

What Will Your Organization Take Home?

Practical tools and clearer decisions for navigating SUD financing, reimbursement, operations, and accountability

You already know how to deliver care. This workshop helps you understand the financial and operational systems that determine whether your organization can continue delivering it.

01 UNDERSTAND

Understand the Financial System

Separate funding, Medi-Cal claiming, county reimbursement, provider payment, revenue, and cost, so your team can have clearer conversations about contracts, rates, and a program's true financial position.

03 CAPTURE

Capture Legitimate Opportunity

Review group attendance, scheduling, service mix, and eligible residential activities for medically necessary care that was delivered but not accurately captured.

05 PROTECT

Protect Revenue Already Earned

Read denial information, find who controls the underlying data, fix source problems, and track patterns. **Your role:** verify source records and respond accurately; the county or revenue-cycle entity decides the claim action.

Running a sustainable SUD program requires more than delivering excellent care. Your organization must also understand how services become revenue, how staffing capacity connects to completed care, where legitimate billing opportunities may be missed, and how your financial records protect public funding.

02 TRACE

Find Where Earned Revenue Gets Stuck

Trace a service from the clinical record through charge, claim, adjudication, and contractual payment, and tell documentation, coding, system, workflow, and contract issues apart.

04 PLAN

Turn Capacity Into Client Access

Connect role design, schedules, leave, supervision, and access barriers to what your team can realistically deliver. **A planning tool:** not a productivity standard, employee evaluation, or payment guarantee.

06 PREPARE

Be Ready Before the Review

Link contracts, allowable activities, accounting records, and invoices; find gaps and assign owners before a request arrives. **Reviews are routine** with restricted public funds, and good controls protect you too.

You Will Leave With Practical Resources

Materials will include:



Claim Denial Resolution Field Guide

Organize provider-side review of common denial situations and identify the appropriate owner.



SUD Fiscal Monitoring Checklist

Inventory records, find control gaps, assign owners, and prepare before a review.



Troubleshooting Guide: What Prevents a Service From Becoming Revenue

Trace where a documented service stalled and identify what to check next.

Learning and planning aids, not guarantees of payment or compliance. They do not replace DHCS guidance, county instructions, or your provider agreement.

Better business practices protect the mission.

When the care you provide connects to sound business practices, your team can make better decisions, support staff, and sustain services.