawal Management Standards (Auth reviews and examples)
- Update: SAPC's Paper ASAM
- Clinical Documentation Reminders
- Essential Contact Info/SAPC Referrals Process
- Discussions/Questions
- 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: sapc_appeal@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>

• SAPC Information Notice 22-19 Documentation Standards:

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

• 30d Authorization Submission Deadline: <http://publichealth.lacounty.gov/sapc/bulletins/START-ODS/20-11/SAPCIN20-11MemberAuthorizationSubmission.pdf>