

ACCESS TO TREATMENT

November 2019



SBAT Updates



- Updates to the intake slot calculator and other sections of the SBAT are completed
- Includes revisions based on provider feedback
- Go Live date for updates is **November 18th**
- Guided training on using the intake slot calculator using video will be posted by **November 15th**

Network Adequacy Certification Tool



PURPOSE:

The Center for Medicare and Medicaid Services (CMS) requires that states establish and set standards to certify that its Medicaid managed care beneficiaries have appropriate access to needed SUD treatment services under DMC-ODS Plans.

- **DHCS developed the Network Adequacy Certification Tool (NACT) to annually review, assess and certify that DMC-ODS County plans meet NA standards.**
- **DMC-ODS Counties required to assess network adequacy (MHSUDS 18-011)**
- **Requires submission of detailed and specific information on the County and each of its directly operated and contracted providers.**
- **Data required at: Organization level, Site level, and Practitioner level (includes counselors)**

Network Adequacy Certification Tool

- Network Provider Data, Organizational/Legal Entity**
 - ❖ Address, license numbers, type of providers, current and max # of beneficiaries served
- Network Provider Data, Provider Site Detail**
 - ❖ NPI/DEA numbers, provider type, current and max # of beneficiaries, frequency of services, distance and language capacity
- Network Provider Data, Rendering Provider (i.e. Practitioner) Detail**
 - ❖ Address for practitioners (incl. multiple locations), language fluency, cultural competence training hours, modality served, type of license/certification

Supporting Documentation

- Five different geographic maps
- Request for Alternate Access Standards
- Grievance/Appeals
- Policies:
 - Network Adequacy monitoring
 - Out-of-Network Access
 - Timely Access
 - Service Availability
 - Physical Accessibility
 - 24/7 Language Assistance

NETWORK ADEQUACY CERTIFICATION

Where Do We Go From Here?



- ❖ Advance Notice –
 - Due end of **March 2020**
 - Provider process will begin January 2020

- ❖ Develop user-friendly database
 - Collaborating with DMH on their database
 - Training and webinars with provider staff (e.g. QI, compliance, HR)

- ❖ Regular communication
 - Regular NACT e-mails
 - Reports on accuracy of data input

SUD Specialty Care Orientation Video for New Staff



Patient Orientation Video Update

Thank you for your feedback

Slated for Completion

December 2019!

PROCEDURES, TRAININGS, AND
DISTRIBUTION PROCESS IN 2020



We need your input again

- Use the feedback sheet to provide your input
- Focus on content not grammatical errors
- We encourage your honesty and creativity
- Due to time constraints, please provide feedback in writing using the form



New Staff Education Video

- Provides general information on SAPCs benefits package, patient rights & responsibilities, and problem resolution
- To be used as part of the new staff orientation process
- Does not replace agency procedures or onboarding processes
- Refers staff to their supervisor or other agency representative
- Can be played from any desktop, laptop, or mobile device using a hyperlink
- Management and staff will have a tool to refer back to
- Provides consistent messaging regarding federal requirements for the plan
- Viewed by new staff who will be interacting with patients



- **CAST: ADMIN PERSON/SUPPORT PROVIDER/DOCTOR**
- **ADMIN SPOKESPERSON- VO OVER APPROPRIATE PICTURES (LOGO) AND THEN ALONE ON SCREEN**
- **VO: The County of Los Angeles Department of Public Health, Substance Abuse Prevention and Control** wants to congratulate you on joining a committed and passionate team of professionals dedicated to ensuring individuals seeking substance use disorder treatment, receive it as quickly and effectively as possible.
- **ON CAMERA ADMIN:** This video will familiarize you with key components of the Los Angeles County's Specialty Substance Use Disorder Treatment System administered by the Substance Abuse Prevention and Control or SAPC.
- **VO ADMIN:** This treatment system ensures a full range of ongoing services are available for those who need it. Including the services listed here...



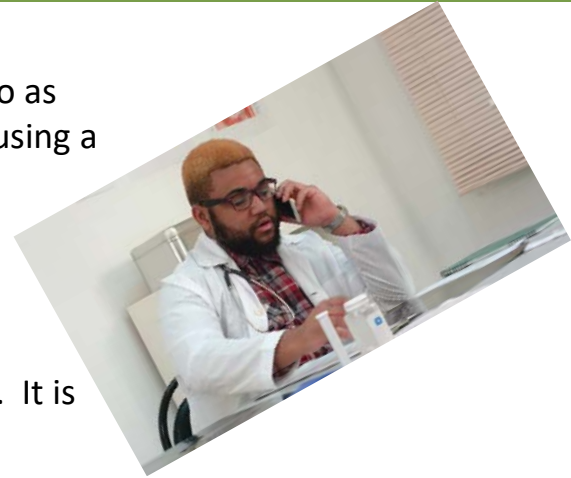
- SUPERS BROUGHT ON ONE BY ONE WITH VO READ.
- Brief Outpatient for individuals ages 12-20 who are at-risk of a SUD
 - Outpatient Treatment
 - Intensive Outpatient Treatment
 - Residential Treatment
 - Withdrawal Management (also known as detox)
 - Opioid (and prescription drug) Treatment
 - Medication Assisted Treatment; and
 - Recovery Support Services
- **ADMIN ON CAMERA:** During the course of this video, you're going to hear us refer to this system as the **County Plan**, or the **Specialty Substance Use Disorder (SUD) plan**.
- They all mean the same thing - substance use disorder treatment services that are available to eligible Los Angeles County residents at NO COST to them.



- **SCENES OF CLINICIAN HELPING POTENTIAL PATIENTS**
- **VO CLINICIAN:** We hope you find this video helpful and that you receive the information you need to help individuals make choices about their treatment.
- **ON CAMERA CLINICIAN:** But, if you need more information, seek your supervisor or other identified agency representative and review the Provider Manual available on the SAPC Network Provider webpage.
- **CLINICIAN VO AND SUPER:** Visit this site regularly, to insure you are always use the current version.
- **SUPER:**
<http://publichealth.lacounty.gov/sapc/NetworkProviders.htm>
- **SUPER SCENES OF LOS ANGELES COUNTY ICONIC LOCATIONS AND PEOPLE FROM DIVERSE BACKGROUNDS DURING THE VO.**
- **ADMIN VO:** Services under the County plan are available for youth, young adults, adults, and seniors who have at least one substance use disorder diagnosis that their regular doctor cannot treat.



- **PHYSICIAN ON CAMERA IN OFFICE:**
- **PHYSICIAN:** Substance use disorder, also known as addiction and often referred to as **S - U - D**, is a medical condition that disrupts the normal function of the brain, causing a person to seek alcohol or drugs despite the negative impact it causes them.
- **SHOW PICTURE OF BRAIN AND HOW SUBSTANCES IMPACT THEM**
- **PHYSICIAN VO:** We consider addiction a chronic health disorder that can include periods where a person is abstinent, then lapses and relapses. This is a common characteristic of conditions requiring significant biological and behavioral change. It is similar to conditions like diabetes, where someone may be abstinent from eating certain foods, then lapse into the previous diet.
- **PHYSICIAN ON CAMERA:** It is not a lack of will power or a moral failing, but a medical condition. People who relapse are not simply being non-compliant because they are not ready, but because the wiring in their brain is often telling them that they cannot survive without it.
- **DR ON CAMERA:** Also, like other medical conditions, there are FDA-approved medications that can help people recover. This is why it is important that patients entering our system are informed about the availability of medications for addiction treatment (or MAT) , which helps some people with a substance use disorder manage **withdrawal and cravings.**



- **SCENES OF SUPPORT HELPING POTENTIAL PATIENTS/SUPPORT DISCUSSING AMONGST THEMSELVES....**
- **ADMIN VO:** As someone working in this field, you are likely very interested in helping others to succeed in treatment and be their best selves. No matter which role you play in your agency, you will be helping (either directly or indirectly) patients to..
 - **Develop and regularly assess** their **treatment goals.**
 - **Prepare them to cope with triggers and plan for when treatment ends.**
 - **Encourage social interaction and learning from others in groups activities**
 - **Support them after they have completed treatment**
- **CLINICIAN VO:** Through organizations like yours, the County plan offers substance use disorder treatment services that improve overall health and wellness.
- **ADMIN VO:** It is also important to an individual's well-being, to provide services that are patient-centered, evidenced-based and culturally and linguistically appropriate.
- Patient-centered means that each person's treatment plan will be unique, based on their **individual substance use disorder, medical, supports, housing, educational and mental health needs.**
- **CLINICIAN ON CAMERA:** Evidence-based means that there is scientific evidence that treatment strategies used **can lead to positive outcomes.**



- **SHOW A MAP WITH PINS IN DIFFERENT LOCATIONS OF LOS ANGELES COUNTY- THEN MORE SHOTS OF MULTICULTURAL PEOPLE WITH SUPPORT PROVIDERS...**
- **CLINICIAN VO:** Culturally and linguistically appropriate means that services reflect an inherent **respect for and inclusion of diverse cultural, ethnic and linguistic programming**. This includes ensuring individuals are informed about free **access to language assistance services**.
- Federal, State, and local laws prevent discrimination based solely on **mental health status, language, gender identity, physical disability, sexual orientation, or other forms of discrimination**.
- **SUPER: The Provider Manual and SAPC website can provide more information on these requirements.**
- **SUPER: ELIGIBILITY FOR SPECIALTY SUD TREATMENT SERVICES ADMIN ON CAMERA:** In our system individuals are eligible when they are:
- **SUPER WITH ADMIN VO**
 - **A Los Angeles County resident (regardless of immigration status), AND**
 - **Currently have Medi-Cal, or are Medi-Cal eligible, OR**
 - **Participate in programs funded by the criminal or juvenile justice system such as AB 109, OR**
 - **Currently have MHLA or are eligible for MHLA.**

- **ADMIN AND SUPPORT ON CAMERA EXCHANGING LINES....**
- **ADMIN:** A person who requests treatment and does not have their Medi-Cal or MHLA in place **MUST NOT be turned away**. They may still be eligible for services.
- **ADMIN VO :** All services under the County plan are provided at NO COST for eligible individuals (except in certain situations which your agency representative can share with you). This includes no wait list fees or deposits.
- **SUPER:** Work with your agency representative to find out more about financial eligibility and how the plan's case management benefit can help individuals become enrolled.
- **CLINICIAN ON CAMERA:** There is one other requirement that must be met to receive services under the County plan: **SUD treatment must be medically necessary**. What does this mean?
- Well, each person **MUST** be assessed by a Licensed Practitioner of the Healing Arts (LPHA) at your agency.
- LIST OF THE DIFFERENT LPHAs
- **CLINICIAN VO:** This is to make sure that their substance use disorder meets the criteria indicating that the intervention of treatment is necessary. For more information on the criteria for meeting medical necessity go to the Provider Manual.



- **ADMIN ON CAMERA:** The Los Angeles County Department of Public Health Substance Abuse Prevention and Control (SAPC) contracts with a network of providers to ensure that all eligible individuals have quick and easy access to SUD treatment services.
- **CLINICIAN ON CAMERA:** The County plan has a “no wrong door” philosophy for those who meet eligibility for treatment services.
- The Provider Manual describes these different entryways in more detail.
- **ADMIN ON CAMERA:** Once a person requests services through any of these entryways and has been screened for financial eligibility, federal and State regulations require that **receive their first appointment within a specified amount of days.**
- So, if you receive a call from one of the entryways on your screen, it is important that you follow your agency’s procedure for scheduling an intake appointment as soon as possible and seek guidance if there is a problem.
- **CLINICIAN ON SCREEN:** Sometimes we may think that simply because someone has a mental or physical health disorder or speaks a language not provided by our agency, that we cannot serve them or that they will not **benefit from SUD treatment.**



- **CLINICIAN VO** Because those of us who work in this field care about people struggling to recover from alcohol or drug addiction, we may feel stuck since we want to help but, for many reasons, think we cannot admit them to treatment.
- No matter what the condition, it is important that we view people who have co-occurring substance use disorders AND other medical/mental health conditions or abilities (i.e. language or physical) from their **functional status**. That is, patients should be viewed from their ability to participate in and benefit from treatment independent not solely from their diagnosis or disability.
- **CLINICIAN ON SCREEN:** Under the County plan, refusing to accept or provide services solely for these reasons is presenting a barrier to care and can be considered discrimination.
- Talk to your agency representative and review the Provider Manual for information on ensuring access to treatment.



- **SUPER: Patient Rights/Confidentiality and Consent** –
- **CLINICIAN: ALL** patients who request or are admitted for SUD treatment under the County plan have specific rights and we take them very seriously. Follow your agency’s procedure for becoming knowledgeable about and sharing these specific rights with your patients. More information can be found by going to the SAPC website, reviewing the Provider Manual, or speaking with your agency representative.
- **ADMIN ON CAMERA:** As you likely already know, important protections are in place, that are unique to SUD, to ensure patient confidentiality. Both Title 42, part 2 and the Health Insurance Portability and Accountability Act (or HIPAA), protect patients from having information about their SUD treatment shared without prior written consent.
- **CLINICIAN ON CAMERA:** Working to ensure that patient information is protected while at the same time working to coordinate care with other providers can be very challenging. It’s important that patients are made aware of the benefits and risks of sharing information.



- **ADMIN ON CAMERA:** Federal and State regulations require providers working under the County plan to maintain and follow a problem resolution process. Under the County plan, you will likely encounter the following:
 - **BULLET POINTS ON SCREEN AND ADMIN VO:**
 - **Grievance or complaint** – any expression of unhappiness about anything regarding substance use services.
 - **Appeal** – a request to have a decision about a patients’ care (e.g. denial, termination or change in service) reviewed.
- **ADMIN ON CAMERA:** These problem resolution options are available so that the patients have a voice and a choice in their care.
- **CLINICIAN ON CAMERA:** Like this video, the County plan has developed an orientation for patients when they are admitted to treatment. It highlights important information from the Patient Handbook, like:
 - Available treatment services
 - Patient Rights
 - Problem Resolution
 - Availability of Language Assistance Services



- **SUPPORT VO:** The Department of Public Health - Substance Abuse Prevention and Control and its network of providers are committed to ensuring access to quality SUD treatment that improves health outcomes for individuals, families, and communities.
- **ADMIN/DOCTOR/SUPPORT ON CAMERA TOGETHER;**
- **CLINICIAN:** We recognize that this video contains a lot of new information. So, if at any time you have questions, and you probably will, check with your agency representative and you can view this video again by going to our website.
- **DOCTOR:** You will find resources that can help you in helping others get onto and stay on the road to recovery.
- **SUPER:** <http://publichealth.lacounty.gov/sapc/NetworkProviders.htm>
- **ADMIN:** Thank you for choosing to work in this growing field. Your skills, dedication, and commitment will help ensure people receive the **Right Services, at the Right Time, in the Right Setting, for the Right Duration.**
- **DOCTOR:** Remember, Prevention First, Treatment Works and Recovery Is Possible!

END VIDEO

