

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

SAPC Provider Utilization Management (UM) Meeting

Wednesday – December 18, 2024

11:00am – 12:30pm

Call Information 1 (323) 776-6996 Access Code 255 768 066#

OR

[Click Here to join the meeting now](#)

AGENDA

- Update: Processing RBH Authorizations
 - Update: RI-CM Auth review
 - Intercounty Transfer (ICT) Reminders
 - Updated Contact Email for Appeal/Grievances
 - Essential Contact Info/SAPC Referral Process
 - 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: sapc_appeal@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>