

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

SAPC Provider Utilization Management (UM) Meeting

Wednesday – September 20, 2023

11:00am – 12:30pm

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

OR

[Click here to join the meeting](#)

AGENDA

- Update: UM Progress on Processing Backlogged Authorizations Following Authorization Blackout Lift
 - New fields on Authorization Form
 - Progress Note
 - Supporting Documentation for Submission of Grievance or Appeals (G&A)
 - Reminders
 - Essential Contact Info
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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
 - Netsmart Helpdesk: (855) 346-2392 <http://netsmart.service-now.com/plexussupport>
 - To file an appeal: (626) 299-4532 SAPCmonitoring@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>