

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

SAPC Provider Utilization Management (UM) Meeting

Wednesday – April 20, 2022

11:00am – 12:30pm

Call Information 1 (323) 776-6996 Access Code 258940685#

OR

[Microsoft Teams meeting](#)
[Click here to join the meeting](#)

AGENDA

Welcome / Introductions

Applying for Medi-Cal Documentation Requirements

Care Coordination and MyHealthLA

Notice of Adverse Benefit Determination (NOABD) Letters

Assisting patients with filing appeals

Resubmission Timeline Reminder

New Adult Paper-Based ASAM for SAGE Downtimes

Open Discussion

Adjourn

Resources

- Contact Numbers:
 - UM General number: **(626) 299-3531**
 - Netsmart Helpdesk: **(855) 346-2392**
 - Phone Number to file an appeal: **(626) 299-4532**
 - Grievance and Appeal Follow-Up Number: **(626) 293-2846**
 - The Grievance and Appeal Follow-Up 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>
- New [Adult Paper-Based ASAM](#) for use during SAGE Downtimes.
- 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>
- Changes to Non-Residential Medical Necessity (DHCS BHIN 21-019):
<https://www.dhcs.ca.gov/Documents/BHIN-21-019-DMC-ODS-Updated-Policy-on-Medical-Necessity-and-Level-of-Care.pdf>
- Sage Website – <http://publichealth.lacounty.gov/sapc/Sage/Sageinfo.htm>