LESSONS LEARNED IN L.A. COUNTY

Presented by: John M. Connolly, Ph.D.
Interim Division Director

Los Angeles County – Health Agency
Department of Public Health
Substance Abuse Prevention and Control (SAPC)

California Health Care Foundation Briefing
December 6, 2018
Hitting It Out of the Park: Patients and Providers

- **Clinical practice and workforce capacity:** evidence-based practices, ASAM training, incorporating physical and mental health and social services into SUD treatment plans

- **Benefits acquisition:** It’s Medi-Cal. This realization is key to integration of benefits and provider networks—and to consumer-centered advocacy

- **Opioid treatment programs:** integrating the range of SUD services—MAT

- **Defining new benefits:** leveraging case management and recovery support services; DMC-ODS as Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)

- **Communication and transparency:** relentless collaboration = greater trust
Inside Baseball: Becoming a Managed Care Plan

- **Authorizations and documentation**: utilization management staff, internal workflows, regular provider training

- **Reorienting existing staff**: beneficiary relations, provider relations and recruitment, oversight and monitoring

- **Financing**: more services for more people, higher rates, new federal financial participation, braiding funding streams, maximizing resources across Medi-Cal. **Clinical issues are financial issues!**

- **Existing contracts vs. DMC-ODS**: all in!
PAST: Multiple payers and funding sources with strict caps

NOW: Medi-Cal will fund most services for most patients as an entitlement
MAIN ENTRYWAYS INTO THE SPECIALTY SUD SYSTEM

**Specialty SUD System**

1. **Substance Abuse Service Helpline (SASH)**
   - Responsible for initial screening and referral to SUD provider
   - 1-844-804-7500

2. **Client Engagement & Navigation Services (CENS)**
   - SUD assessors and navigators at co-located State, County and city sites; and SPA-based Offices

**SUD Providers**
- Responsible for delivery of SUD services

Whole Person Care: Substance Use Disorder Engagement, Navigation and Support (SUD-ENS) Program

*No wrong door approach*
Service & Bed Availability Tool (SBAT)

http://sapccis.ph.lacounty.gov/sbat/