All Treatment Provider Meeting

Strategic & Network Development Division

November 4, 2026

SAPC Substance Abuse Prevention and Control

County of Los Angeles Public Health

Member Handbook Update and SAPC Complaint Poster

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SAPC | Substance Abuse Prevention and Control 2027 Behavioral Health Member Handbook

County of Los Angeles Public Health

WHAT'S NEW?

DHCS BHIN 26-029 updates the 2027 BH Member Handbook AND outlines requirements for notifying clients.

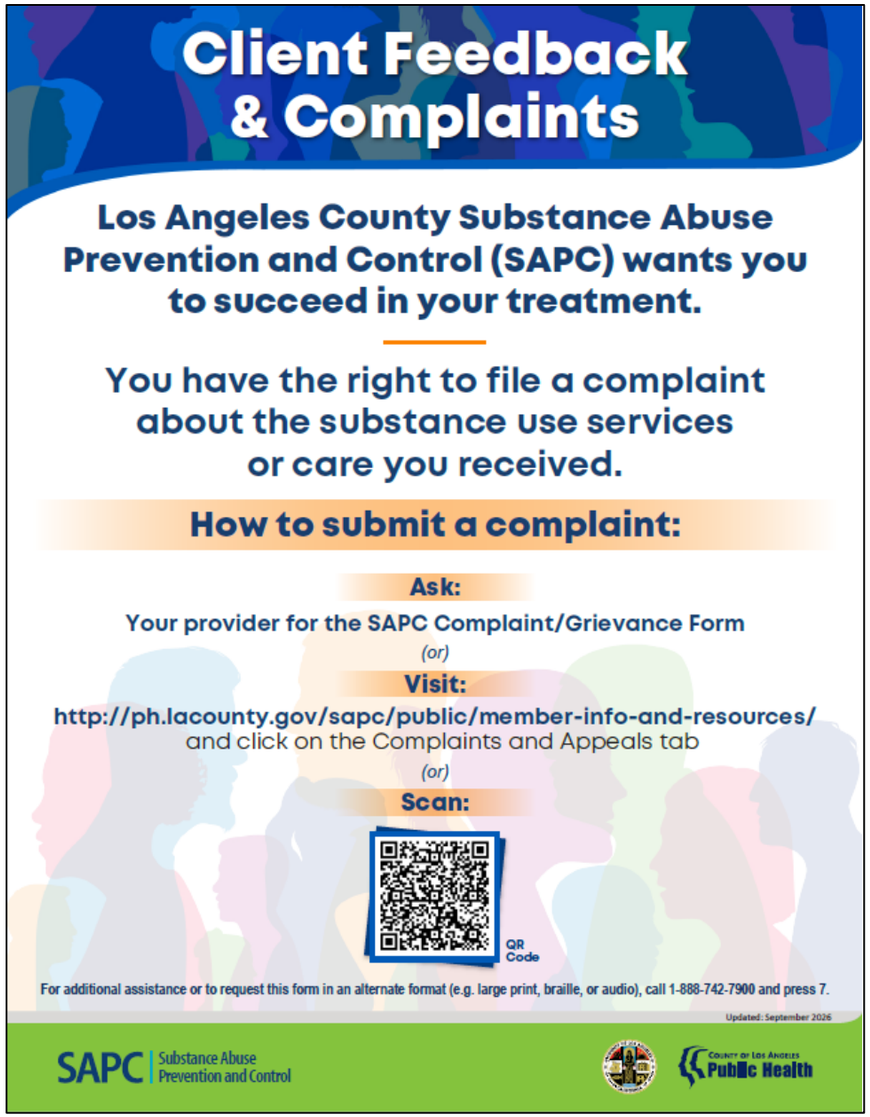
Major Changes for the Integrated Handbook Include:

- Assertive Community Treatment (ACT)
- Forensic Assertive Community Treatment (FACT)
- Coordinated Specialty Care (CSC) for First Episode Psychosis (FEP)
- Individual Placement and Support (IPS) Supported Employment
- Activity Funds
- High Fidelity Wraparound services

Timeline Ahead:

- 11/20/26 SAPC will provide the Integrated Member Handbook & Notice of Significant Change
- 12/01/26 Provider must provide the Notice of Significant Change to all existing clients
- 01/01/27 Provider must provide the updated Integrated Member Handbook to all new clients
- 01/01/27 SAPC will post Handbook on SAPC Member Webpage

Complaint Poster with QR Code



As outlined in Provider Manual 11.0 page 55, 210-213, Providers MUST:

- ❑ Prominently post SAPC contact information and reporting instructions in the lobby in easy viewing at each site.
- ❑ Inform clients OR their authorized representatives about their right to contact SAPC directly to express or report dissatisfaction.
- ❑ Ensure all complaints/grievances are reported to SAPC, including any actions taken.

Laminated SAPC complaint posters will be distributed to each provider agency **at the end** of today's Meeting.
The complaint poster is also available on the SAPC webpage in all threshold languages.

Appointment Disposition Log Reminders

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Appointment Disposition Requirements

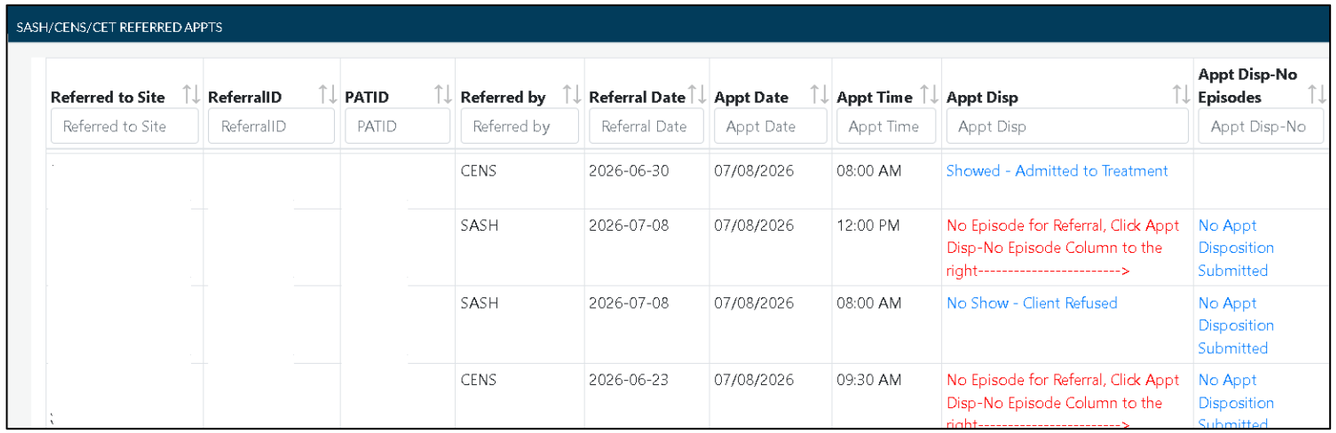
As outlined in SAPC IN 25-11 and Provider Manual 11.0 pages 28 and 35, and 42 Code of Federal Regulations (CFR) Part 438.206(c)(1) and Welfare and Institutions Code (WIC) section 14197 (d), **Providers are required to**:

- Document screening and referral information in the **Referral Connection form**
- Document the outcome of all initial appointments **including no shows and follow-ups** in the **Appointment and Referral Disposition** within three (3) calendar days following the appointment date.

Service Connections Log	Referral Connections	Appointment and Referral Disposition
• Documents screening and referral information from SASH, CENS or CORE ONLY	• Documents screening and referral information by the treatment provider who screened the patient.	• Documents the disposition only when an appointment is scheduled. • Completed by the provider where an appointment was made (the Referred to provider)

Appointment Disposition Support

- To support providers with this requirement, SAPC has done the following:
  - ❑ Developed the **SASH/CENS/CET Referred Appts widget** with clear instructions on the form requiring completion.


SASH/CENS/CET REFERRED APPTS

Referred to Site	ReferralID	PATID	Referred by	Referral Date	Appt Date	Appt Time	Appt Disp	Appt Disp-No Episodes
Referred to Site	ReferralID	PATID	Referred by	Referral Date	Appt Date	Appt Time	Appt Disp	Appt Disp-No
			CENS	2026-06-30	07/08/2026	08:00 AM	Showed - Admitted to Treatment	
			SASH	2026-07-08	07/08/2026	12:00 PM	No Episode for Referral, Click Appt Disp-No Episode Column to the right---------->	No Appt Disposition Submitted
			SASH	2026-07-08	07/08/2026	08:00 AM	No Show - Client Refused	No Appt Disposition Submitted
			CENS	2026-06-23	07/08/2026	09:30 AM	No Episode for Referral, Click Appt Disp-No Episode Column to the right---------->	No Appt Disposition Submitted

  - ❑ Provided additional guidance and resources for accessing and using the form and widgets can be found on the SAPC Sage webpage: http://publichealth.lacounty.gov/sapc/providers/sage/?mm

Appointment Disposition Support (cont.)

- Incorporated into SAPC's VBI with an incentive of **$20,000 each quarter**:

Description: At least 30% of referrals made by SASH/CENS in the Appointment Disposition Log are **completed** within three(3) business days of the appointment date.

Eligibility: Open to all contracted treatment provider agencies

Completion is defined as:

- Appointment disposition logs that have all fields completed, including, but not limited to, referral information, appointment disposition, and rescheduled appointment date.

AND

- Appointment dispositions that are logged within three (3) days of the appointment date



Provider completion of the Appointment and Disposition Log ensures the County meets **state and federal requirements** for timely access and behavioral health reporting.

Centralizing Site-Related Change Requests

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Centralizing Site-Related Change Request: SBAT Survey Conversion to NACA

Effective **January 2027**, SAPC will centralize the process for submitting site-related change requests.

- ❑ The following change request will be submitted through SAPC's Network Adequacy Certification Application (NACA):
  - Addition/removal of service site locations
  - Addition/removal of levels of care
  - Modifications to hours of operation
  - Changes in ability to offer specialized services to specific populations
  - Changes to site language capabilities

- ❑ This **WILL NOT** impact these contract actions:
  - Contract augmentation requests
  - Contracted bed counts
  - Medical Director Hours

Current Processes	Change Effective January 2027
Manual SBAT Survey Submissions for any updates	Submit site related change requests via NACA
Update practitioner and site locations	
Submit contract-related site via email	

Centralizing Site-Related Change Requests Timeline

Provider Request

- ✓ Providers request a more streamlined method for reporting similar information

2025

Cross-Division Collaboration

- ✓ Project scope defined
- ✓ Finalize business requirements
- ✓ Update NACA to improve infrastructure

Dec 2025 - Oct 2026

Testing Process

- ✓ Pilot agencies conduct testing
- ✓ Capture and fix system defects, workflow issues, and compliance concerns.

Nov 2026

Train and Notify

- ✓ NACT Coordinators trained
- ✓ Providers identify other staff that may need user access
- ✓ SAPC IN released for feedback.

Oct 2026-Jan 2027

Implementation

- ✓ SAPC IN Published
- ✓ Launch centralization
- ✓ Communication sent to all users.

Jan - 2027

Centralizing Site-Related Change Request: SBAT Survey Conversion to NACA

Benefits

Eliminates Manual Entry	Streamlines Reporting Process	Offers Single Point of Entry	Improves data accuracy
Leverages existing NACA updates to eliminate the manual SBAT survey.	Centralizes electronic submissions of the monthly 274 report and site-related updates.	NACA serves as the single point of entry for SBAT and other site related changes.	Data from NACA will be validated with SAPC Contract database to ensure accuracy.

Culturally Responsive and Linguistically Appropriate Services

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WOMEN-CENTERED SUD CARE

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Women-Centered Care Workgroup-Providers are invited:

Your work supporting women in SUD care is valued and your insight helps us to understand barriers women face and shape improvement that support them in staying in and completing care.

What is the Purpose of the Workgroup?

- Understanding drivers of non-completion among women in the LA County SUD system
- Expanding women-centered care services across the provider network

What is the Population of Focus?

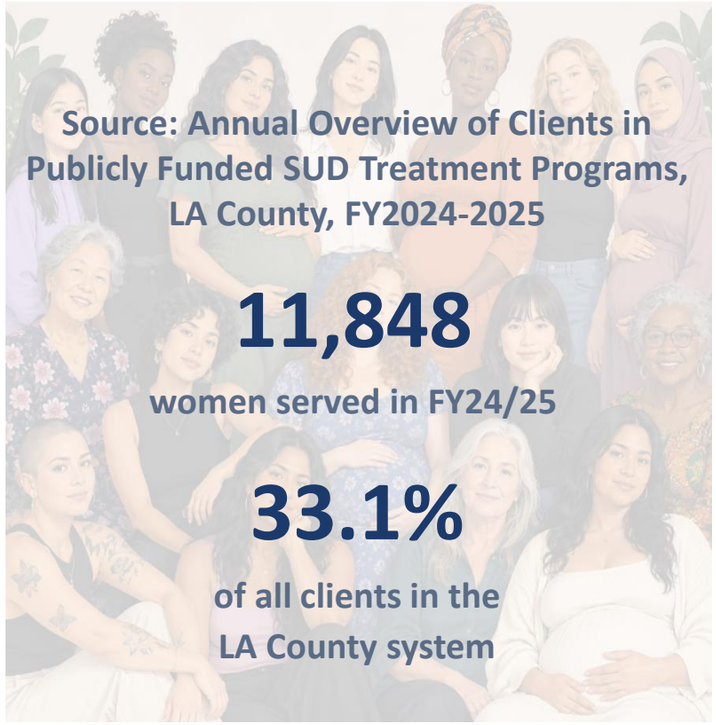
- Women enrolled in LA County SUD treatment programs, specifically those who do not complete care.

How can Providers Help Guide the Work?

The Women-Centered Care Workgroup meets monthly and brings providers together to identify barriers women face in staying in treatment and help shape improvements to women-centered care. Providers' experience and what women share with them guide the discussion.

Future Plans:

- Continue reviewing and refining data
- Strengthen collaboration through the Women-Centered Care Workgroup (WCCW)
- Explore and expand pathways to gather provider input
- Produce operational and equitable guidance to the BCB Working group
- Next meeting: **NOVEMBER 16, 2026**



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BILINGUAL BONUS PROGRAM

County of Los Angeles Public Health

Quarter 2 FY 26-27
Bilingual Bonus Program Reminder

Quarterly Submission Deadline: ***January 10, 2027***

Quarter Reporting Period: ***Oct - Dec 2026***

Required documents:

- ☑ *Bilingual Bonus Submission form*
- ☑ *Supporting documents (e.g., paystubs or general ledger) reflecting quarter reporting period.*
- ☑ *Bilingual Bonus Differential Supplemental Form, if needed.*
- ☑ *Bilingual Bonus Attestation and Agreement Form, if your agency did NOT participate or submit in Q1.*

Eligible Staff

LPHA Direct Service Bilingual Staff:

- ✓ *Psychologist*
- ✓ *Clinical Social Workers*
- ✓ *Marriage and Family Therapist*
- ✓ *Clinical Counseling Practitioners*

SUD Counselors

- ✓ *Registered/Certified SUD Counselors (includes those that perform case management or care coordination Certified Peer Support Specialist.*

NOTE: Effective July 1, 2027, Bilingual Bonus Capacity Building will ONLY be supported through SAPC's Substance Use Supportive Services Master Agreements (SUSSMA).
Providers MUST have an executed SUSSMA for **Category 1: "*Capacity Building, Training and Technical Support Services*"**



Laying the Foundation

SAPC Expectations for Culturally Responsive SUD Services

- Laying the Foundation will officially launch on SAPC LNC in January 2027.
- Provides guidance for provider staff on SAPCs expectations for culturally responsive and linguistically appropriate services.
- Laying the Foundation will be voluntary training for the first six (6) months.
- It will become required for all new staff beginning July 1, 2027.

New Managed Care Plan Requirement Updates

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County of Los Angeles Public Health

SAPC/Managed Care Plan MOU Requirements

Kaiser

MOU executed:
September 2, 2026.

Health Net/Molina

MOU executed:
September 4, 2026.

LA Care

MOU expected:
Early 2027.

Training
Providers will be required to attend a training on responsibilities related to client care coordination with MCPs.

Care Coordination and Data Sharing:
SAPC will be releasing an information notice with provider responsibilities related to MCP care coordination and client data sharing.

SAPC MCP website:
For information about LA County MCPs, go to the SAPC webpage:
http://ph.lacounty.gov/sapc/public/managed-care-plan-portal.htm

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Supporting Whole-Person Care Training

In-Depth MCP Sage Workflow Walk Through

	Supporting Whole-Person Care Training	In-Depth MCP Sage Workflow Walk Through
Dates	**Live: November 17th & January 2027** **Virtual on SAPC LNC: February 2027**	**Live Session: December 2026** **& Virtual on SAPC LNC 2027**
Duration	Estimated **2 hours** with Q&A	**TBD**
Audience	**Required staff:** Executive-level, clinical, intake, operations, and front office (eligibility)	**Required staff:** Clinical staff according to SAPC LNC classification
Objectives	1. Understand Provider requirements related to MCP engagement 2. Identify when clients may need MCP support and how to refer to MCPs 3. Hear from MCP representatives on their Covered Services 4. Review the updated SAPC Tools in Sage-PCNX to engage MCPs	1. Provide a detailed, step-by-step operational walkthrough of ASCMI and Sage workflows required under the DHCS Requirements under the MCP MOU 2. Equip providers with the practical skills needed for MOU implementation 3. Offer an on-demand training module for SAPC-contracted clinical staff

Preparing for SAPC-MCP Requirements

Effective implementation of MCP requirements means ensuring that provider staff:

- Accurately completing valid ROIs
- Completing Provider Site Admissions timely
- Submitting complete and accurate Discharge & Transfer Forms timely



NOTE: Ensuring that provider staff are diligent about completing these **EXISTING DOCUMENTATION PROCESSES** accurately and timely, allows SAPC to automate these State's MCP requirements that would otherwise fall on each providers to manage.

Shatterproof Walk

Amy Ly

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Shatterproof + SAPC

Shatterproof is on a mission to transform addiction treatment so more people recover.

We stand together as a community—with partners like LA County's Substance Abuse Prevention and Control—with a shared vision that no one should experience the challenges and losses caused by SUD, regardless of background or identity.

Alignment with SAPC & its Provider Network:

- Improving access to science-based treatment.
- Removing the stigma associated with addiction.
- Educating communities impacted by addiction.
- Advocating for policy change to aid recovery.

Be a Part of a Safe, Supportive Community

Event Experience

- Opportunities for clients to celebrate their recovery journeys
- Space to honor those they've lost
- Inclusive community of participants regardless of what brings them into the movement

Walk Program

- Inspirational speakers (including a speaker from SAPC)
- Personal stories from participants representing the four mission connections: loss, personal recovery, supporting a loved one, and Shatterproof ally









Join Us at the Walk!

Registration Support:

- Visit shatterproofwalk.org to get signed up.
- Shatterproof P2P staff on hand to support registration.
- Waivers provided for clients to sign to protect anonymity.
- Participants can also register the morning of the event.
- Registration is free and fundraising is not required.

Bringing Clients from Your Organization/Treatment Center?

- Shatterproof can provide waivers for your clients to have on hand to protect their anonymity.

Walk Details:

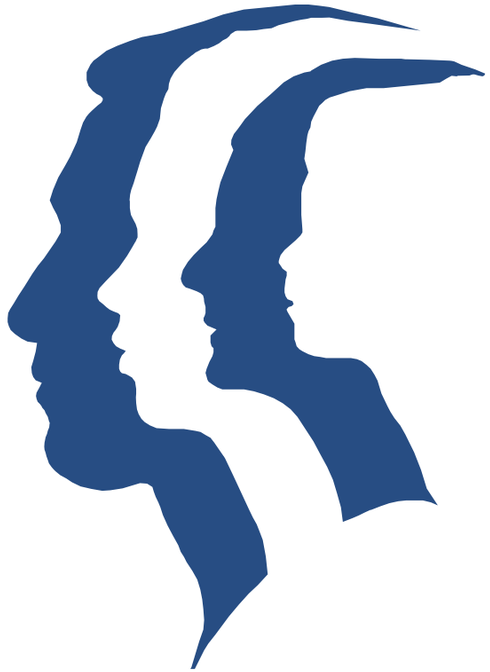
- Saturday, November 7
- Griffith Park (4669 Crystal Springs Drive)
- Site opens 8am, Program Begins 9:30am, Walk kickoff 10am
- Dogs are permitted on leash
- Parking available onsite in Merry-Go-Round Lots #1, #2, & #3

Registration Process:

- Scan QR code or visit shatterproofwalk.org
- Register your agency as a team
- Invite coworkers and clients to join you!
- Fundraising is not required

For support, contact ncaliguire@shatterproof.org

Shatterproof
Stronger than addiction



Thank You!