

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

SAPC Provider Utilization Management (UM) Meeting

Wednesday – August 20, 2025

11:00am – 12:30pm

[BI-Monthly SAPC Provider Utilization Management Meeting | Meeting-Join | Microsoft Teams](#)

AGENDA

- Clinical Documentation Updates & Reminders
 - PM 10.0 is published!
 - Intercounty Transfer of Medi-Cal Benefits/Eligibility Support Team (EST) UNIT
 - Essential Contact Info/SAPC Referrals Process
 - Discussions/Questions
 - 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
 - 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. Providers or patients can also use the appeal email to follow up.
- SAPC Provider Website – <http://publichealth.lacounty.gov/sapc/NetworkProviders/Forms.htm>
- SAPC Clinical Forms– <http://publichealth.lacounty.gov/sapc/providers/manuals-bulletins-and-forms.htm#clinical>
- 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>