March 07, 2023 PROVIDER MEETING
FAQ

All slides and the recorded presentations are posted on the SAPC Network Provider site:
http://publichealth.lacounty.gov/sapc/NetworkProviders/Regulations.htm

	QUESTIONS	ANSWERS (AND UNIT RESPONSIBLE)
	COVID-19	
1.	Where can we find the most recent COVID-19 updates?	The most recent Covid-19 information can be accessed at: http://publichealth.lacounty.gov/media/Coronavirus/ • Health Officer Orders • Covid-19 Response Plan • Responding to COVID-19 in the Workplace
2.	Will masking and vaccination no longer be required given the updates on COVID-19 that were released by the State?	The Los Angeles County of Public Health will be continuing masking in healthcare settings (hospitals, skilled nursing facilities, clinics, etc.) in patient care areas for healthcare workers, though masking will become recommended for patients and visitors. Additionally, the vaccine requirements for primary series + 1 booster will remain in place. **Updated Health Officer Orders:** • Required Masking of Workers in Healthcare and Direct Care Settings • Health Care Worker Vaccination Requirement • Covid-19 Reporting Requirements
	Special Programs and Initiatives	
3.	a. Where can providers obtain information regarding the Recovery Incentive Program (formerly the Contingency Management (CM) benefit)? b. Will Recovery Incentive trainings be available after the end of March? c. Are providers required to acquire the Clinical Laboratory	a. For information about the Recovery Incentive Program please contact Mandi Bane at mbane@ph.lacounty.gov b. Recovery Incentive trainings will be offered on an ongoing basis. c. Department of Health Care Services (DHCS) requires providers to have a CLIA waiver prior to attending applicable CM trainings. d. If providers obtain their CLIA waiver after the launch date of the CM program, the start date for CM services at that site needs to be pushed back until the CLIA waiver is acquired. For additional assistance please contact Mandi Bane at mbane@ph.lacounty.gov

	Improvement Amendments (CLIA) waiver before attending the CM trainings? d. If the CLIA certificate is not completed by the end of March, will that program be excluded from the CM project?	
4.	a. How can providers access the Healthy Youth Early Intervention Curriculum Training Attestation form? b. Do all Providers need to complete the Healthy Youth Early Intervention Curriculum Training?	a. The Healthy Youth Early Intervention form is available for download here. b. If your agency offers Outpatient services (ASAM 1.0) to the ages 18+, the training is required. Please refer to SAPC IN 22-17 for details regarding the requirement. This requirement does not apply to Residential sites. If you have additional questions please contact Adult Services Section Manager, Sandy Song at ssong@ph.lacounty.gov.
	Eligibility and Authorization	
5.	How do providers resolve a situation where a patient who is no longer incarcerated has not received Medi-Cal approval after the 30-day period?	DHCS Letter No. 22-26, effective 1/1/2023, describes the process for Medi-Cal suspension when Medi-Cal beneficiaries becomes incarcerated. SAPC IN 23-01 describes the current 30-Day Pending Medi-Cal Enrollment policy In situations where an incarcerated Medi-Cal beneficiary has not had their Medi-Cal restored upon release, the provider should confirm the dates of incarceration and release with their local Department of Public Social Services (DPSS) office so that DPSS can accurately restore the beneficiary's Medi-Cal benefits. Additionally, Medi-Cal eligible patients being released from incarceration may meet financial eligibility based on a non-Medi-Cal funding source such as AB 109, Drug Court, JJCPA, CalWORKs, GR and/or WCRTS. Providers should refer to the current version of the Provider Manual Population-Based Services by Funding Source section for a description of the eligibility for participation in these non-Medi-Cal funding sources. When there are questions not resolved by the above information and by contacting DPSS, please contact SAPC.QI.UM@ph.lacounty.gov or call 626.299.3531 for additional guidance to assist resolving the specific eligibility situation.
6.	Where can providers find the information on the out-of-county reimbursement programs?	Please review SAPC IN 23-01 as well as the BenefitsCal Enrollment FAQs for more information.

	Finance and Sage	
7.	Are there plans for enhancing Sage to allow users to delete multiple unbilled services at once? Currently, we can only delete one at a time.	Yes, this is planned and SAPC will be providing a demonstration once it becomes fully operationalized.
8.	Will billing all patients into a single form apply to all funding sources (e.g., Non-DMC and DMC)? Currently, we are required to select the funding source.	Yes, the intention is that providers will not have to go through multiple forms to submit their billing to the various funding sources. SAPC will provide a demonstration when this functionality is fully configured.
9.	Does the DATA X-Waiver requirement removal also eliminate prescribing caps?	Yes, it does. Section 1262 of the Consolidated Appropriations Act, 2023 (also known as the Omnibus bill) removed the federal requirement for practitioners to submit a Notice of Intent (waiver) to prescribe medications, like buprenorphine, for the treatment of opioid use disorder (OUD). With this provision, SAMHSA will no longer be accepting waiver applications. Additionally, there are no longer any prescribing caps.
10.	When will Provider Connect NX (PCNX) go live?	PCNX will go live in Q1 of FY 23-24. We anticipate this should be completed in July or August of 2023. SAPC will be providing several trainings before the release and will keep providers updated with specific dates and timelines.
11.	Will a template for session notes be added to the Provider Activity Report to assist providers in identifying services?	SAPC is planning to create different templates for progress notes and miscellaneous notes for ease of documentation and billing. Please submit an enhancement request to the Sage Helpdesk with your specific request.
	Opioid Treatment Programs and MAT	
12.	Where can providers find the approved Medication Assisted Treatment (MAT) screening tool?	SAPC will be publishing a forthcoming Information Notice that will outline the recommended screening process that we anticipate will comply with the forthcoming MAT BHIN. In the meantime, please use the following three processes to determine if a patient would be appropriate for MAT: 1. Does the patient have an alcohol and/or opioid use disorder? 2. Is the patient ready and willing to start MAT? 3. Are there any medical or medication contraindications for any specific forms of MAT available? SAPC will be subsequently issuing this information formally in the format of an updated SAPC MAT Information Notice.

Additional Information		
13.	a. Are Provider Advisory Committee (PAC) Meetings held in person or virtual? b. How can providers join the business technology workgroup?	a. Meetings are still being held virtually. You can find more information, including meeting details, on the PAC webpage here. b. Please contact PAC co-chair Kathy Watt wattvnrh@aol.com and SAPC's PAC liaison Anulkah Thomas athomas2@ph.lacounty.gov to join any of the Workgroups.
14.	Where can we review the comprehensive list of the Licensed Practitioners of the Healing Arts (LPHA)?	The SAPC Provider Manual Page 174 lists the types of LPHAs eligible to provide services within the SAPC-contracted network.
15.	How can providers access the updated Patient Handbook in Spanish?	Updated Patient Handbooks in both English and Spanish are published and accessible at http://publichealth.lacounty.gov/sapc/PatientPublic.htm
16.	Are there current legislative proposals that SAPC providers should be aware of?	Currently, Senate Bill (SB-43) proposes to expand the definition of grave disability within the regulatory framework of involuntary health services to include substance use and includes language pertaining to risk of serious harm. As such, the bill proposes to implement changes that are relevant to providers in our treatment network and therefore strongly encourage you to become familiar with this bill.
17.	a. How can we access the Policy of Non-Discrimination on the Basis of Disability form? b. Is this the DMC-ODS Non-Discrimination Notice?	a. Please visit http://publichealth.lacounty.gov/docs/ADA-ContactUs-Eng.pdf b. No, the link provided is a different document that solely addresses discrimination due to disability. The DMC-ODS Non-Discrimination notice is more comprehensive and specific to SUD treatment accessibility. The DMC-ODS Non-Discrimination Notice was sent via e-mail several weeks ago. It will be also available on both the patient and provider webpages by the end of the day today. Translations in all threshold languages will be available soon.
18.	Who do we contact for Service Bed Availability Tool (SBAT) issues such as adding new staff, resetting passwords, etc.?	If you need to update your agency's designated SBAT User, please complete the SBAT User Registration form. If you are locked out of your account, SAPC Information Systems can be reached at (626) 299-4546. Additional SBAT resources are available on the SAPC website (scroll to Information Technology (IT) Related and Documents section).
19.	How can providers participate in the on-site QI Unit Pilot of Patient Focus Groups?	Please contact SAPC's Clinical Services Branch QI and UM units can be reached at sapc.qi.um@ph.lacounty.gov if interested.

20.	How can providers access the KPI Feedback Survey?	Please click on the link below. Your feedback is greatly appreciated. https://forms.office.com/g/xaAM0aSMNK

Links provided:

DPH COVID-19 Website: http://publichealth.lacounty.gov/media/Coronavirus/