

**County of Los Angeles, Department of Public Health  
Substance Abuse Prevention and Control**

**SAPC Provider Utilization Management (UM) Meeting**

*Wednesday – May 18, 2022*

*11:00am – 12:30pm*

*Call Information 1 (323) 776-6996 Access Code 258 940 685#*

OR

**[Microsoft Teams meeting](#)**  
**[Click here to join the meeting](#)**

**AGENDA**

**Reminder: Provider Manual Version 6.0**

**Update on Inter County Transfer of Medi-Cal Benefits (ICT)**

**Case Examples**

**Applying for Medi-Cal Documentation Requirements**

**Care Coordination and MyHealthLA**

**Resubmission Timeline Reminder**

**Reminder: New Adult Paper-Based ASAM for SAGE Downtimes**

**Open Discussion**

**Adjourn**

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**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](mailto:sapc.qi.um@ph.lacounty.gov)
  - Netsmart Helpdesk: **(855) 346-2392** <http://netsmart.service-now.com/plexussupport>
    - To file an appeal: **(626) 299-4532** [SAPCmonitoring@ph.lacounty.gov](mailto:SAPCmonitoring@ph.lacounty.gov)
  - Grievance and Appeal Follow-Up: **(626) 293-2846** [sapc.qi.um@ph.lacounty.gov](mailto: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>
- New [Adult Paper-Based ASAM](#) for use during SAGE Downtimes.
- 30d Authorization Submission Deadline: <http://publichealth.lacounty.gov/sapc/bulletins/START-ODS/20-11/SAPCIN20-11MemberAuthorizationSubmission.pdf>
- Documenting Changes in Financial Eligibility Status: <http://publichealth.lacounty.gov/sapc/NetworkProviders/FinanceForms/FinancialEligibility/DocumentingChangesFinancialEligibilityStatus.pdf>
- 30-day Pending Medi-Cal or Transfer Benefit: <http://publichealth.lacounty.gov/sapc/bulletins/START-ODS/21-02/SAPCIN21-02MediCalEnrollmentTransfer30DayPolicy.pdf>
- Changes to Non-Residential Medical Necessity (DHCS BHIN 21-019): <https://www.dhcs.ca.gov/Documents/BHIN-21-019-DMC-ODS-Updated-Policy-on-Medical-Necessity-and-Level-of-Care.pdf>
- Sage Website – <http://publichealth.lacounty.gov/sapc/Sage/Sageinfo.htm>