

Clinical Services Branch: Utilization Management & Quality Improvement Updates

Los Angeles County Department of Public Health
March 7, 2023
Substance Abuse Prevention & Control



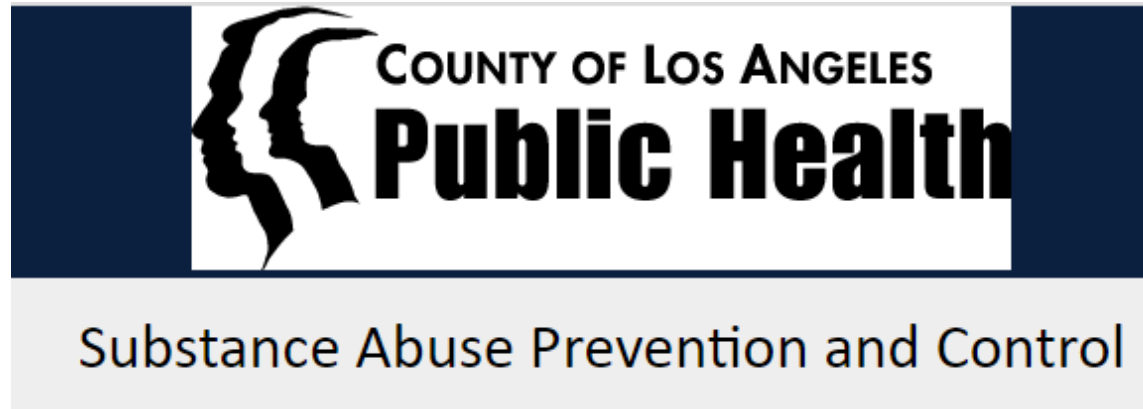
Agenda

- **Medi-Cal Re-Verification of Eligibility**
- **Upcoming MAT SAPC Information Notice**
- **Reminder: Overdose Prevention and Response Training and Technical Assistance**
- **Quality Improvement Opportunities**

Medi-Cal Re-Verification of Eligibility



Medi-Cal Reverification of Eligibility



Good morning SAPC Providers,

SAPC is sharing the below news release from the Department of Health Care Services (DHCS). DHCS has launched the public information and outreach campaign to raise awareness about the return of the Medi-Cal eligibility renewal process. Medi-Cal members can learn more about the renewal process and update their contact information to receive updates at [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org).

Please also keep the attached file of the news release for more information and direct links to [Covered California](#), [BenefitsCal](#), and [MyBenefitsCalWIN](#):

- [23-06 Medi-Cal Renewal Campaign-2-8-23](#)

SAPC will send out more detailed communication in the coming weeks.

Thank you,

Medi-Cal Reverification of Eligibility



DHCS NEWS RELEASE

DHCS LAUNCHES STATEWIDE MEDIA CAMPAIGN TO HELP CALIFORNIANS KEEP THEIR MEDI-CAL COVERAGE

New Campaign Will Help Medi-Cal Members Stay Covered When Eligibility Renewals Return in April

SACRAMENTO – The California Department of Health Care Services (DHCS) today launched a statewide public information, education, and outreach campaign to raise awareness about the upcoming return of the Medi-Cal eligibility renewal process for all 15.4 million Medi-Cal members, and to encourage them to take steps to keep their coverage.

“We know how much Medi-Cal members value their health coverage, so we want to make sure they know what to do to continue accessing the comprehensive care they need and deserve,” said **DHCS Director Michelle Baass**. “With more than 15 million Californians enrolled in Medi-Cal, we are committed to ensuring enrollees understand the upcoming renewal process and how to take action to avoid gaps in coverage. We are beginning this unprecedented task of resuming normal renewal operations, and we know

DHCS Contacts

1 Update your information

Log into your account to make sure Medi-Cal has your current:

- Address
- Phone number
- Email address

> Find where to update your information

2 Sign up for updates

Get general updates about what is happening with Medi-Cal renewals by signing up for email and SMS text messages.

Enter your information:

First Name

Last Name

Email

Mobile Phone

Zip Code

Submit



3 Check your mailbox

Counties will mail you a letter about your Medi-Cal eligibility. You may need to complete a renewal form.

If you're sent a renewal form, submit your information by mail, phone, in-person, or online, so you don't lose your

<http://keepmedicalcoverage.org>

VERIFICATION ACTIONS YOU CAN COMPLETE ONLINE

- **Eligibility**
- **Batch Eligibility**
- **Automated Provider Services**
- **Medi-service reservations (limited MCAL services)**
- **Medicare Drug Pricing**
- **PDF RAD/Medi-Cal Financial Summary**
- **Share of Cost**

HOW TO ACCESS MCAL VERIFICATION SYSTEMS

Must have a Medi-Cal provider number and PIN, and have either an electronic or paper Medi-Cal Point of Service (POS) Network/Internet Agreement form on file:

Required forms to gain access to activate automated systems

[Electronic POS/Internet form](#)- Electronic DocuSign Version

[Paper POS/Internet form](#)- Printable version

For information about Provider Enrollment: Visit the [Provider Enrollment](#) page.

- Please call the Telephone Service Center (TSC) at [1-800-541-5555](tel:1-800-541-5555) for more information

Automated Eligibility Verification System (AEVS): 1-800-456-AEVS(2387)

- DO NOT need enrollment; DO need a PIN to access.

How can I receive or reset my PIN #?

- Providers received their initial Provider Identification Number (PIN) as part of their program enrollment.
- Methods for PIN Confirmation or Replacement: Medi-Cal fee-for-service providers with seven-character Provider Identification Numbers (PINs) may request a Telephone Service Center (TSC) agent at 1-800-541-5555 to confirm or reset their PIN.

Helpful State Resources for Providers

- **Online Medi-Cal Provider Manual**

- https://files.medi-cal.ca.gov/pubsdoco/manual/man_query.aspx?wSearch=* *z00*+OR+* *z01*&wFLogo=Part1+%23+Medi-Cal+Program+and+Eligibility&wPath=N

- **AEVS transaction log- Useful to keep a record of eligibility inquiries (can be uploaded to Sage)**

- <https://files.medi-cal.ca.gov/pubsdoco/publications/masters-mtp/part1/aevtrn1form.pdf> –

- **Where to find answers**

- <https://files.medi-cal.ca.gov/pubsdoco/publications/masters-mtp/part1/0Cgetstart.pdf>

- **Eligibility Benefits Instructions:**

- <https://filesaccepttest.medi-cal.ca.gov/pubsdoco/Publications/masters-MTP/Part1/eligrec.pdf>

- **Printable versions of the POS and Eligibility Enrollment forms**

- [Form: Medi-Cal Point of Service \(POS\) Network/Internet Agreement \(point frm1 net\)](#) (Revision Date Oct 16, 2020) | (167KB)
- [Form: Medi-Cal Eligibility Verification Enrollment Form \(point frms\)](#) (Revision Date Oct 16, 2020) | (120KB)



Home Apply For Benefits Programs Help

English

Log In

New? [Create An Account](#)

04/27/2022

LA County users:

Please create a new account in BenefitsCal and link to your case to access your benefits. Welcome to BenefitsCal!

[Read More](#)

NaN of 5

< 1/5 >

Welcome to BenefitsCal.

Here you can apply for Medi-Cal, CalFresh and CalWORKS.

Ready? Let's do this.

[Learn more about BenefitsCal](#)

Apply Now

See If You Qualify



Do I Qualify?

Verification for UM: Change Summary Report





Submit Date


Submit Time

Case Number

Change Report Summary

Programs		Food (CalFresh)
		Health Coverage (Medi-Cal)














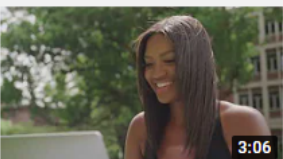
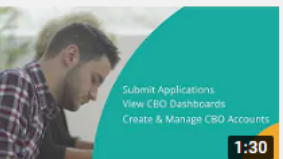
Your Information

 **BenefitsCal**
1.95K subscribers

[SUBSCRIBE](#)

HOME VIDEOS PLAYLISTS COMMUNITY CHANNELS ABOUT

Uploads ≡ SORT BY

 <p>Periodic Reporting 4:26</p> <p>BenefitsCal: Periodic Report (SAR7) 6.2K views · 10 months ago CC</p>	 <p>Disaster CalFresh 4:10</p> <p>BenefitsCal: Disaster CalFresh 1K views · 10 months ago CC</p>	 <p>CalFresh Recertification 5:57</p> <p>BenefitsCal: How to submit a CalFresh recertification. 5.3K views · 10 months ago CC</p>	 <p>Medi-Cal Renewals 6:17</p> <p>BenefitsCal: How to submit a Medi-Cal renewal. 10K views · 10 months ago CC</p>	 <p>How to Link an account to your case 1:36</p> <p>BenefitsCal: How to Link an account to your case 1.9K views · 10 months ago CC</p>	 <p>How to Create an Account 2:19</p> <p>BenefitsCal: How to create an account 5.6K views · 10 months ago CC</p>
 <p>Community Based Organizations 15:30</p> <p>BenefitsCal: Community Based Organization (CBO)...</p> <p>4.8K views · 11 months ago CC</p>	 <p>How to Apply for Benefits 3:08</p> <p>BenefitsCal: How to apply for benefits 10K views · 1 year ago CC</p>	 <p>How to Report a Change 2:46</p> <p>BenefitsCal: How to report a change 4.9K views · 1 year ago CC</p>	 <p>How to Upload a Document 2:14</p> <p>BenefitsCal: How to upload a document 21K views · 1 year ago CC</p>	 <p>How to Link a Case 1:36</p> <p>BenefitsCal: How to link a case 15K views · 1 year ago CC</p>	 <p>Customer Dashboard Overview 3:57</p> <p>BenefitsCal: Customer Dashboard Overview 3.6K views · 1 year ago CC</p>
 <p>How to Reset Your Password 2:50</p> <p>BenefitsCal: How to reset a password</p>	 <p>Journey to BenefitsCal 3:06</p> <p>Journey to BenefitsCal 8.2K views · 1 year ago</p>	 <p>Welcome to BenefitsCal 1:30</p> <p>Welcome to BenefitsCal 10K views · 1 year ago</p>			



We got your reported changes.

Confirmation Receipt

Date	7/21/2021
Time	05:48 PM
Case Number	K200002
Changes	Money & Accounts

Text, email or print a copy of your receipt for your records.



Download or print a summary of your changes for your records.




[BACK TO DASHBOARD](#)

Click to text, email, download, or print a receipt of the changes reported.



2:25 / 2:45 Js

[Help & Resources](#)

BenefitsCal 



Feedback

Medi-Cal Verification Systems

 **Medi-Cal Providers**


Providers ▾


Beneficiaries

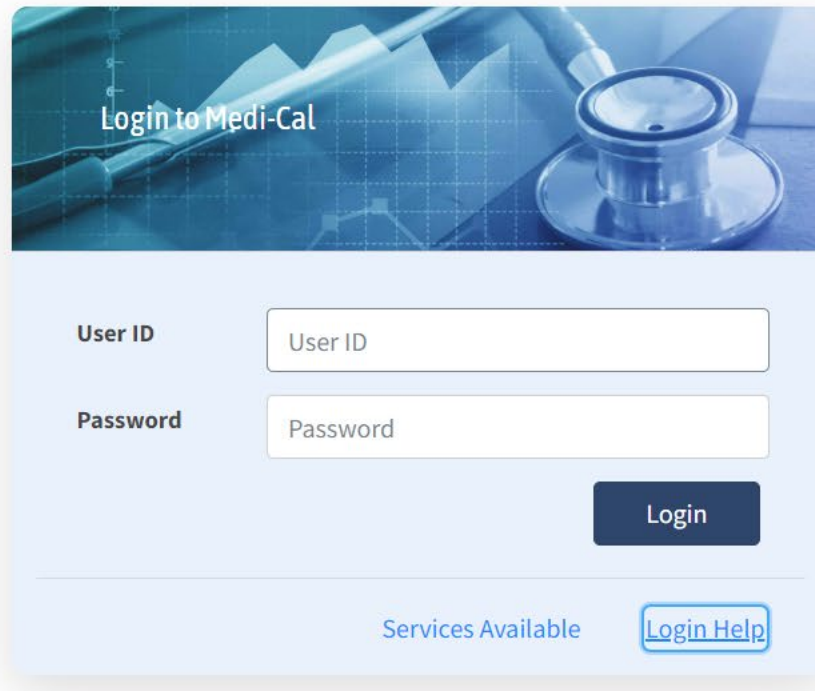

Resources ▾


Related ▾


Contact Us


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Login to Medi-Cal

User ID

Password

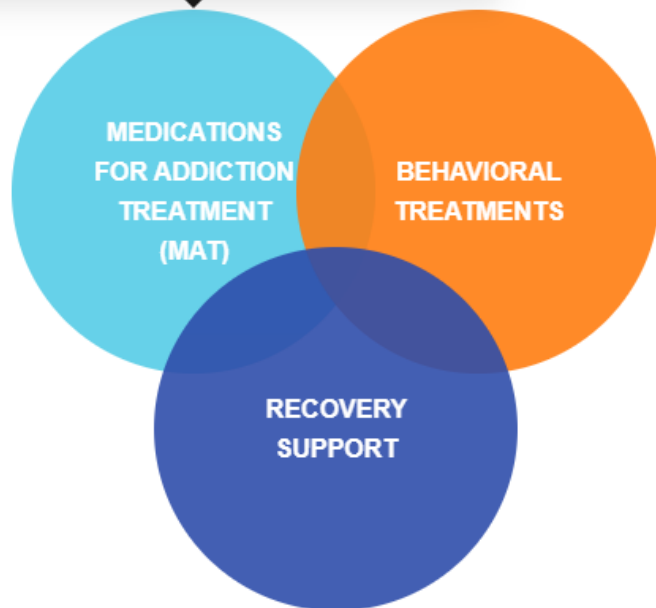
[Services Available](#) [Login Help](#)

Upcoming MAT SAPC Information Notice



Medications for Addiction Treatment

Medications for Addiction Treatment, or MAT, is the use of medications to aid in relieving cravings and withdrawal symptoms so people can focus on recovery.



- DHCS Recently Proposed Policy requiring:
 - MAT Policies (with approval by DHCS)
 - MAT Screening/Assessments
 - MAT Training Standards
 - On-site storage and administration and/or
 - Care Coordinated Linkage to MAT

<http://www.matworks.org>

Los Angeles County
 Substance Abuse Prevention and Control

DMC-ODS

 Drug Medi-Cal Organized
 Delivery System

Table 13. Medications for Addiction Treatment Options

Opioid Use Disorder (OUD)	Alcohol Use Disorder (AUD)	Tobacco Use Disorder (TUD) ¹¹
Methadone <i>(oral methadone is only available via OTPs for the indication of OUD)</i>	Naltrexone Oral and long-acting injectable formulations effective for AUD	Varenicline
Buprenorphine Sublingual or injectable buprenorphine formulations for the indication of OUD	Disulfiram Oral formulation	Bupropion
Naltrexone Long-acting injectable formulation is preferred to oral for OUD	Acamprosate	Nicotine Replacement Therapy
Naloxone¹² Injectable or Intranasal Formulations that Reverse Opioid Overdose		

<http://publichealth.lacounty.gov/sapc/NetworkProviders/Privacy/SAPCProviderManual7.0.pdf>

Proposed Required Elements: Medications for Addiction Treatment Policy

1. Explain how a patient receives information about the benefits and risks of MAT.
2. Describe the availability of MAT at the program, if applicable, or the referral process for MAT.
3. Identify an evidence-based assessment for determining a patient's MAT needs.
4. Address administration, storage, and disposal of MAT, if applicable.
5. Outline training for staff about the benefits and risks of MAT.
6. Outline training for staff on the MAT policy.
7. The staff training shall include the onboarding training for new staff and recurrent training for existing staff.

‘Evidence-Based Assessment’ For Determining MAT Needs

- There is no single ‘evidence-based assessment tool’ for MAT
- ‘Evidence-based assessment’ is intended to reflect that patients should be offered MAT without practitioner bias and on the basis of an individualized determination of the risk/benefit of MAT for patients based upon medical science
 - *Evidence based is intended to refer to the determination of need for MAT based on evidence and not based on preconceived notions or biased attitudes about MAT that may be held by individual practitioners*
- SAPC will be preparing a forthcoming SAPC-IN that will:
 - Include a draft MAT policy for our network that for provider agency adaptations to meet DHCS’s MAT BHIN requirements.
 - Clarify training plan expectations
 - Discussed the removal of the X-waiver

Determining MAT Needs

- The clinical determination of whether a patient needs MAT is a clinical decision that is based on:
- The diagnosis of alcohol and/or opioid use disorder
 - SAPC includes medications for **tobacco use disorder** and medications with **off-label evidence of clinical effectiveness for stimulant and/or cannabis use disorder** as allowable as MAT medications through DMC-ODS allowable medication services.
- The patients' readiness to accept MAT
- The presence of medication or medical contraindications to MAT for specific patients based upon an individualized assessment

Medications for Substance Use Disorders

Removal of DATA Waiver Requirement

Medications, Counseling, and Related Conditions

[Find Treatment](#)

[Provider Support Services](#)

[Pharmacist Verification of Buprenorphine Providers](#)

[Become an Accredited and Certified Opioid Treatment Program \(OTP\)](#)

[OTP Resources and Information](#)

[State Opioid Treatment Authority \(SOTA\)](#)

[Statutes, Regulations, and Guidelines](#)

[Training Materials and Resources](#)

[About SAMHSA's Division of Pharmacologic Therapies \(DPT\)](#)

Removal of DATA Waiver (X-Waiver) Requirement

Section 1262 of the Consolidated Appropriations Act, 2023 (also known as Omnibus bill), removes the federal requirement for practitioners to submit a Notice of Intent (have a waiver) to prescribe medications, like buprenorphine, for the treatment of opioid use disorder (OUD). With this provision, and effective immediately, SAMHSA will no longer be accepting NOIs (waiver applications).

All practitioners who have a current DEA registration that includes Schedule III authority, may now prescribe buprenorphine for Opioid Use Disorder in their practice if permitted by applicable state law and SAMHSA encourages them to do so. SAMHSA and DEA are actively working on implementation of a separate provision of the Omnibus related to training requirements for DEA registration that becomes effective in June 2023. Please continue to check this webpage for further updates and guidance.

275 Annual Report

275 Annual Reports are no longer required or being accepted.

Last Updated: 01/25/2023

<http://www.samhsa.gov/medications-substance-use-disorders/removal-data-waiver-requirement>

Removal of DATA-Waiver (X-Waiver) Requirement

- [Medi-Cal published on 1/20/2023](#) that Medi-Cal will no longer require an X-waiver to pay pharmacy claims for buprenorphine.
- There are no remaining CA state laws or regulations which prevent prescribing clinicians with a standard DEA registration that includes all schedule III medications from prescribing buprenorphine for the indication of OUD.

Resources

- [Funding opportunity: Increasing MAT Services within DHCS-licensed SUD Facilities](#) – due March 15
- [MATWORKS](#)
- [LosAngelesMAT](#)
- [DHCS Medications for Addiction Treatment Expansion Project Overview](#)
- [California Medications for Addiction Treatment Expansion Project](#)
- [Choose Change CA: Medications for Addiction Treatment](#)
- [DHCS Naloxone Distribution Project](#) – distribution of free naloxone to SAPC providers
- [SAMHSA TIP 63: Medications for the Treatment of Opioid Use Disorder](#)
- [SAMHSA Medication for the Treatment of Alcohol Use Disorder Brief Guide](#)

Overdose Prevention and Response Training and TA



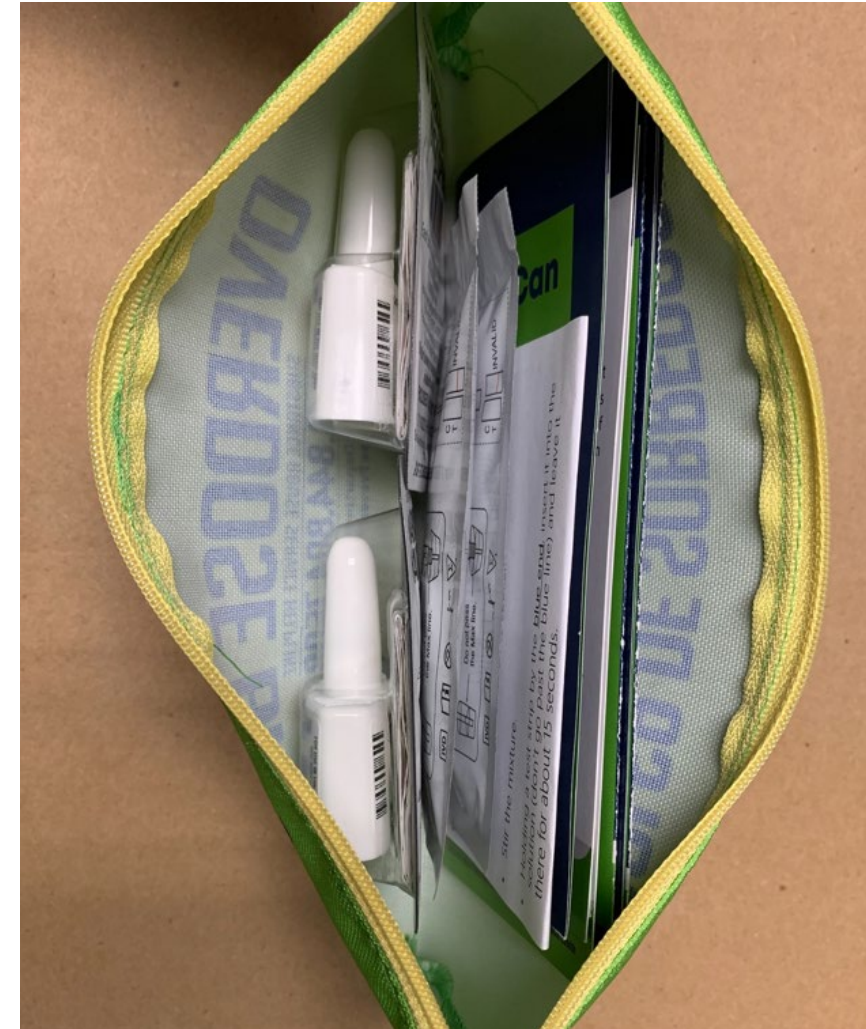
OVERDOSE PREVENTION AND RESPONSE TRAINING AND TECHNICAL ASSISTANCE

1.



Slide Credit: SAPC Strategic and Network Development Branch

2.



Overdose Prevention and Response Training and Technical Assistance

GOAL:

To support Provider networks' ability to offer overdose prevention and education services to individuals services at their facilities.

Activities:

- Focused on overdose prevention, response, and harm reduction in treatment facilities
- Trainings encompass a range of activities that support effective overdose prevention education and in the distribution of overdose prevention kits.
- **All treatment providers will receive this training**
- Technical assistance on developing/updating protocols will also be offered, as needed

Training & Technical Assistance Providers:

- Clare|Matrix
- Tarzana Treatment Centers

Slide Credit: SAPC Strategic and Network Development Branch



OVERDOSE PREVENTION AND HARM REDUCTION BAG

Contents:

- ❖ Two (2) 4mg doses of Naloxone Nasal Spray
- ❖ Two (2) Fentanyl Strips
- ❖ Testing for Fentanyl
- ❖ Printed materials
 - Good Samaritan Card
 - Naloxone Prescription Card
 - Fentanyl precaution card
 - Overdose First Aid Manual

Slide Credit: SAPC Strategic and Network Development Branch

SAPC Menu

Prevention ▾

Patient Resources ▾

Treatment Providers ▾

Media Campaign ▾

Provider Advisory Committee(PAC)

Data Reports and Briefs *(New)*

Commission on Alcohol and
Other Drugs

Safe Med LA

Overdose Prevention ▲

Overdose Prevention
Information & Resources

Presentation: Naloxone and
Harm Reduction

Video: Administering Naloxone

Fentanyl 101 Presentation

Overdose Prevention

SAPC Home / Public / Overdose Prevention

Harm Reduction Unit | The Overdose Epidemic | Accessing Naloxone | Finding Services | Resources

Harm Reduction Unit

The Division of Substance Abuse Prevention and Control's (SAPC) Harm Reduction Unit is focused on expanding access to harm reduction and overdose prevention services provided by Los Angeles County's Department of Public Health's contracted Engagement and Overdose Prevention (EOP) Hubs, also known as syringe service providers, to reduce the number of deaths related to opioid overdoses in LA County.

Contact Us: HarmReduction@ph.lacounty.gov

The Overdose Epidemic

Harm Reduction-Principles

Harm reduction is an evidence-based public health approach that aims to reduce the negative consequences associated with substance use. Harm reduction focuses on "meeting people where they are" and recognizes that many people aren't willing or able to stop using substances and focuses on decreasing the negative consequences associated with drug use by equipping individuals with the knowledge and resources they need to protect themselves. Harm reduction adopts a variety of safer use strategies including syringe service programs, providing medications for addiction treatment (MAT), peer programs, safe consumption sites and more.

• State/National Resources

• Local Resources

<http://publichealth.lacounty.gov/sapc/public/overdose-prevention.htm>

Accessing Fentanyl Test Strips (FTS)

Fentanyl is a powerful synthetic opioid that is similar to morphine but is 50 to 100 times more potent. Since 2013, there has been a sharp, nationwide increase in overdose deaths involving illicitly manufactured fentanyl which has contaminated heroin, methamphetamine, ecstasy and other recreational drugs.

Fentanyl test strips (FTS) are a form of inexpensive drug testing technology that was originally used for urinalysis, however, has been shown to be effective at detecting the presence of fentanyl and other fentanyl-analogs in a drug sample prior to use.

- [CDPH Fentanyl Testing Fact Sheet](#)
- [Wise Batch: Harm Reduction](#)
- [BTNX: Harm Reduction](#)
- [DoseTest: Fentanyl Test Strips](#)

Finding Harm Reduction Services

Engagement and Overdose Prevention (EOP) Hubs

The Engagement and Overdose Prevention (EOP) Hubs are LA County contracted syringe service providers who provide harm reduction services, peer-led education, and peer-led support services. Harm reduction services include conducting syringe exchanges, providing safer use supplies including safer smoking equipment, distributing naloxone overdose reversal kits, and connecting participants to other important services and programs such as:

- Education about overdose prevention and harm reduction practices.
- Naloxone distribution and education.
- Screening, care, treatment for viral hepatitis and HIV.
- Referrals to medications for addiction treatment, and other medical, mental health, and substance use disorder (SUD) treatment services.

LA County EOP Hubs

[Click here to view EOP Hub Program Schedule \(PDF\)](#)

<http://publichealth.lacounty.gov/sapc/public/overdose-prevention.htm>

SAPC IN 22-09 Harm Reduction Syringe Services Program Certification

Eligibility Criteria

Prospective SSP applicant agencies must demonstrate a commitment to harm reduction strategies for PWUD by attesting to their ability to offer the following services:

- Provision of sterile needles and syringes, and other drug preparation equipment;
- Safe recovery and disposal of used syringes and sharps waste;
- Education and counseling to reduce sexual, injection and overdose risks;
- Provision of overdose reversal medications (e.g., naloxone) to reverse opioid overdose;
- Human Immunodeficiency Virus (HIV) and viral hepatitis prevention education services;
- Referrals to other medical and behavioral treatment services including but not limited to:
 - HIV, viral hepatitis, sexually transmitted infections (STI), sexually transmitted diseases (STD), and tuberculosis (TB) prevention, testing, treatment, and associated care services;
 - Substance use disorder treatment, including medications for addiction treatment (MAT); and
 - Medical care, mental health services, and other supportive services.

The SSP applicant agencies must also attest to the following:

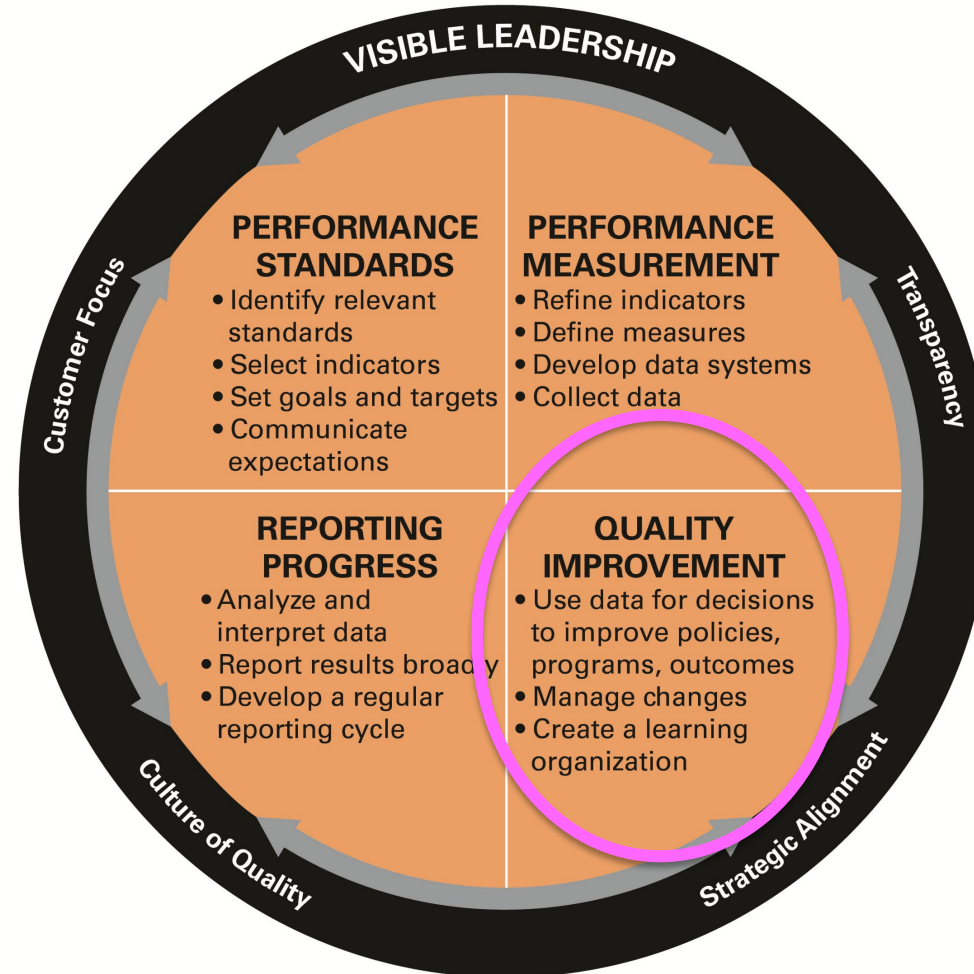
- Compliance with all applicable state laws and regulations;
- Commitment to participate in an ongoing process involving services recipients' input into program operations; and
- Commitment to participate in meetings designated by DPH-SAPC.

<http://publichealth.lacounty.gov/sapc/bulletins/START-ODS/22-09/SAPCIN22-09CertificationSyringeServicePrograms.pdf> and
<http://publichealth.lacounty.gov/sapc/bulletins/START-ODS/22-09/SAPCIN22-09SSP-Certification-Application-distributed.pdf>

Quality Improvement Opportunities



PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM



<http://publichealth.lacounty.gov/sapc/NetworkProviders/Privacy/SAPCProviderManual7.0.pdf>

Q&A / Discussion

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

Socrates