

THE PULSE

What you need to know
about system-level
changes and critical
issues since the last
Provider Meeting



All Provider Meeting: 4/5/18

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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.

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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

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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

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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

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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).

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SUD Counselor Certification: CAADE to CCAPP or CADTP *Deadline! Transfer Certification to Ensure Validity*

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://caadeccapptransfer.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.

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Patient Handbook and Summary Distribution Verification *Ensure Patients are Empowered to Receive the Best Care*

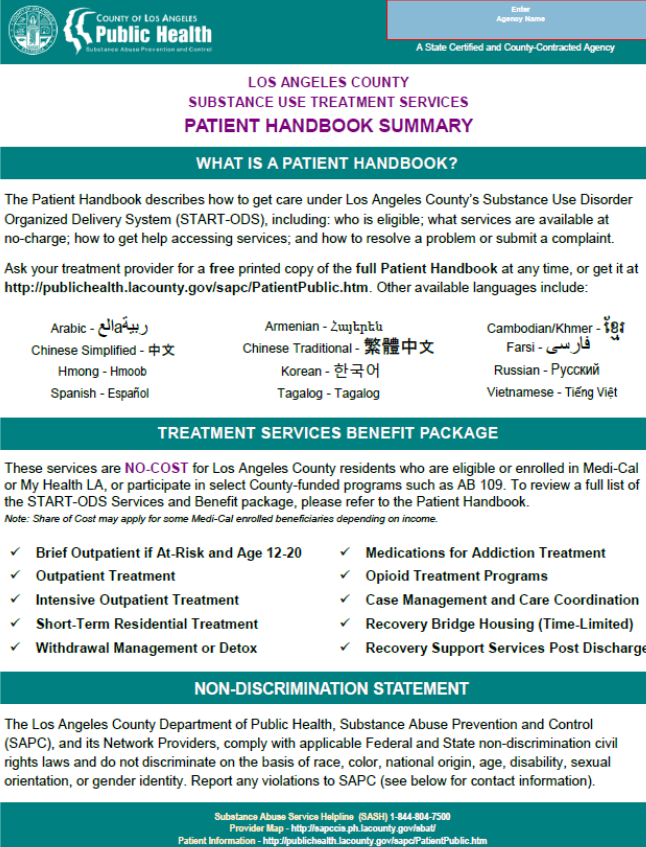
SAPC has developed a Patient Handbook Summary Form, to be signed by the patient upon intake, documenting receipt of the handbook.


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





LOS ANGELES COUNTY
 SUBSTANCE USE TREATMENT SERVICES
 PATIENT HANDBOOK SUMMARY

WHAT IS A PATIENT HANDBOOK?

The Patient Handbook describes how to get care under Los Angeles County's Substance Use Disorder Organized Delivery System (START-ODS), including: who is eligible; what services are available at no-charge; how to get help accessing services; and how to resolve a problem or submit a complaint.

Ask your treatment provider for a free printed copy of the full Patient Handbook at any time, or get it at <http://publichealth.lacounty.gov/sapc/PatientPublic.htm>. Other available languages include:

Arabic - ريبئةالع	Armenian - Հայերէս	Cambodian/Khmer - ខ្មែរ
Chinese Simplified - 中文	Chinese Traditional - 繁體中文	Farsi - فارسی
Hmong - Hmoob	Korean - 한국어	Russian - Русский
Spanish - Español	Tagalog - Tagalog	Vietnamese - Tiếng Việt

TREATMENT SERVICES BENEFIT PACKAGE

These services are **NO-COST** for Los Angeles County residents who are eligible or enrolled in Medi-Cal or My Health LA, or participate in select County-funded programs such as AB 109. To review a full list of the START-ODS Services and Benefit package, please refer to the Patient Handbook.

Note: Share of Cost may apply for some Medi-Cal enrolled beneficiaries depending on income.

✓ Brief Outpatient if At-Risk and Age 12-20	✓ Medications for Addiction Treatment
✓ Outpatient Treatment	✓ Opioid Treatment Programs
✓ Intensive Outpatient Treatment	✓ Case Management and Care Coordination
✓ Short-Term Residential Treatment	✓ Recovery Bridge Housing (Time-Limited)
✓ Withdrawal Management or Detox	✓ Recovery Support Services Post Discharge

NON-DISCRIMINATION STATEMENT

The Los Angeles County Department of Public Health, Substance Abuse Prevention and Control (SAPC), and its Network Providers, comply with applicable Federal and State non-discrimination civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sexual orientation, or gender identity. Report any violations to SAPC (see below for contact information).

Substance Abuse Service Helpline (SASH) 1-844-884-7590
 Provider Map - <http://shapocca.ph.lacounty.gov/ehal/>
 Patient Information - <http://publichealth.lacounty.gov/sapc/PatientPublic.htm>

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.

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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 x 772

LOS ANGELES Est. 1923 AL-IMPICS 2018

- 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 you 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."

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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