

SAPC Provider Utilization Management Meeting

Los Angeles County Department of Public
Health

October, 18th 2023

Substance Abuse Prevention & Control



Agenda

- **Update: UM Progress on Processing Backlogged Authorizations**
- **Progress Note**
- **Intercounty Transfer Process Update**
- **Reminders**
- **Essential Contact Info**
- **Discussions/Questions**

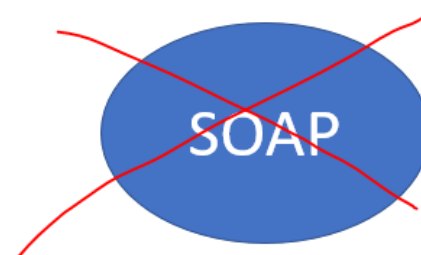
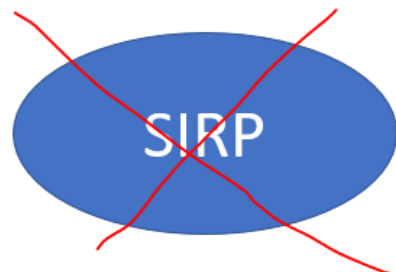
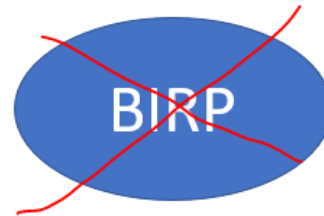
LIFT: 9/12/23 Pending authorizations to be assigned

Date	Pending assignment for WM, Residential, RBH	Pending assignment for outpatient, IOP and OTP
9/18/2023	1721	1989
10/16/2023	1868	1249

- Extending work hours/days to the maximum possible
- Flexibility with authorization timelines clarification
 - Clinical Standard Documentation requirement, in place during the blackout
 - Flexibility for submitting authorizations

Progress Note

- For Primary Sage User, these providers will document in one single Progress Note.
- Secondary Sage User can continue to use their SAPC approved documentation.
- Secondary Sage Users onboarding period for Progress Note
- Tips for documenting in new Progress Note form
- Only “One” Form of Progress Note



Progress Note (BIRP)
Progress Note (GIRP)
Progress Note (SIRP)
Progress Note (SOAP)

Please refer to the new form available on SAPC's website

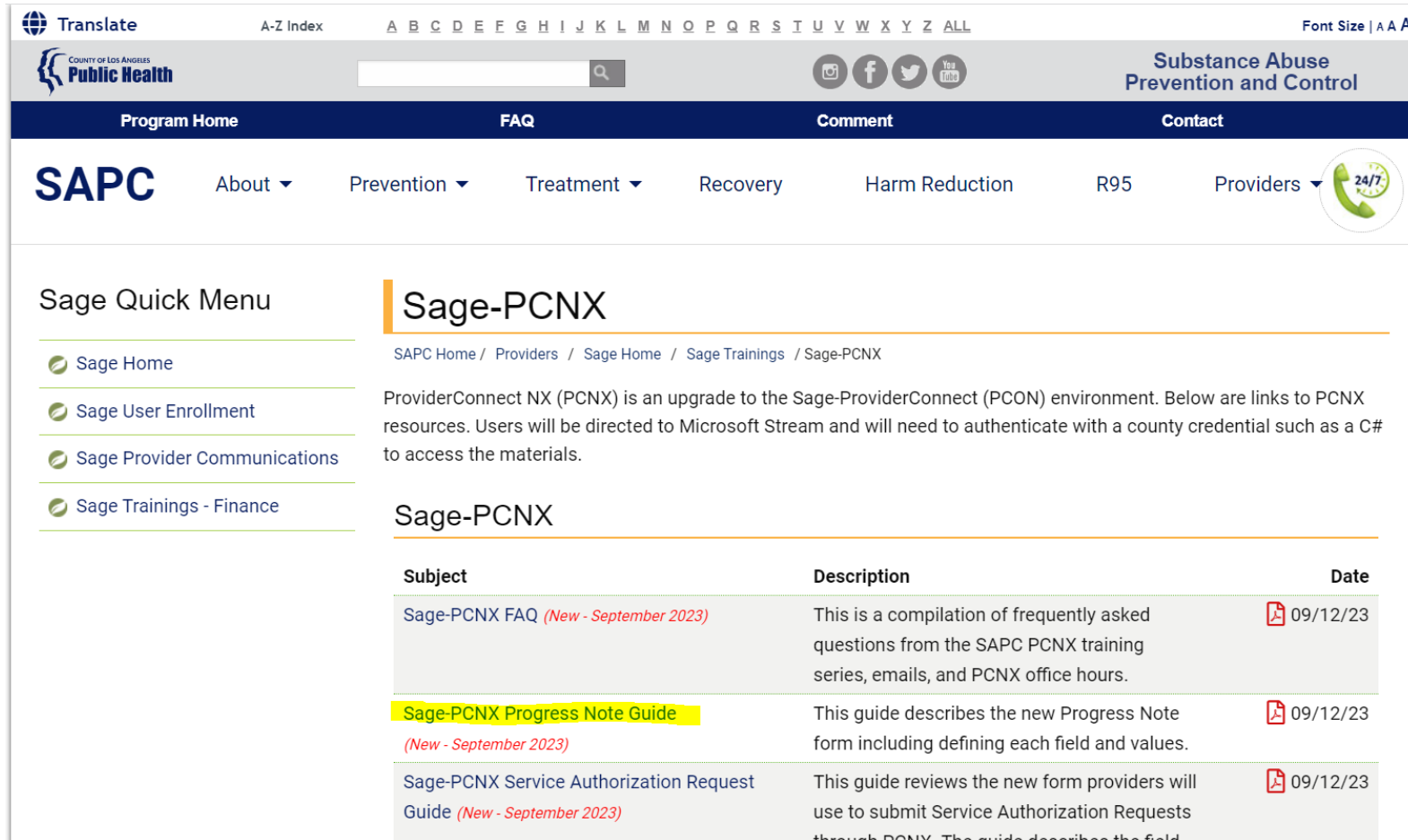
The screenshot shows the SAPC website interface. At the top, there is a navigation bar with 'Program Home', 'FAQ', 'Comment', and 'Contact'. Below this is a main menu with 'SAPC', 'About', 'Prevention', 'Treatment', 'Recovery', 'Harm Reduction', and 'Providers'. A search bar is located on the right side of the main menu. The main content area is titled 'Manuals, Bulletins, and Forms' and includes a search box and a list of document categories: 'Manuals & Guides', 'Bulletins', 'Clinical', 'Beneficiary', 'Contracts & Compliance', 'Finance', and 'CRLA'. The 'Clinical' category is selected. Below this, there is a section titled 'Clinical Forms and Documents - Treatment Services Related' which contains a table of documents. A red arrow points to the first row of the table, 'Progress Note (New - September 2023)'.

Subject	Date
Progress Note (New - September 2023)	09/11/23
Checklist of Required Documentation for Utilization Management - Sage Version 5.0	03/06/23
ASAM Assessment Requirements	03/06/23
ASAM Screener for Youth and Young Adults	10/20/22
Problem List-Main	07/10/23
Problem List Addendum (Additional Problems)	07/26/22
Eligibility Verification and Member Authorizations	12/02/21
Patient Handbook and Orientation Video Acknowledgment Form	07/29/20

For more languages, click here

For detailed instructions on completing the new Progress Note form please see the Sage-PCNX Progress Note Guide

<http://publichealth.lacounty.gov/sapc/providers/sage/sage-pcnx.htm>



The screenshot shows the Sage-PCNX website interface. At the top, there is a navigation bar with 'Program Home', 'FAQ', 'Comment', and 'Contact'. Below this is a secondary navigation bar with 'SAPC', 'About', 'Prevention', 'Treatment', 'Recovery', 'Harm Reduction', 'R95', and 'Providers'. A 'Sage Quick Menu' is located on the left side, listing 'Sage Home', 'Sage User Enrollment', 'Sage Provider Communications', and 'Sage Trainings - Finance'. The main content area is titled 'Sage-PCNX' and includes a breadcrumb trail: 'SAPC Home / Providers / Sage Home / Sage Trainings / Sage-PCNX'. A paragraph explains that ProviderConnect NX (PCNX) is an upgrade to the Sage-ProviderConnect (PCON) environment. Below this is a table with the following data:

Subject	Description	Date
Sage-PCNX FAQ <i>(New - September 2023)</i>	This is a compilation of frequently asked questions from the SAPC PCNX training series, emails, and PCNX office hours.	09/12/23
Sage-PCNX Progress Note Guide <i>(New - September 2023)</i>	This guide describes the new Progress Note form including defining each field and values.	09/12/23
Sage-PCNX Service Authorization Request Guide <i>(New - September 2023)</i>	This guide reviews the new form providers will use to submit Service Authorization Requests through PCNX. The guide describes the field	09/12/23

Secondary Sage Users onboarding period for Progress Note

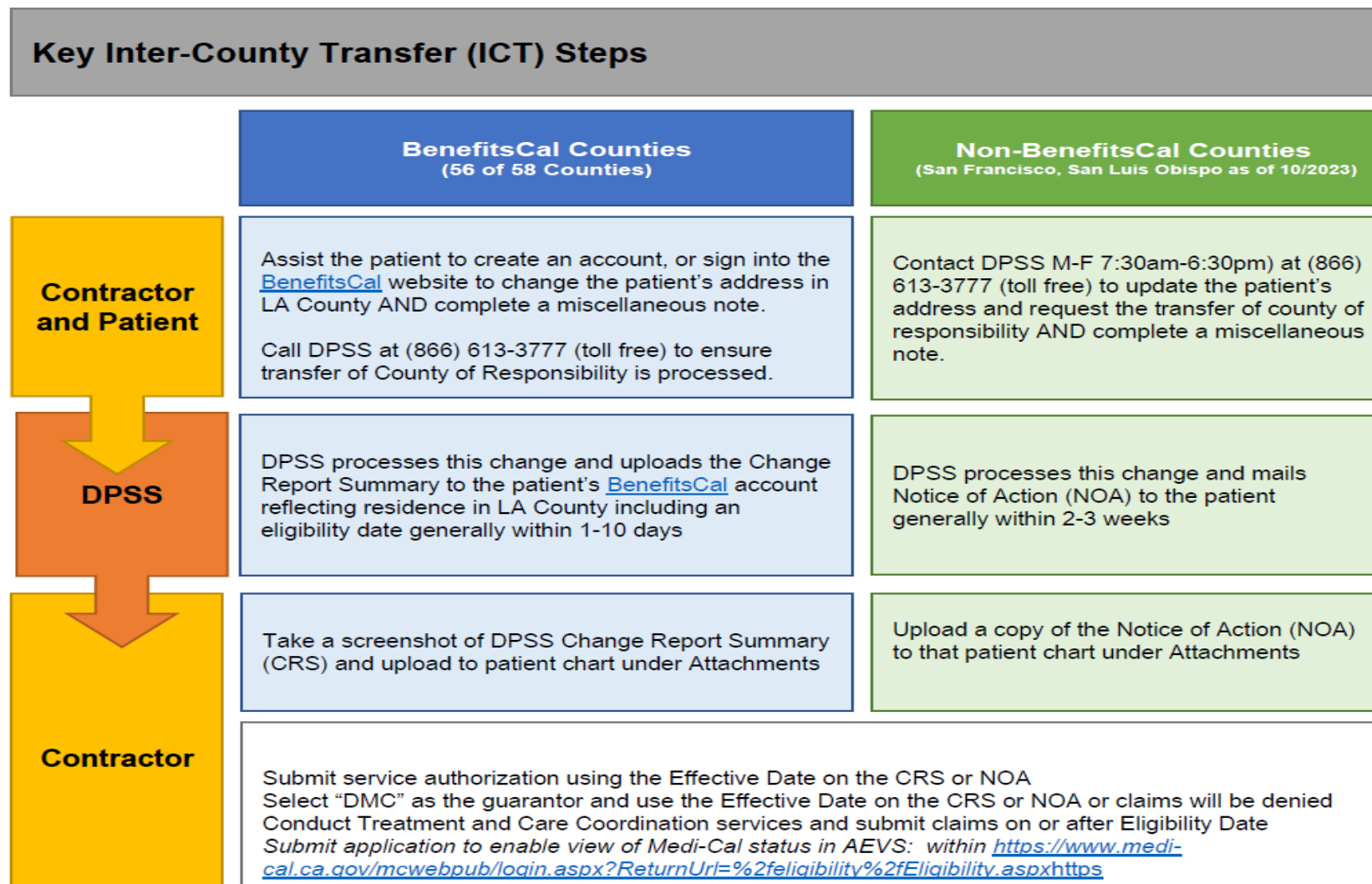
- Secondary Sage Users will need to work with SAPC to submit and have reviewed for approval a single Progress Note form.
- There will be a 60-day grace period starting from the lift of the blackout (9/12/23) during which SAPC will continue to accept documentation on a previously approved Misc. Note Template.
- Progress Note form submissions may be emailed to sapc.qi.um@ph.lacounty.gov for review.

Tips for documenting in new Progress Note form

*The following Service Types are options listed under the new Progress Note:

- Assessment
- **Care Coordination**
- Case Conference/Review
- Collateral Contact
- Consultation
- Contingency Mgmt- UDT Stimulant Positive
- Contingency Mgmt- UDT Stimulant Negative
- Counseling
- **Discharge Planning/Summary**
- Drug Testing
- Education
- **Medical Necessity Justification**
- Medication Handling/Safeguarding
- Med Services - Admin and Observation
- Med Services- Training and Support
- **Medication Services (MAT)**
- **Naloxone Handling/Distribution**
- No Show
- Other
- Peer Services- BH Prevention Education
- Peer Services- Self- Help
- Peer Support Services-Plan of Care
- Prenatal Care, at risk assessment
- **Problem List-Treatment Plan Development/Review**
- Recovery Services- Community support
- Recovery Services- Psychosocial Rehab
- Residential-Mental Health Services
- Residential-Physical Health Services
- Residential- Support Services
- Residential- Therapeutic Services
- Therapy
- Screening

Inter-County Transfer Updates





Counties Participating in Benefits Cal as of July 2023

PARTICIPATING COUNTIES

- Alameda
- Alpine
- Amador
- Butte
- Calaveras
- Colusa
- Contra Costa
- Del Norte
- El Dorado
- Fresno
- Glenn
- Humboldt
- Imperial
- Inyo
- Kern
- Kings
- Lake
- Lassen
- Los Angeles
- Madera
- Marin
- Mariposa
- Mendocino
- Merced
- Modoc
- Mono
- Monterey
- Napa
- Nevada
- Orange
- Placer
- Plumas
- Riverside
- Sacramento
- San Benito
- San Bernardino
- San Diego
- San Joaquin
- San Mateo
- Santa Barbara
- Santa Clara
- Santa Cruz
- Shasta
- Sierra
- Siskiyou
- Solano
- Sonoma
- Stanislaus
- Sutter
- Tehama
- Trinity
- Tulare
- Tuolumne
- Ventura
- Yolo
- Yuba

PENDING COUNTIES BY DECEMBER 2023

- San Francisco
- San Luis Obispo

To see when a pending County joins BenefitsCal, look them up here:
<https://info.benefitscal.com/>

1. *For step-by-step instructions on updating Financial Eligibility in Sage for ICT process, visit (starting on page 4):
<http://publichealth.lacounty.gov/sapc/NetworkProviders/FinanceForms/FinancialEligibility/DocumentingChangesFinancialEligibilityStatus.pdf>



Are you struggling with processing Inter-County Transfers (ICT)?

It is easier than ever to get reimbursed for delivering SUD services to people who need their Medi-Cal transferred to Los Angeles County!

Benefits Cal YouTube Channel: [Link](#) (All Videos)

<https://www.youtube.com/@benefitscal9356/videos>

- Welcome to BenefitsCal: [Link](#)
- How to Report a Change (Includes Address): [Link](#)
- How to Upload a Document: [Link](#)

Need more help?

- Contact Nancy (ncrosby@ph.lacounty.gov) for agency-specific technical assistance and training so you can serve more patients and be compensated for that work. Learn:
 - How to complete the transfer using [BenefitsCal](#) for participating Counties or via phone or in person with DPSS for non-participating Counties
 - What electronic options are available for verifying Medi-Cal status and if change processed
 - What documentation is needed for the authorization process
 - How to enter financial eligibility information in Sage-EHR to ensure payment

Reminders

1. Disseminate relevant information from SAPC meetings to staff who creates and submits auths.
2. Due to contracts not approved for next fiscal year (July 1, 2024 and on) all OTP authorizations need to be submitted with end date of 6/30/2024. If an authorization is submitted with an end date after 6/30/2024, UM will deny and authorization MUST be resubmitted with correct end date.
3. To prevent further delays, please submit all authorizations with required documentation accurately.

Example 1: Some providers selected “Yes” for the Initial Engagement question for RI-CM auths but the correct answer should be “No”.

Example 2: RI-CM auths need a completed ASAM for approval.

Example 3: Medical necessity note was not correctly labeled so our care managers need to take more time to find them, etc.

- 4. PCNX Office Hours, sign up via SAPC Training Calendar
October: 10/20
- 5. SAPC is working diligently to process the backlog of authorizations. All reasonable attempts are made to assign authorizations to care managers for adjudication in the order of submission dates. Please only contact UM for authorization status if the authorization has been submitted for more than **5** weeks. Please send a secure email to sapc.qi.um@ph.lacounty.gov or call 626-299-3531. We appreciate your patience.

http://publichealth.lacounty.gov/phcommon/public/cal/index.cfm?unit=sapc&prog=pho&ou=ph&cal_id=24

Last Month		Current Month					Next Month
October 2023							
SUN	MON	TUE	WED	THU	FRI	SAT	
1	2	3 Foundational Principles of Ethical and Confidential Practice in Substance Use Treatment (09:00 AM - 04:30 PM)	4 Fortifying Your Strength: Promoting Self-Care for Substance Use Treatment Providers (01:00 PM - 04:45 PM)	5 Care Coordination: Maximizing Success in SUD Treatment Through Integration and Coordination of Care (08:30 AM - 12:30 PM)	6 Provider PCNX Office Hours (10:00 AM - 11:00 AM)	7	
8	9	10 Substance Use Recovery Oriented Housing; Assisting Our Neighbors Experiencing Homelessness (08:30 AM - 11:45 AM)	11 Engagement & Assessment of Individuals with Co-occurring Mental Health and Substance Use Conditions (08:30 AM - 12:30 PM)	12 Clinical Documentation for Substance Use Treatment Providers: CalAIM Requirements and Best Practices (09:00 AM - 04:30 PM)	13 Provider PCNX Office Hours (10:00 AM - 11:00 AM)	14	
15	16	17	18 Utilizing Naloxone and Other Harm Reduction Strategies?for Substance Use Treatment Providers (01:00 PM - 04:15 PM)	19 CalAIM Documentation Requirements Updates (08:30 AM - 10:45 AM)	20 Provider PCNX Office Hours (10:00 AM - 11:00 AM)	21	

- **Hold Claims/Billing Until Authorization Approval**
- Ensure that authorizations are submitted with accurate dates
- SAPC's UM has received a significant number of questions on how to accurately identify the proper authorization duration. To assist, SAPC UM has developed the following guides to assist providers in selecting the appropriate Authorization periods.

Type of Authorization	Authorization Period
0.5, 1.0, 2.1	Start Date to last day of 6th month*
OTP	Start Date to last day of 12 th month*
1WM, 3.2WM, 3.7WM, 4.0WM	Start Date + 13
Initial 3.1, 3.3, 3.5 (21 and over)	Start Date + 59
Initial 3.1, 3.3, 3.5 (20 and under)	Start Date + 29
Re-authorization 3.1, 3.3, 3.5	Start Date + 29
RBH	Start Date + 89
RI-CM	Start Date + 179
Initial Engagement 21 and over	Start Date + 29
Initial Engagement 20 and under and/or PEH	Start Date + 59

Eligibility Dates Reference Tool

Authorization Start Date	6 months End Date (Non-OTP)	12 Months End Date (OTP)
January (1-31)	07/31	01/31
February (1-28)	08/31	02/28
March (1-31)	09/30	03/31
April (1-30)	10/31	04/30
May (1-31)	11/30	05/31
June (1-30)	12/31	06/30
July (1-31)	01/31	07/31
August (1-31)	02/28	08/31
September (1-30)	03/31	09/30
October (1-31)	04/30	10/31
November (1-30)	05/31	11/30
December (1-31)	06/30	12/31

Initial Engagement Authorizations for Non-Residential Levels of Care

- **Submit a Full (Standard) Authorization When Medical Necessity Has Been Established**
 - No need to wait 30/60d before submitting a full authorization request
- **For initial engagement authorizations prior to establishing medical necessity**
 - Make this explicit via a progress note/misc note
 - Problem List/Treatment Plan should include conducting an ASAM assessment within the initial authorization period timeframe
 - Request via Service authorization request



SERVICE AUTHORIZATION REQUEST Submit Discard Add to Favorites

Member Service Authorization
 FY 23/24+ Authorizations
 Member Service Authorization 21-40
 Care Manager
 Diagnosis
 Comments
 Provider Search
Doc Request Date
 Online Documentation

Initial Engagement ?

Yes No

Authorization Periods – Patients Aged 20 and Under or PEH



For **NON-RESIDENTIAL SERVICES**, initial authorizations for patients **aged 20 and under** and **People Experiencing Homelessness (PEH)** will be set at 60 days while they are being engaged and medical necessity is being established.

1

Initial 60-Day Engagement Authorization Period

- Patient must be LA County Resident
- Must meet SAPC Financial Eligibility requirements
- **Must meet age requirement of being 20 or under**
- **Documentation of homelessness status is required (if applicable)**
- Does NOT need to meet medical necessity

2

New Authorization Request submitted following initial 60-day authorization. In this example, the second authorization would begin Sept 6, 2021 and provider will have 7- or 14-days (depending on age of patient) to finalize the ASAM assessments and 30 days to submit all necessary documentation to establish medical necessity, as per current requirements.

Providers:

- Should engage patient to try to complete ASAM assessment and establish medical necessity throughout the initial 60-day authorization, but if this is not possible, the timelines for ASAM assessments and establishing medical necessity are the same as previously:
 - 7- or 14-days to complete ASAM assessment upon the end of the initial 60-day authorization period depending on clients who are 21 and over (7-days) or aged 20 and under (14-days); and
 - 30 days to submit all documentation to establish medical necessity and submit complete member authorization.

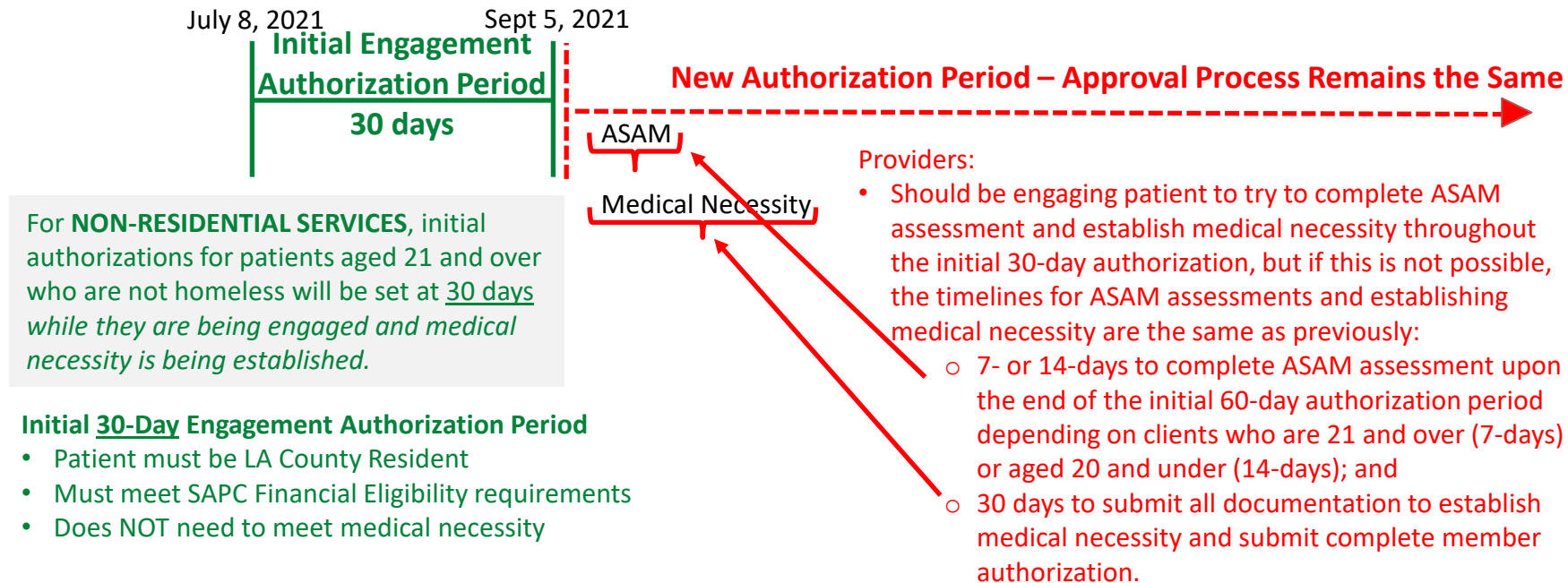
Total Authorization Length

- **Outpatient Services*** → 2 months for the initial authorization period for those aged 20 and under and PEH, and then 4 months for the new authorization once medical necessity is established (in this example, it would end on Jan 31, 2022)
- **OTP Services**** → 2 months for the initial authorization period for those aged 20 and under and PEH, and then 10 months for the new authorization once medical necessity is established (in this example, it would end on July 31, 2022)

*Total time will equal 6 months for outpatient services

**Total time will equal 12 months for OTP services

Authorization Periods – All Other Patients Aged 21 and Over that are Not Homeless



For **NON-RESIDENTIAL SERVICES**, initial authorizations for patients aged 21 and over who are not homeless will be set at 30 days while they are being engaged and medical necessity is being established.

- 1 Initial 30-Day Engagement Authorization Period**
 - Patient must be LA County Resident
 - Must meet SAPC Financial Eligibility requirements
 - Does NOT need to meet medical necessity

- 2 New Authorization Request** submitted following initial 30-day authorization. In this example, the second authorization would begin August 7, 2021 and provider will have 7- or 14-days (depending on age of patient) to finalize the ASAM assessments and 30 days to submit all necessary documentation to establish medical necessity, as per current requirements.

Total Authorization Length

- **Outpatient Services*** → 30 days for the initial authorization period for those aged 21 and over who are not homeless, and then 5 months for the new authorization once medical necessity is established (in this example, it would end on Jan 31, 2022)
- **OTP Services**** → 30 days for the initial authorization period for those aged 21 and over who are not homeless, and then 11 months for the new authorization once medical necessity is established (in this example, it would end on July 31, 2022)

*Total time will equal 6 months for outpatient services

**Total time will equal 12 months for OTP services

Additional Resources

- [See link p. 3 on Non-Residential Initial Engagement Authorization:](#)
 - [EligibilityVerificationMemberAuthorizations.pdf \(lacounty.gov\)](#)
 - See DHCS Behavioral Health Information Notice (BHIN) 23-001:
<http://www.dhcs.ca.gov/Documents/BHIN-23-001-DMC-ODS-Requirements-for-the-Period-of-2022-2026.pdf>

Essential Contact Info

- For a specific authorization question, contact the care manager named in SAGE
- UM General number: **(626) 299-3531** and email: SAPC.QI.UM@ph.lacounty.gov
- Netsmart Helpdesk for SAGE technical problems/questions: **(855) 346-2392**
- Phone Number to file an appeal: **(626) 299-4532**
- Providers or patients who have questions or concerns after receiving a Grievance and Appeals (G&A) Resolution Letter should contact the **G&A number** at **(626) 293-2846**

Clarification

- Phone Number to follow-up with an appeal after receiving a resolution letter: **(626) 293-2846**

UNIT BRANCH/CONTACT	EMAIL/Phone Number	Description of when to contact
Sage Help Desk	Phone Number: (855) 346-2392 ServiceNow Portal: https://netsmart.service-now.com/plexussupport	All Sage related questions, including billing, denials, medical record modifications, system errors, and technical assistance
Sage Management Branch (SMB)	SAGE@ph.lacounty.gov	Sage process, workflows, general questions about Sage forms and usage
QI and UM	SAPC.QI.UM@ph.lacounty.gov UM (626)299-3531- (No Protected Health Information PHI)	All authorizations related questions, Questions about specific patient/auth, questions for the office of the Medical Director , medical necessity, secondary EHR form approval
Systems of Care	SAPC_ASOC@ph.lacounty.gov	Questions about policy, the provider manual, bulletins, and special populations (youth, PPW, criminal justice, homeless)
Contracts	SAPCMonitoring@ph.lacounty.gov	Questions about general contract, appeals, complaints, grievances and/or adverse events. Agency specific contract questions should be directed to the agency CPA if known.
Strategic and Network Development	SUDTransformation@ph.lacounty.gov	DHCS policy, DMC-ODS general questions, SBAT
Clinical Standards and Training (CST)	SAPC.cst@ph.lacounty.gov	Clinical training questions, documentation guidelines, requests for trainings
Phone Number to file an appeal	(626) 299-4532	
Grievance and Appeals (G&A)	(626)293-2846	Providers or patients who have questions or concerns after receiving a Grievance and Appeals Resolution Letter or follow up with an appeal.
CalOMS	HODA_CalOMS@ph.lacounty.gov	CalOMS Questions
Finance Related Topics	SAPC-Finance@ph.lacounty.gov (626) 293-2630	For questions regarding Finance related topics that are not related to billing issues
Out of County Provider	Nancy Crosby (ncrosby@ph.lacounty.gov)	Out of county provider requesting assistance in submitting authorization for LA County beneficiary & resident Intercounty Transfer / Medi-cal eligibility (MEDS- acceptable aid codes) / Applying for Medi-cal general questions
SASH	(844) 804-7500	Patients calls requesting for service

Discussions/Questions



The secret of change is to focus
all of your energy, not on fighting
the old, but on building the new.

Socrates