

PROVIDER ADVISORY COMMITTEE MEETING

April 14, 2026
2 PM – 4 PM

SAPC | Substance Abuse
Prevention and Control



Please type your name, pronouns, and organization in the chat for attendance purposes.

WELCOME

Dr. Gary Tsai, Bureau Director, DPH

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Please type your name, pronouns, and organization in the chat for attendance purposes.

Agenda

2:00 – 2:05	Welcome
2:05 – 2:20	Approval of Meeting Minutes – February 10, 2026 PAC Membership Term Extension
2:20 – 2:30	Workgroup Updates <ul style="list-style-type: none">• Building Communities of Belonging• Business Technology
2:30 – 3:50	Discussion Items
3:50 – 3:55	Public Comments
3:55 - 4:00	Meeting Wrap Up

APPROVAL OF MEETING MINUTES

Bernie Lau, SAPC

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PAC Motion: February Meeting Minutes

- Please speak up if you'd like to make any changes.
- Motion to Approve
- Motion to Second



PAC MEMBERSHIP TERM EXTENSION

Bernie Lau, SAPC

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PAC BYLAWS

Proposed Changes:

- **Two** year term → **Three** year term
- Two terms = **4** years → **6** years
- PAC Co-Chair serves duration of membership term
- Partial terms = Full Term when serving 50% or more time
- **Additional changes:**
 - New Member Selection canceled this year
 - Current PAC members will have membership extended one year



For calendar invite, e-mail Armen Ter-Barsegyan, ater-barsegyan2@ph.lacounty.gov

Member Changes

PAC Member	Current Term End Date	New Term End Date
Eligible to Reapply for PAC: 2028-2031 Term		
April Torres	6/30/2027	6/30/2028
Claire Kobren	6/30/2027	6/30/2028
Dylan Grace	6/30/2027	6/30/2028
Erin Quinn	6/30/2027	6/30/2028
Irene Lim	6/30/2027	6/30/2028
Kelly Steiner	6/30/2027	6/30/2028
Leslie Salguero	6/30/2027	6/30/2028
Rosa Rios	6/30/2027	6/30/2028
Sarah Blanch	6/30/2027	6/30/2028
Zainab Mohammed	6/30/2027	6/30/2028

PAC Member	Current Term End Date	New Term End Date
Eligible to Reapply for PAC: 2027-2030 Term		
Adrian Reveles	6/30/2026	6/30/2027
Brianna Monroy	6/30/2026	6/30/2027
Jina Tintor	6/30/2026	6/30/2027
Celia Aragon	6/30/2026	6/30/2027
Lynetta Hale	6/30/2026	6/30/2027
Seth Blackburn	6/30/2026	6/30/2027

PAC Member	Current Term End Date	New Term End Date
Final Term		
José Salazar	6/30/2027	6/30/2028
Colette Harley	6/30/2026	6/30/2027
Hiroko Makiyama	6/30/2026	6/30/2027
James "Jim" Symington	6/30/2026	6/30/2027
Liana Sanchez	6/30/2026	6/30/2027
Nely Meza-Andrade	6/30/2026	6/30/2027

BUILDING COMMUNITIES OF BELONGING WORKGROUP

Hiroko Makiyama, KYCC
Antonne Moore, SAPC

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Building Communities of Belonging Workgroup

March Meeting recap:

- Language Access Services:
 - Interpreter request process
 - Translation of vital documents
 - More information on SAPC's [Cultural Responsiveness and Language Assistance \(CRLA\) webpage](#)
- Transgender, Intersex, and Gender Nonconforming (TIGNC) training



Next Meeting: Tuesday, May 12, 2026 | 3pm – 4pm

E-mail Armen Ter-Barsegyan Ater-barsegyan2@ph.lacounty.gov to join workgroup

BUSINESS TECHNOLOGY

Jim Symington, Comptroller

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Business Technology Workgroup Updates

March 19 Meeting recap

- Overview of the state's new Data Exchange requirements (BHIN 26-008)
- Patient Access System Demonstration
- SAPC's Data Exchange Implementation Plan



SUD WORKFORCE DEVELOPMENT WORKGROUP

José Salazar, Tarzana Treatment Centers
Seth Blackburn, Roots Through Recovery

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SUD Workforce Development Workgroup

Workforce Needs Listening Session: Recap

- Monday, March 2, 2026

Next meeting:

Panelist Session: Educators, Certifying Bodies, and Providers

- In Person
- Thursday, April 30, 2026 | 10 AM – 11:30 AM
- 1000 South Fremont Avenue, Alhambra, CA 91803



DISCUSSION ITEMS

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ROIS BETWEEN SAPC PROVIDERS AND CENS

Jina Tintor, HHCLA

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SAPC RELEASE OF INFORMATION FORM UPDATES & PROVIDER IMPLEMENTATION PLAN

Dr. David Hindman, SAPC

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New SAPC Release of Information (ROI) Forms

SAPC is implementing an updated set of standardized ROI forms for use across the specialty SUD network that comply with the requirements of **Final Rule updates to 42 CFR Part 2** to ensure the appropriate sharing of SUD health information in accordance with confidentiality requirements.

SAPC
Treatment
and Care
Coordination
ROI Form

SAPC Payment
and
Operations
ROI Form

SAPC Legal
Proceedings
ROI Form

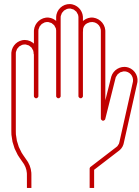
LA County
Universal ROI
Form

Effective May 1, 2026

Coming July 2026

SAPC Provider Implementation Plan of Paper ROI Forms

Effective 5/1/2026, SAPC-contracted providers will:



- **STOP** using the current
 - *Release of Information_In Network* form in Sage
 - *ROI – In SAPC SUD Provider Network* paper form
 - *ROI – Outside SAPC SUD Provider Network* paper form



- **BEGIN** using the new paper SAPC ROI forms
 - ★ *SAPC Payment and Operations ROI* paper form
 - *Required for SAPC-contracted providers to submit claims to SAPC*
 - *SAPC Treatment and Care Coordination ROI* paper form
 - *SAPC Legal Proceedings ROI* paper form



- **FILE** the SAPC ROI form in Release of Information
 - Include the Document type, either:
 - ROI- Payment and Operations
 - ROI- Treatment/CC
 - ROI- Legal Proceedings
 - ROI- Universal

SAPC Payment and Operations ROI Form

Purpose

- **Authorizes SAPC-contracted providers** to share SUD information necessary **to bill SAPC** and third-party payors (DHCS, managed care plans/insurers) for SUD clinical services delivered to the client.
- Other healthcare operations covered: conducting/arranging for auditing services, fraud, waste and abuse detection, compliance programs, business management and general administrative activities.

Use When



- **Required** for primary and secondary Sage users **to submit claims** to SAPC for clinical services rendered to the client.
- Releasing SUD information necessary to submit and process claims to DHCS, managed care plan (MCP), and other third-party payors

If Not Signed

- SAPC-contracted providers will **not be able to bill SAPC** for clinical services rendered.

SAPC Treatment and Care Coordination ROI Form

Purpose

- Authorizes sharing of SUD information for the purposes of care coordination with the entire SAPC specialty SUD network and/or specified entities within or outside of SAPC's specialty SUD network.

Use When

- Sharing information with
 - SAPC-contracted provider(s)
 - Entity/(ies) outside of SAPC's specialty SUD network (e.g., PCPs, MCPs)
 - Client (e.g., self-requesting records)

Redisclosures

- New updates in the 42 CFR Part 2-Final Rule allow for SUD records to be redisclosed for the purposes of care coordination to HIPAA-covered entities.

SAPC Legal Proceedings ROI Form

Purpose

- Authorizes disclosure of SUD information for the civil, criminal, or administrative **legal or court proceeding(s) specified** on the form.

Use When

- A court, attorney, probation, or other legal entities requests SUD information.
- A client wants SUD information to be used in a specific case or hearing.
- SUD information may be introduced as evidence or for court documentation.

Redisclosures

- This ROI **does not allow for redisclosure** for any other case or purpose that is not listed on the form.
- Any other disclosures for legal purposes will require a separate SAPC Legal Proceedings ROI Form.

Requirements of Disclosures & Redisclosures

- **42 CFR Part 2**, requires SUD PHI disclosures to be accompanied by the following:

Copy of the **signed ROI form**
authorizing the disclosure(s)

AND

Notice to Accompany Disclosures
(Note: The revised SAPC ROI forms include a Notice to
Accompany Disclosures section)

SAPC Implementation Plan for ROI Forms

May 1, 2026

- Operationalize the three (3) paper versions of the SAPC ROI forms
- Enable Provider File Attach in Provider Connect NX (PCNX) for Providers to upload the new SAPC ROI forms when signed
- Retire the two (2) former *ROI – In and Outside SAPC SUD Provider Network* forms

July 2026
(PROJECTED)

- Launch the three (3) SAPC ROI forms in Sage
- Launch the three (3) SAPC ROI form Sage printout reports
- Launch the Los Angeles County Universal ROI form in Sage

Guidance and Instructions

- SAPC ROI forms include instructions on how to fill out the forms
- The paper versions of the ROI forms will be available to download and print from the following locations
 - SAPC Website > under “Providers” > “Treatment” > “Manuals, Bulletins, and Forms”
 - <http://publichealth.lacounty.gov/sapc/providers/manuals-bulletins-and-forms.htm?tm#clinical>
 - Provider Connect NX (PCNX)
 - Additional questions and outreach may be directed to SAPC Health Information Management (HIM) at SAPC-HIM@ph.lacounty.gov

Questions?

SAPC Health Information Management Section
SAPC-HIM@ph.lacounty.gov



Thank You!

FY 2026-27 VALUE-BASED INCENTIVES

Francisco Reyes, SAPC

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Agenda

- SAPC's Payment Reform Strategy
- VBI Proposed Package Overview: Key Highlights
- Next Steps & What to Expect

SAPC's 10-Year Payment Reform Roadmap

- **Goal:** Improve outcomes in the specialty SUD treatment system while balancing quality, equitable outcomes, and other key considerations
- **Approach:** A 10-year roadmap that outlines phased implementation
- **Value-Based Incentives (VBI)** have been key to these advancements and will continue to evolve.
- **FY 2026-27** advances implementation of outcome-focused reforms

Phase 1		Phase 2		Phase 3		Phase 4		Phase 5	
Investing in the Foundation		Implementing Outcome-Focused Reforms		Delivering Quality + Value		Managing Risks + Rewards		Advanced Value-Based or Population Health Environment	
2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33

FY 2026-27 VBI: Package Preview

- **The FY 2026-27 Value-Based Incentives package is designed to be more cohesive and aligned with the 10-year roadmap.**
 - This means reducing redundancy/disconnected efforts and focusing our resources on a set of high-impact activities.
 - It is designed to strengthen the provider network's ability to operate in a value-based environment.
- **Overall, the approach emphasizes clearer priorities and stronger alignments across all components.**
- **Important:** Final design is pending end-of-year data review and analysis.

FY 2026-27 VBI: Package Preview

Finance and Business Operations

Timely Submission of CalOMS Admission and Discharge Records **Continuation**

At least **XX%** of CalOMS admission and discharge records agency-wide are submitted on time and are 100% complete.

Timely Claims Submissions **Continuation**

XX% of prior-month service claims are submitted by the 10th of each month, as monitored through supplemental or late claims SAPC tracks each month.

Building Performance and Risk Metrics – Data Aggregation* **Continuation**

Provider agencies will use various analytical strategies to strengthen data-informed decision-making, risk management, and financial sustainability within evolving value-based reimbursement models.

Provider Agency Metrics and QI Reporting **New – Pending FY 2025-26 EOY Data**

This opportunity offers provider agencies data dashboards to report, monitor, and analyze key performance and quality improvement (QI) metrics in a timely and actionable way.

FY 2026-27 VBI: Package Preview

Workforce Development

SUD Counselor-to-Client Ratio **New**

The agency-wide SUD Counselor-to-client ratio is at least 1:XX (i.e., 1 counselor for every XX clients).

Percent of Clients with Co-Occurring Mental Health Conditions seen by LPHA **New**

At least XX% of clients with co-occurring mental health conditions received a service provided directly by an LPHA.

MAT Prescribing Clinician Start-Up Cost Sharing **Continuation**

Incentive provides a cost-sharing opportunity alongside treatment agency's own financial investments to recruit, retain, and utilize medical clinicians, as members of the agency's treatment team to provide medication services.

FY 2026-27 VBI: Package Preview

Access to Care

MAT Education/Services for Opioid Use Disorder (OUD) in Non-OTP Settings Continuation

At least XX% of clients with OUD in non-OTP settings receive MAT education and/or Medication Services that include MAT.

MAT Education/Services for Alcohol Use Disorder (AUD) Continuation

At least XX% of clients with AUD agency-wide receive MAT education and/or Medication Services that include MAT.

MAT: Agency-wide Naloxone Distribution Continuation

At least XX% of clients agency-wide receive naloxone by prescription or distribution, as documented in the client record.

Clients Referred/Admitted to Another SUD Level of Care Continuation

At least XX% of clients are referred and admitted to another level of SUD care within 30 days of discharge.

Mental and Physical Health Referrals/Care Coordination Continuation

At least XX% of clients with mental or physical conditions are referred and connected to appropriate services.

FY 2026-27 VBI: Package Preview

Access to Care (continued)

Percent of Clients Engaged in Treatment (= or > 30 days) **New**

At least XX% of clients remain engaged in treatment for 30 days or longer following admission.

7-Day Follow-up after Residential Services Discharge **New**

At least XX% of clients discharged from residential care (including residential WM) receive a qualifying follow-up service within 7 days.

Percent of Appointment Disposition Form Referrals with Completed Appointment Disposition **New**

At least XX% of referral and appointment records in the Appointment Disposition Log are completed within three (3) days of the appointment date.

R95 - Unique Clients Served **New**

At least a X% increase in the number of unique clients served compared to the previous fiscal year (FY 2025-26 vs FY 2026-27).

R95 - Client-Facing Agreements **Continuation**

Participating treatment providers will update patient-facing agreements with language acknowledging SUD as a chronic medical condition that will be treated with compassion.

FY 2026-27 VBI: Package Preview

Category	FY 2025-26			FY 2026-27		
	Infrastructure	P4P/P4R	Total	Infrastructure	P4P/P4R	Total
Financial and Business Operations	2 (12%)	2 (12%)	4 (24%)	1 (6%)	3 (19%)	4 (25%)
SUD Workforce Development	5 (29%)	0 (0%)	5 (29%)	1 (6%)	2 (13%)	3 (19%)
Access to Care	3 (18%)	5 (29%)	8 (47%)	2 (13%)	7 (44%)	9 (56%)
Total	10 (59%)	7 (41%)	17 (100%)	4 (25%)	12 (75%)	16 (100%)

- In total, this proposed package represents an **86% increase in P4P/P4R** payments and a **60% decrease in infrastructure** (capacity building) payments compared to the last Fiscal Year.

Next Steps

- Finalize the draft VBI Package and associated payment rates in April
- Release the draft VBI package for public comment via the draft SAPC Rates Bulletin in May

Finance Services Division Update – Contact

Questions

dph-sapc-vbi@ph.lacounty.gov

PROVIDER FEEDBACK ON MEMBER ORIENTATION VIDEO

Julie Monji, SAPC

Jorge Ortega, SAPC

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Provider & Member Orientation Video Updates

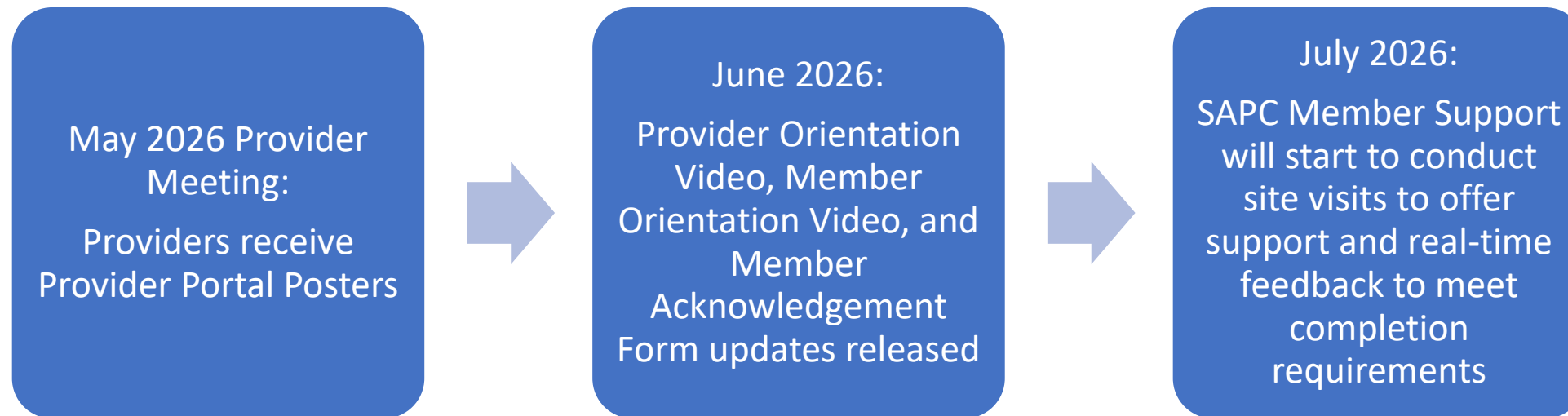
Provider & Member Orientation Videos

- Treatment options updated to include justice-involved re-entry, contingency management, traditional health care practices, care coordination
- Patient rights expanded to align with SB 349 and BHIN 23-045

Member Acknowledgement Form

- Added new information about the Patient Access System

Roadmap Ahead



Completion requirements related to the Orientation Videos remain unchanged:

- All providers that are expected to have client-facing contact are recommended to view the Provider Orientation Video on SAPC LNC.
- The Member Orientation Video must be provided on the date of first service intake/appointment. The Member Acknowledgment Form must be placed in the client record or completed in Sage within 5 days of admission.

LOS ANGELES COUNTY
SUBSTANCE USE
DISORDER SPECIALTY
CARE PLAN

Member Acknowledgement Form

▶ WHAT IS THE MEMBER HANDBOOK AND ORIENTATION VIDEO?

The **Member Handbook** gives you a full explanation of the substance use disorder treatment benefits under Los Angeles County's Substance Use Disorder Specialty Care plan (or "County Plan"), including: who is eligible and what services are available at no-charge. A free printed copy of the Member Handbook in large print and in other languages is available from your treating provider or can be downloaded at <http://publichealth.lacounty.gov/sapc/PatientPublic.htm?hl>.

The **Member Orientation** video gives you an easy to understand summary of the Member Handbook and describes key benefits available to you under the County Plan.

▶ YOUR RIGHTS

As an eligible member of the County Plan, you have a right to receive medically necessary substance use treatment services. A full listing of your rights are available in your Member Handbook. You have the right to:

- Be free from mental and physical abuse, exploitation, coercion, and physical restraint
- Have your health information kept protected and private
- Participate in decisions regarding your care, including the right to refuse treatment
- Receive care in a treatment setting that is safe and ethical
- File a grievance (or complaint)
- Be free to exercise these rights without it negatively affecting how you are treated

▶ NON-DISCRIMINATION STATEMENT

The Los Angeles County Department of Public Health, Substance Abuse Prevention and Control (SAPC), and its contracted treatment providers comply with applicable federal and state non-discrimination civil rights laws. You can report violations to the County Plan using the contact information provided on the next page.

▶ NO-COST TREATMENT SERVICES

As an eligible member of the County Plan, your treating provider cannot ask you for payment to provide any service described in your Member Handbook. This means: • No fees • No deposits • No costs of any kind unless required by your Medi-Cal benefit.

▶ PATIENT ACCESS SYSTEM PORTAL

You have the ability to access your own substance use data, either directly or by using your approved third third-party applications, from the County Plan's Electronic Health Record system. Your provider will share information on how to access the Patient Access System Patient Portal.

▶ GRIEVANCES/COMPLAINTS AND APPEALS

If you feel you have been mistreated or denied a service identified in the Member Handbook, you may file a complaint. If you disagree with a decision made about your treatment, you may appeal the decision.

Filing an appeal or complaint will not negatively affect your treatment or the treatment services you receive. You can file an appeal or complaint with the County Plan or Network Provider by email, mail, phone or fax.

▶ CONTACT INFORMATION

County Plan	Treatment Provider Contact Information
Department of Public Health, Substance Abuse Prevention and Control 1000 South Fremont Avenue, Building A-9 East, 3rd Floor Alhambra, California 91803 MemberServices@ph.lacounty.gov (Phone) 1-888-742-7900; press 7 (Fax) 1-626-458-6692 Forms Available At: http://publichealth.lacounty.gov/sapc/PatientPublic.htm	Enter Agency Name
	Enter Contact (Division or Person)
	Enter Email Address
	Enter Street Address
	Enter City, State, Zip
	Enter Agency or SAPC Website
	Enter Phone Number Enter Fax
Forms Available At:	
Enter Agency or SAPC Website	

▶ ACKNOWLEDGEMENT

(1) I received a copy of this form, AND

(2) I was informed about my treatment benefits under the County Plan (check all that apply):

- I viewed the Member Handbook Orientation video
- I was shown how to find the Member Handbook on the County Plan's website
- My treatment provider talked to me about the benefits in the Member Handbook
- My treatment provider talked to me about the benefits of using the Patient Access System Patient Portal.
- I was provided information on how to access the Patient Access System Patient Portal.

Member:

Print Name _____ Signature _____ Date (mm/dd/yyyy) _____

Provider Staff:

Print Name _____ Signature _____ Date (mm/dd/yyyy) _____

Member Support Site Discussions

- In July, Member Support will contact site locations and request to meet with at least one staff member that is responsible for administering the Member Orientation Video and securing the Member Acknowledgement Form.
- Sites with low completion rates as documented in the Avatar Acknowledgement Form Completion Report will be prioritized for site visits.
- In today's PAC meeting, we'd like to first show you the questions that we are hoping to ask when we complete the site visits. We would like to gather your feedback on your thoughts on these questions, and your recommendations to revise them to elicit the information needed.

1. Understanding Member Orientation Video implementation

We'd like to better understand how the site administers the video, to ensure that the materials that we develop integrate well for our providers.

- When does the client view the Member Orientation Video?
 - Which staff person provides the client the viewing of the video?
 - Do they view the video in one sitting or two sittings (i.e. part 1 and part 2).
 - How does staff know the client viewed the video?
 - Do you stream the video from the SAPC website or do you show a downloaded copy?



1. Understanding Member Orientation Video implementation

We'd like to better understand how the site administers the video, to ensure that the materials that we develop integrate well for our providers.

- What additional offerings would be helpful to augment the Member Orientation Video?
 - Do you or your clients have any feedback to offer on the Member Orientation Video? Is there information not included that would be helpful to add?
 - Do you have a need to show the Member Orientation Video with spoken translations (i.e. dubbed)?
 - What are the challenges that you experience in administering the Member Orientation Video, and what strategies do you employ to overcome these challenges?

2. Understanding Provider Orientation Video implementation

We'd like to better understand how the site administers the video, to ensure that the materials that we develop integrate well for our providers.

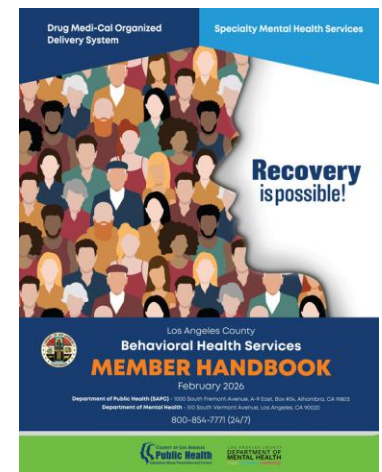
- When does the client view the Provider Orientation Video?
 - Which staff, if any, are required to view the orientation video?
 - When are staff required to view the orientation video?
 - How is completion of the Provider Orientation Video tracked?
 - What additional information would be helpful to include in future video editions, to provide a high-level understanding of DMC-ODS to all client-facing staff?



2. Understanding how the site implements the Member Handbook

We'd like to better understand how much information members receive about the Member Handbook.

- How is the client informed about the content and availability of the Member Handbook?
 - How are clients provided information about the Member Handbook?
 - Which staff person provides the client the information?
 - When are members provided the Member Handbook?
 - What actions are taken to provide the client a hard copy of the handbook?
 - What are the challenges that you experience in administering the Member Orientation Video, and what strategies do you employ to overcome these challenges?



3. Checking in around the Patient Access System Rollout

During the site visits in July, we'd like to ask information about how the launch of the Patient Access System Patient Portal is going.

- How do staff speak with the client about the benefits of using the Patient Access System Patient Portal?
 - Which staff person provides information about the Patient Access System to the client?
 - When are members provided with this information?
 - Does staff show the client where on the SAPC website they may find this feature?
 - Does the client receive a guide on creating an account?
 - Does staff assist the client in creating an account?



Patient Portal

Coming Soon.

4. Support with the Member Acknowledgement Form

We see low rates of completion documented in the Avatar Acknowledgement Form Completion Report and would like to support providers in resolving barriers to completion.

- What is your process in documenting completion of the acknowledgement form?
 - *Will walk through the steps the provider takes to have patients sign the form and document in the EHR.*
 - Do you offer clients a paper copy of their signed form?

TA will also be provided to show providers how to upload paper forms to Sage via Provider File Attach it using the required naming convention.

5. General feedback on additional ways to support members

SAPC's Member Support team is available to assist clients in understanding their benefits and rights, as well as in submitting grievances or appeals. Member Support collaborates with providers to enhance the client experience at their sites, including providing technical assistance on how to effectively utilize Member Orientation Videos and the Member Handbook. Let us know how we can better support you or your clients.

- The team will briefly review the updated SAPC Member Page, including resources about How to File a Grievance, Member Handbook, Patient Access System, and Member Rights. Is there additional information that you feel that your clients would benefit from?
- Are there other ways SAPC can help improve client understanding of their treatment benefits or rights?

Thank you!

MemberServices@ph.lacounty.gov

PUBLIC COMMENTS

Dr. Gary Tsai, Bureau Director, SAPC

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Meeting Wrap Up

- **Decisions**
- **Feedback on PAC Meetings:**
 - a) What did you like about the PAC meeting?
 - b) How could the PAC meeting be improved?
 - c) Do you have recommendations for topics that should be discussed at future PAC meetings?
- **Next meeting:** Tuesday, June 9, 2026



<https://forms.office.com/g/tvzu2QZLT7>

ADJOURN

*Next PAC meeting:
June 9, 2026, 2 PM – 4 PM*

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