What you need to know about system-level changes and critical issues since the last Provider Meeting
Wesley L. Ford Retires

*John M. Connolly is named Interim Division Director*

After more than 30 years of public service, most of it with the County, Wes Ford retired, effective March 30, 2018 as Division Director of SAPC.

SAPC would like to thank Wes for his dedication to the mission of SAPC and the beneficiaries that we serve.

John Connolly, Acting Deputy Division Director, has been appointed as Interim Division Director, effective April 1, 2018.
NEW CONTRACT CHANGES - RESOURCES

- **17-04 Provider Manual 3.0 – March 2018**
  Available At: SAPC Website, Network Providers Page, Provider Manual and Forms Tab
- **18-01 Recovery Bridge Housing – March 2018**
  Available At: SAPC Website, Network Providers Page, Provider Meetings, Bulletins, Briefs, and Factsheets Tab; SAPC START-ODS Contract Bulletins

MORE TO COME- NEW RELEASES NEXT WEEK!

Be on the lookout for SAPC Bulletins: 1) Residential Treatment Programs; 2) Staffing Grid; 3) Out of County Treatment Facilities

UPDATED: CHECKLIST FOR ELIGIBILITY VERIFICATION AND SERVICE AUTHORIZATION REQUESTS

This document has been updated to include Recovery Support Services. The new version will be uploaded to the website this week.

Available At: SAPC Website, Network Providers Page, Provider Manual and Forms Tab, Clinical forms and Documents – Treatment Services Related Section
CIBHS TECHNICAL ASSISTANCE AND SAGE TRAININGS

• Trainings:
  • Continuum of Care
    • Monday, 4/2/2018 – 9:00 AM to 3:00 PM
      Register At: Network Providers; Capacity Building and Training Resources; Training Calendar
  • ASAM Criteria Training: Documentation and Other Procedures
    • Tuesday, 4/17/2018 – 9:00 AM to 4:30 PM
      Register At: Network Providers; Capacity Building and Training Resources; Training Calendar

For More Information Contact Amy McIlvaine at amcilvaine@cibhs.org or (916) 379-5330

• Webinar Trainings for Sage:
  • Sage ProviderConnect for Providers with EHRs: 4/12/2018 – 3:00 PM to 5:00 PM
  • Sage ProviderConnect for Clinical Users: 4/13/2018 – 11:00 AM to 3:00 PM
  • Sage ProviderConnect for Clinical Users: 4/16/2018 – 8:00 AM to 12:00 PM
  • Sage CENS Users: 4/17/2018 – 10:00 AM to 12:00 PM

For More Information visit: http://publichealth.lacounty.gov/sapc/Sage/Sageinfo.htm; Sage course schedule for Feb/Mar 2018 by Date
SUD TRANSFORMATION BI-WEEKLY CALLS

The QI & UM provider call is repurposed to a broader START-ODS call and expanded to include representatives from QI & UM, Systems of Care, Contracts, Finance, IT and Planning. Submit questions in advance to SUDtransformation@ph.lacounty.gov with “Provider Call” in Subject. Call details are provided prior to each meeting via Skype invitation.

SBAT UPDATES AND OTHER CONTRACT ISSUES

To allow patients, providers, CENS and SASH access the most current network capacity information, remember to update the SBAT daily! For questions about the online directory, or report any contract related issues, please email SAPCMonitoring@ph.lacounty.gov

SAGE INFORMATION

Please remember to check the “ProviderConnect News” screen of Sage to receive important information related to system updates and instructions on how to use the system more effectively.

Available At: Log-in to ProviderConnect, located on the second screen after the log-in landing page
Regional Provider Planning Meetings

**SAPC Leadership Wants to Hear from You!**

Beginning at the end of April and through May, SAPC leadership is convening a series of Regional Provider Meetings to reflect on Year 1 of implementation and new avenues for Year 2!

Moderated by CIBHS, this is an opportunity for SAPC Leadership and providers to intimately discuss lessons learned and areas for improvement.

**Participants:**
*Participation will be limited to 1 person per provider agency. SAPC recommends the Executive Director or a staff person who has a robust understanding of DMC-ODS to attend.*

**ADDITIONAL INFORMATION TO FOLLOW.** SAPC will disseminate meeting information based on primary provider site Service Planning Area (SPA).
As of December 1, 2017, the California Association for Alcohol and Drug Educations (CAADE) is no longer an approved Certifying Organization.

SAPC recommends that provider agencies have previously CAADE-certified counselors ensure continuation of their certification by transferring to either CCAPP or CADTP.

- Additional information can be found on the CCAPP website (http://caadecapptransfer.com/faq/) and the CADPT website (https://www.cadtp.org/).

**NOTE:** The transfer of certification must be initiated by 4/15/2018 to meet the deadline of 6/15/2018.
Patient Handbook and Summary Distribution Verification

Ensure Patients are Empowered to Receive the Best Care

SAPC has developed a Patient Handbook Summary Form, to be signed by the patient upon intake, documenting receipt of the handbook. The summary provides an overview of contents and information about accessing the handbook in different threshold languages.

Documentation Process:

- Distribute full Patient Handbook within 5 days of first service
- All new admissions as of 4/1/2018 must sign this form
- Include in the electronic patient file (Sage User: title the file as “Patient Handbook Summary (##-##-##)” date signed

Available At: SAPC Website, Network Providers Page, Provider Manual and Forms Tab, Clinical Forms and Documents – Treatment Services Related
Grievances and Appeals

*Ensure Patients are Empowered to Receive the Best Care*

**Complaint & Grievance (C&G) Form Reminder:**

Complaints may be submitted for any issue under SAPC’s responsibility, including concerns related to the SASH.

The C&G form is a pathway for SAPC to obtain feedback on patient experience!

Available At: SAPC Website, Network Providers Page, Provider Manual and Forms Tab, Clinical forms and Documents – Administrative and Quality Improvement Related

**Patient Informing:**

Inform your patients about their rights, and the grievance and appeals process during the intake process and when you discuss the Patient Handbook material. Share both your agency’s process and their ability to contact SAPC.
Mark Your Calendars: Al-Impics 2018!

September 15, 2018

Los Angeles Al-Impics

In the Midst of the Storm...

Hope

Saturday, September 15, 2018
Los Angeles Harbor College
1111 Figueroa Place
Wilmington, CA 90744

Inquiries, email us at Alimpics@hopics.org or call (323) 948-0444 ext. 772

• We invite everyone to participate in this Olympic-style event to celebrate our patients, clients and the recovery community at large.

• Look for your registration packets in your inboxes towards the end of the month.

• If you have any questions or would like more information please contact the Al-Impics coordinator at Alimpics@hopics.org or call 323. 948.0444 ext. 772.”
DIRECT YOUR QUESTIONS TO THE RIGHT PLACE:
*SAPC is Here to Support You!*

For the latest information, please visit the SAPC Webpage at:

http://publichealth.lacounty.gov/sapc/

Refer general questions to:

SUDTransformation@ph.lacounty.gov

Questions about contracts and compliance:

SAPCMonitoring@ph.lacounty.gov

QI/UM related questions: SAPC.QI.UM@ph.lacounty.gov

Call the Sage Help Desk at (855) 346-2392 to open a ticket