

**County of Los Angeles, Department of Public Health
Substance Abuse Prevention and Control**

SAPC Provider Utilization Management (UM) Meeting

Wednesday – Dec 21st, 2022

11:00am – 12:30pm

Call Information 1 (323) 776-6996 Access Code 258 940 685#

OR

[Click here to join the meeting](#)

AGENDA

- **Authorizations Backlog Update**
 - **CalAIM Documentation Redesign (Problem List and Progress Note) Standards**
 - **SAPC IN 22-19: Documentation Standards and Requirements**
 - **End of Grace Period for Late Problem Lists**
 - **Auths for Providers with Multiple Locations**
 - **Authorization Requests for 0.5 Early Intervention Services**
 - **Open Discussion**
 - **Adjourn**
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Resources

- Contact Numbers:
 - *For authorization questions, start with the assigned case manager in SAGE*
 - UM General number/email: **(626) 299-3531** sapc.qi.um@ph.lacounty.gov
 - Netsmart Helpdesk: **(855) 346-2392** <http://netsmart.service-now.com/plexussupport>
 - To file an appeal: **(626) 299-4532** SAPCmonitoring@ph.lacounty.gov
 - Grievance and Appeal Follow-Up: **(626) 293-2846** sapc.qi.um@ph.lacounty.gov
 - The Grievance and Appeal Follow-Up Phone Number is for providers or patients who have questions or concerns after receiving a Grievance and Appeals (G&A) Resolution Letter
- SAPC Provider Website – <http://publichealth.lacounty.gov/sapc/NetworkProviders/Forms.htm>
- SAPC Information Notice 22-19 Documentation Standards: <http://publichealth.lacounty.gov/sapc/NetworkProviders/Regulations.htm>
- 30d Authorization Submission Deadline: <http://publichealth.lacounty.gov/sapc/bulletins/START-ODS/20-11/SAPCIN20-11MemberAuthorizationSubmission.pdf>
- Documenting Changes in Financial Eligibility Status: <http://publichealth.lacounty.gov/sapc/NetworkProviders/FinanceForms/FinancialEligibility/DocumentingChangesFinancialEligibilityStatus.pdf>
- 30-day Pending Medi-Cal or Transfer Benefit: <http://publichealth.lacounty.gov/sapc/bulletins/START-ODS/21-02/SAPCIN21-02MediCalEnrollmentTransfer30DayPolicy.pdf>
- Sage Website – <http://publichealth.lacounty.gov/sapc/Sage/Sageinfo.htm>