

## **NETWORK DEVELOPMENT & ACCESS UPDATES**

ALL TREATMENT PROVIDER MEETING Tuesday, May 2, 2023

Antonne Moore, Branch Chief Strategic & Network Development



# **PRESENTATION OUTLINE**

- NACT & Monthly Practitioner Updates
- SAPC Redesigned Webpage launched
- Beneficiary Handbook Updates
- Provider Network & Patient Access
- CIBHS Trainings and Technical Assistance



## **NACA & Monthly Practitioner Updates**

(Network Adequacy Certification Application)



## NACA AND MONTHLY PRACTITIONER UPDATE) DHCS has not released the NACT Behavioral Health Information Notice

## **Preparations Include:**

## June 2023

- Confirm agency NACT Coordinator contacts
- Begin NACT Quarterly Meetings
- NACA Pilot

## July 2023

• Begin NACT submission preparation (assumes an August NACT due date)

## August 2023

• NACA submissions will be due

## September 2023 (and every month, thereafter)

Agency inputs of Monthly Practitioner Updates due by 15<sup>th</sup> of each month



# SAPC Webpage Redesign

# **Website Redesign Launched**





### <sup>a</sup> Patient Information

Find a Provider, Patient Handbook, Patient Rights, Resources and More

Learn more



Resource for information about substance use disorders, also known as addiction

## 🕸 Data Reports and Briefs

Data Reports, Briefs, and Geographic Data on SUD trends

Sage

Information and Resources

Learn more



## DHCS BHIN 22-060: BENEFICIARY HANDBOOK UPDATES

Provider Requirements for Beneficiary Notifications



# **2023 PATIENT HANDBOOK UPDATE**

Updated version of the Patient Handbook now available in large print and all threshold languages on <u>patient information page</u>





#### **REMINDERS:**

- Show **the patient orientation video** to all new patients during intake process (Provider Manual, page 92)
- Complete and upload the
  signed Patient Handbook &
  Orientation
  Acknowledgement form
  using naming convention:
  Patient Handbook Summary
  (date signed).



# PATIENT HANDBOOK DOCUMENTS

#### **REMINDERS**:

Both the Language Tagline and Non-Discrimination Notices **MUST** be posted in conspicuous locations where patients can view.

#### Language Tagline Notice Non-Discrimination Notice DMC-ODS DMC-ODS LANGUAGE TAGLINES NON-DISCRIMINATION NOTICE Discrimination is against the law. [Provider Name] follows State and Federal civil rights laws. English Tagline ovider Name] does not unlawfully discriminate, exclude people, or treat them differently ATTENTION: If you need help in your language call [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxxx)]. because of sex, race, color, religion, ancestry, national origin, ethnic group identification, Aids and services for people with disabilities, like documents in braille and large print, are also age, mental disability, physical disability, medical condition, genetic information, marital available. Call [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxxx]). These services are free of charge. status, gender, gender identity, or sexual orientation. ovider Name) provides: الشعار بالعربية (Arabic) Free aids and services to people with disabilities to help them communicate better. such as: دُرجي الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ [xoox-xoox-) [1-xoo Qualified sign language interpreters (TTY: [1-xxx-xxx-xxxx)). تتوفر أيضًا المساعدات والخدمات للأهخاص ذوى الإعاقة، مثل المستندات المكتوبة بطريقة . Written information in other formats (large print, braille, audio or accessible بربل والخط الكبير. اتصل بـ [٥٥٥٨-٥٥٥٨-١] electronic formats) (TTY: [1-x0x-x0x-x0x). هذه الخدمات مجانبة. Free language services to people whose primary language is not English, such Qualified interpreters Հայերեն պիտակ (Armenian) o Information written in other languages ՈՒՇԱԴՐՈՒԹՅՈՒՆ։ Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք [1-ккк-ккк-If you need these services, contact [Provider Name] between [Provider Office Hours]. by x00x] (TTY: [1-x0x-x0x-x00x])։ Կան նաև օժանդակ միջոցներ ու ծառայություններ calling [Provider Name]. Or, if you cannot hear or speak well, please call (TTY/TDD 711). Upon request, this document can be made available to you in braille, large print, audio, or հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ accessible electronic formats տալագրված նրութեր։ Քանգահարեք [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxx): Այդ ծառայություններն անվձար են։ HOW TO FILE A GRIEVANCE If you believe that [Provider Name] has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ឃ្លាសម្គាល់វោភាសាខ្មែរ (Cambodian) ethnic group identification, age, mental disability, physical disability, medical condition, genetic ចំណាំ¦ បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ [1-xxx-xxx-xxxx] information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with Los Angeles County Department of Public Health, Division of Substance Abuse (TTY: [1-xxx-xxxxx])។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ នូចជាឯកសារសរសេរជាអក្សរជុស Prevention and Control. You can file a grievance by phone, in writing, in person, or សម្រាប់ជនពិការឆ្អែក ឬឯកសារសរសេរជាអក្សរៗម្នាន់ ក៏អាចរកបានជងផែរ។ ទូរស័ព្ទមកលេខ electronically [1-xxx-xxx-xxxx] (TTY: [1-xxx-xxx-xxxx])។ សេវាគម្ពនាំងនេះមិនគិតថ្លៃឡើយ។

Public Health





## PROVIDER NETWORK & PATIENT ACCESS REMINDERS



## COMMON PATIENT ACCESS ISSUES

• Primary Issues that SAPC entryways are reporting (SASH, CENS, and CORE)





## ✤ Medi-Medi

- Frontline intake staff still refusing to accept patients with Medicare and Medi-Cal
- See <u>Other Health Coverage FAQ</u>



## PATIENT ACCESS ISSUES

## No Answer

 Providers are required to have phone lines staffed with appropriate individuals to accept calls from entryways

## Medi-Cal Eligible

- Frontlines staff are still refusing to accept patients who are other than enrolled in Medi-Cal.
- NO ELIGIBLE INDIVIDUAL can be turned away simply because
  they are not currently enrolled
  Use care coordination and
  30-day enrollment benefits





## **PATIENT ACCESS ISSUES**



- Considerations
  - Frontline staff not aware or implementing messages shared by agency leadership
    - Investments: use cost overages to invest in training (PM 208)
    - Use the resources on SAPC website to ensure staff are updated
  - Insufficient staff to provide care coordination or to ensure trained staff coverage for entryway calls and care
    - Investments: use cost overages to invest in workforce recruitment
    - Payment Reform Capacity Building/Incentives
  - Unaware there was an issue with entryway calls
    - Conduct a process improvement project
    - Request technical assistance from CIBHS



## **CIBHS TRAININGS & TECHNICAL ASSISTANCE**



## **Training Update**







#### **Data-Driven Decision Making Series**

#### **Registration is Open!**

May 18, June 1 & 15 (10:00am-11:30am)

#### **Participant Feedback**

"The tool kit was very helpful. I liked the concrete goal and indicator examples."

*"Hearing from other providers on how they use data was helpful."* 

Practical Skill Building in Finance and Billing Related Topics

**Upcoming Session** 

Mastering Your FY 22-23 Financial Closeout May 31st, 2023 (10:00am to 11:30am)

Registration will open later this week!