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**SAPC INFORMATION NOTICE 26-04**

April 7, 2026

**TO:** Los Angeles County Substance Use Continuum  
Contracted Service Provider Agencies

**FROM:** Gary Tsai, M.D., Bureau Director   
Substance Abuse Prevention and Control Bureau

**SUBJECT: LOS ANGELES COUNTY SYSTEMS AND APPLICATIONS – PROVIDER AGENCY USER ACCOUNT ADMINISTRATION FORM**

The Los Angeles County Department of Public Health, Substance Abuse Prevention and Control Bureau (SAPC) is responsible for administering the County’s continuum of substance use prevention, harm reduction, treatment and other related services and operationalizes this responsibility through a network of contracted provider agencies. SAPC’s substance use services network is comprised of over 150 contracted provider agencies with over 650 service sites and a workforce of over 5,000. A network of this size and scope must rely on technology(ies) and data systems to operate effectively and efficiently. To meet this goal, SAPC has designed and implemented multiple data systems to allow the safe and secure sharing of required data with community partners. Additionally, SAPC has leveraged technology(ies) to improve processes and ease administrative burdens.

However, this leveraging of technological systems also requires SAPC and provider agencies to adhere to careful guidelines when granting access to systems to protect the security and safety of the staff and clients’ data as well as the respective systems being used. This Information Notice (IN) describes the process which provider agencies must follow to ensure the appropriate staff receive timely access to needed systems.

**APPLICABLE SYSTEMS**

Provider agencies across multiple SAPC networks (treatment, prevention, etc.) are required to utilize one (1) or more systems to access varying types of data as part of their contractual requirements. Depending on the platform(s), provider agencies must first request access and secure the needed credentials including C-Numbers, Virtual Private Network (VPN), and Microsoft Authenticator.

The following systems require provider agencies to request access as described in this IN:

<b>System</b>	<b>Relevant Program</b>	<b>Description</b>
<b>Budget Approval System (BAS)</b>	All Contracted Provider Agencies	System which allows provider agencies to submit their budgets.
<b>Driving Under the Influence (DUI) System</b>	DUI Provider Agencies	Data system where provider agencies enter program information and data including the Driving Under the Influence administration fee owed to the County.
<b>Network Adequacy Certification Application (NACA)</b>	Substance Use Disorder (SUD) Treatment Provider Agencies	Treatment provider agencies submit monthly treatment and organizational information data as required by Network Adequacy standards.
<b>Provider Invoice Approval System (PIAS)</b>	All Contracted Provider Agencies	Allows provider agencies to submit invoices for services including those not billed via Sage.
<b>Sage</b>	SUD Treatment Provider Agencies	SAPC's SUD electronic health record system used by Treatment provider agencies.
<b>Service and Bed Availability Tool (SBAT) Provider Site</b>	SUD Treatment Provider Agencies	Public-facing search engine that identifies SUD facilities and treatment slots throughout the County which provider agencies must update daily.
<b>Bed Management System (BMS)</b>	Recovery Housing Provider Agencies	Data collection and management system where Recovery Housing and other providers submit data based on bed allocation.
<b>SAPC-Learning &amp; Network Connection (SAPC-LNC) Platform</b>	All Contracted Provider Agencies	Provider agencies need to designate if their staff member requires a Supervisor/Manager role to view/assign/monitor staff training.

Note that other systems and relevant programs may be added to the **Agency User Account Administration Form (for SAPC applications other than Sage)** in the future, as SAPC expands its business process automation capabilities.

## **AGENCY LIAISON**

In an effort to ensure accuracy or consistency, SAPC is requiring that provider agencies identify at a minimum one (1) and no more than three (3) internal staff members to serve as the Information Systems Access and Security Liaison (Agency Liaison) for their organization, who will be authorized to approve or remove access to the systems noted in this IN. **Effective 4/21/2026, SAPC will only process requests received from the organization's designated Agency Liaison.**

The Agency Liaison will be responsible for vetting and confirming that each requested staff member has the organizational need and required qualifications to use the requested system(s) and that use falls within their respective roles and responsibilities.

Provider agencies should consider the following when selecting their Agency Liaison(s):

- Serve at a high-level administration role with the authority to make these determinations.
- Have organizational, programmatic and technical knowledge to verify and confirm the need to use the system.
- Have access to personnel information regarding the agency's staff to ensure staff can appropriately use the system and handle sensitive and/or protected health information.
- Has required training(s) and knowledge to ensure the safe and appropriate handling of personnel, organizational and client data, including protected health information.
- Ensure that staff access is removed when the staff member leaves the agency or when data systems access is no longer needed to perform their job functions.
- Serve as the primary agency contacts for communications related to information security and privacy matters.

Provider agencies must use the attached **Agency Liaison Designation Form** to officially designate their respective liaison(s) **by 4/21/2026**. This form must also be used to remove, deactivate/reactivate, or edit agency liaison information as needed by the provider agency. In either scenario, the form must be submitted to SAPC at [SAPC App Access@ph.lacounty.gov](mailto:SAPC_App_Access@ph.lacounty.gov).

## **SECURING CREDENTIALS FOR AGENCY STAFF**

The Agency Liaison is responsible for advising provider agency staff to follow the steps outlined below to establish the needed credentials prior to getting access to any of the systems listed in this IN. To access any of SAPC's systems, agency staff must first be registered with

Los Angeles County and establish log-in credentials, including C-Numbers and verification through the Microsoft Authenticator app.

### **Step 1: C-Number Creation**

- The user must log on to the following County site to create the user's C-Number: [Create Your C-Number](#). SAPC will coordinate with the user to approve the C-Number.

### **Step 2: C-Number Registration**

- The user must register the C-Number and set a password. The following document provides an overview of this process: [Register Your C-Number](#).

## **REQUESTING SYSTEM ACCESS FOR AGENCY STAFF**

### **To request staff access to Sage:**

- Agency Liaison(s) must access the [Sage Help Desk Portal](#) and complete the "**SAPC Sage User Creation Form**" for each user, once they have identified, vetted, and confirmed the appropriate user role. The form captures needed information to ensure the account is set up accurately for the requested system(s). Additional guidance can be found at [LA County Department of Public Health - Substance Abuse Prevention and Control - Sage](#) and in the "[User Creation Job Aid](#)".

### **To request staff access to SAPC systems other than Sage:**

#### **Step 1: Complete Form**

- The Agency Liaison must fill out the "**Agency User Account Administration Form (for SAPC applications other than Sage)**" for each user, once they have identified, vetted, and confirmed the appropriate user role. The form captures needed information to ensure the account is set up accurately for the requested system(s) and the Agency Liaison has conducted the internal process to support appropriate use. Additional guidance can be found in the "**Account Administration Form Job Aid (for SAPC applications other than Sage)**" attachment.

#### **Step 2: Collect Signatures and Submit Form**

- The Agency Liaison must obtain the necessary signatures from the user and the user's manager and then submit the form through the Sage Help Desk by creating a ticket and attaching the form to the ticket.

**Note: Some of SAPC's systems require VPN access. Should that be the case, SAPC will request VPN access for the user and inform the user of the VPN credentials once they are issued.**

## **CONFIGURING MULTI-FACTOR AUTHENTICATION**

The Agency Liaison(s) should advise the provider agency staff that the first time a user logs into one of the SAPC systems, the user will be prompted to configure the **Microsoft Authenticator** application. Users can do this by using the instructions given in "[How to Set up the Microsoft Authenticator app as Verification Method.pdf](#)".

Please contact [SAPC App Access@ph.lacounty.gov](mailto:SAPC_App_Access@ph.lacounty.gov) for additional information.

GT:dd

Attachments:

Agency Liaison Designation Form



Attachment I -  
Agency Liaison Designation Form

[User Creation Job Aid](#) (for Sage)



Attachment II - Sage  
User Creation Form Job Aid

Agency User Account Administration Form (for SAPC applications other than Sage)



Attachment III -  
Agency User Account Administration Form

Account Administration Form Job Aid (for SAPC applications other than Sage)



Attachment IV -  
Agency User Account Administration Form Job Aid