

Clinical Services Division: Utilization Management & Quality Improvement Updates

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Agenda



Documentation Standards and Licensed Clinician Scope of Practice



Withdrawal Management Service Standards

Documentation Standards and Licensed Clinician Scope of Practice



DMC-ODS Eligible Licensed Practitioners of the Healing Arts

Professional staff providing or direct others in providing services within their individual scope of practice

- Physician (MD or DO)
- Advanced Practice Nurse (APRN)
- Physician Assistant (PA)
- Registered Nurse (RN)
- Registered Pharmacist (RP)
- Licensed Clinical Psychologist (LCP)
- Licensed Clinical Social Worker (LCSW)
- Licensed Professional Clinical Counselor (LPCC)
- Licensed Marriage and Family Therapist (LMFT)
- Licensed Vocational Nurse (LVN)
- Licensed Psychiatric Technician (LPT)
- Licensed Occupational Therapist (LOT)

Licensed-Eligible LPHA working under the supervision of licensed clinicians

Scope of Practice: Diagnosis of SUD

Diagnosing LPHAs

- Physician (MD or DO)
- Nurse Practitioner (NP)
- Physician Assistant (PA)
- Licensed Clinical Psychologist (LCP)
- Licensed Clinical Social Worker (LCSW)
- Licensed Professional Clinical Counselor (LPCC)
- Licensed Marriage and Family Therapist (LMFT)

Non-Diagnosing LPHAs

- Registered Nurse (RN)
- Registered Pharmacist (RP)
- Licensed Vocational Nurse (LVN)
- Licensed Psychiatric Technician (LPT)
- Licensed Occupational Therapist (LOT)

Proposed Documentation Standards Aligning with Scope of Practice

- Diagnosing LPHAs have final signatory authority over documentation that requires an LPHA signature on the Problem List or Treatment Plan, ASAM Continuum™, and Medical Necessity Progress Notes.
- Other documentation requiring LPHA finalization, may be provided by other LPHAs so long as it is within their scope of practice.
- *Proposed Standard: Finalizing ASAM Continuum™ and Medical Necessity Progress Notes restricted to Diagnosing LPHAs*

Withdrawal Management Standards



Withdrawal Management Severity and Residential/Hospital LOC Placement

Treatment/Service Type	ASAM LOC	Description
Clinically Managed Residential-Withdrawal Management	3.2-WM	Moderate withdrawal that is not manageable in OP settings and needs 24-hour support which can be managed by non-medical staff) to complete WM and increase likelihood of continuing treatment or recovery.
Medically Managed Inpatient-Withdrawal Management	3.7-WM	Severe withdrawal in addition to medical or psychiatric co-morbidities; needs 24-hour nursing care and physician visits as needed; unlikely to complete WM without medical monitoring.
Medically Managed Intensive Inpatient Withdrawal Management	4.0-WM	Severe, unstable withdrawal with documented risk for acute medical complications requiring 24-hour nursing care and daily physician visits to modify WM regimen and manage medical instability.

Withdrawal Management Standards

- Must be capable of offering withdrawal management services for all applicable substances that may be contributing to withdrawal.
- Each patient admitted to withdrawal management levels of care shall have a documented plan of care that involves assessment for which clinically effective medication(s) were considered for the patient, offered to the patient, and the monitoring plan for the medications received by the patient in accordance with all existing DPH-SAPC policies governing medication services.

Current ASAM 3.7-WM / 4-WM Admission Criteria

1. The diagnosis of delirium tremens (DTs), also known as alcohol withdrawal delirium (AWD)
2. A severe score on a validated withdrawal scale
3. A moderate score on a validated withdrawal scale with high-risk factors
4. Complications of alcohol, sedative, and/or opioid withdrawal that cannot be adequately managed in the outpatient setting
5. **Stimulant intoxication complications that impair patient stability or significantly reduce the patient's ability to safely participate in treatment at a lower LOC.**
6. Recent history of severe withdrawal symptoms
7. Withdrawal during pregnancy
8. History of seizure disorder complicated by withdrawal

Withdrawal Management Standards: *Proposed* Narrowing

- SAPC *proposes* narrowing of withdrawal management standards:
 - Withdrawal management admissions limited to the two week period following the last use of the substance
 - Persistent psychiatric and medical symptoms and/or comorbidities, even if exacerbated by substance use, are not themselves justifications for withdrawal management admissions
 - Patient can continue to receive medical care that includes medical and psychiatric management at 3.5 LOC when this is clinically necessary

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

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