

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

Utilization Management (UM) Provider Meeting

Wednesday – December 15, 2021

11:00am – 12:30pm

Minutes

Welcome / Introductions

Introductions conducted and meeting called to order.

Authorization Submission Deadline Reminder

Reminded providers about 30d submission deadline and narrow exceptions. Provider brought up ongoing issue with ongoing delays with out of county Medi-Cal transfers. Discussed that there will be forthcoming other health coverage guidance from SAPC for Medicare/Medi-Cal patients.

Timeframe for Medical Necessity for Non-Residential Services

Reminded attendees about prior guidance on initial authorizations and increased flexibility on the timing of establishing medical necessity for non-residential admissions.

Notice of Adverse Benefit Determination (NOABD)

Reviewed plan to narrow criteria for SAPC's consideration of re-submitted authorizations following a UM denial.

Update to SAPC Appeals and Grievance/Complaint Process

Reviewed updated form and clarified mechanisms to file an appeal and how to reach out to the SAPC quality improvement team to discuss appeals following resolution letters.

Open Discussion

Briefly discussed withdrawal management within SAPC. Question on Family First Prevention Services Act was deferred.

Adjournment

Resources

- SAPC Provider Website – <http://publichealth.lacounty.gov/sapc/NetworkProviders/Forms.htm>
- Fiscal Year 2020-2021 Rates and Payment Policy Updates (contains Authorization Submission Deadline (pages 8-9): <http://publichealth.lacounty.gov/sapc/bulletins/START-ODS/20-10/SAPCIN20-10RatesFY20-21.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>
- Changes to Residential Episodes (DHCS BHIN 21-021): <https://www.dhcs.ca.gov/Documents/BHIN-21-021-DMC-ODS%e2%80%93Updated-Policy-on-Residential-Treatment-Limitations.pdf>
- Recovery Service Updates: <https://www.dhcs.ca.gov/Documents/BHIN-21-020-DMC-ODS-Clarification-on-Recovery-Services.pdf>
- Sage Website – <http://publichealth.lacounty.gov/sapc/Sage/Sageinfo.htm>