

January 14, 2026 PROVIDER MEETING FAQ

All slides and the recorded presentation are posted on the SAPC Network Provider site:

<http://publichealth.lacounty.gov/sapc/NetworkProviders/Regulations.htm>

	QUESTIONS	ANSWERS (AND UNIT RESPONSIBLE)
1.	Where can providers access the resources shared during the meeting?	<ul style="list-style-type: none"> • CDC Health Advisory Influenza Update: Vaccinate, Test, and Administer Influenza Antivirals • COVID-19 & Acute Respiratory Illness (ARI) Reporting • KPI Dashboard Overview Guide • LAC DPH Health Alert: Fatal Overdoses Associated with 7-Hydroxymisragynine (7-OH) in LA County • Payment Reform – Value-Based Incentives • Provider Advisory Committee (PAC) • Sage Help Desk ServiceNow Portal • Sage-PCNX Guide to Reports • Sage-PCNX Navigation Guide • Sage-PCNX Progress Note Guide • SAPC IN 22-14 – Requesting Amendments to Existing Service Contracts and Agreements <ul style="list-style-type: none"> ○ Contract Amendment Form • SAPC-IN 24-09 – COVID-19 and Influenza Vaccination Requirements, Masking Guidance, and Reporting Responsibilities • SAPC IN 26-01 – Revised: Field-Based Services (FBS) in Non-Clinical Settings <ul style="list-style-type: none"> ○ Attachment I: Field-Based Services Standards and Practices ○ Attachment II: Field-Based Services Application Instructions ○ Attachment III: Field-Based Services New Application Form • SAPC-LNC Getting Started Guide • SAPC-LNC – ASAM Criteria 4th Edition: Implications for SAPC Treatment Provider Agencies • SAPC-LNC – Sage-PCNX: Document Routing and Appending • SAPC-LNC – Transgender, Gender Expansive, and Intersex (TGI) Cultural Competence in Behavioral Health Service Provision • SAPC Training Calendar
Special Programs and Initiatives		
2.	In what circumstance does an agency need to submit an application to SAPC for field-based services (FBS)?	<p>Please refer to SAPC IN 26-01 and attachments, linked above, for more details. In summary, an application is required for Established FBS Locations. An Established FBS Location is a community site where a provider agency (typically a sole provider) serves multiple clients with a regular/set schedule and has an ongoing presence at that location. Some examples include, but are not limited to, a sole provider that routinely delivers SUD treatment services to schools, or a sole provider that routinely offers SUD treatment services at</p>

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		permanent supportive housing sites. In other circumstances where there are no Established FBS Locations, an application is not required.
3.	Since SAPC will now have access to transitional rent funding as a new Medi-Cal Community Support, is there any consideration of expanding capacity for other services with funding that is being offset?	Whenever SAPC has funding to expand recovery housing, we consider ways to leverage those funds to expand other community services. At this point, it is unclear how much funding we will be able to offset with the 6-month transitional rent benefit, so that will be an ongoing consideration.
4.	Can the deadline for agencies to spend RYSE-UP Project start-up funding be extended to provide more time to utilize the full amount of funding?	<p>The deadlines for the RYSE-UP Project are firm.</p> <ul style="list-style-type: none"> • Plan submissions are due January 30, 2026. • Project completion is due June 30, 2026. • Final invoicing is due July 10, 2026. <p>It is important to stick to dedicated deadlines to avoid loss of funding in the long term due to underspending. If there are any challenges with sticking to these deadlines, please reach out to DPH-SAPC-YSU@ph.lacounty.gov.</p>
Sage		
5.	Where can providers find the Network Practitioner Report?	<p>This report was added to relevant finance and clinical User Roles. It can be found in Sage-PCNX by using the smart search bar.</p> <p>The PCNX Navigation Guide, available on the Sage-PCNX webpage, also provides further guidance. Please refer to the sections titled <i>Form and Report Search</i> (page 24) and/or <i>Practitioner Staff Search</i> (page 25).</p>
6.	Are providers required to submit a Sage User Creation Form to report updates to staff credential expiration?	Yes. At this time, the best method to update expiration dates is by submitting the Sage User Creation Form through the Sage Help Desk . SAPC is working on a more streamlined process for the future.
7.	<p>a. Is there a way to document within Sage-PCNX the prescriptions made on an alternate EHR platform?</p> <p>b. Is there a way to run a report in Sage-PCNX that shows diagnoses and prescriptions?</p> <p>c. Is there a way to run a report in Sage-PCNX that shows all diagnoses for clients served?</p>	<p>a. Providers may choose to export the medication list from the alternate EHR platform that is being used and upload it into Sage-PCNX as a PDF through Provider File Attach, job aid found here. Please include a note that the information is included as an attachment.</p> <p>b. There is not a report that shows that data currently, but the Sage team will look into creating one for providers.</p> <p>c. There is not a report that shows that data currently. The Sage team is working on this enhancement request.</p>

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8.	<p>a. Is a goal of the Healthcare Interoperability Data Exchange (HIDEX) project for secondary providers to be able to exchange information with Sage-PCNX without having to log in?</p> <p>b. Is SAPC looking for additional beta testers?</p>	<p>a. Yes. Our goal is to allow information to be exchanged between Sage-PCNX and your EHR system in order to minimize duplication and reduce Sage-PCNX logins for secondary providers. We are currently working on relevant forms that will be rolled out to providers in phases regarding this update.</p> <p>b. Testing is already underway. If you are interested in being a pilot beta tester, please reach out to Sage@ph.lacounty.gov and we can inquire if IT is accepting new testers.</p>
Eligibility and Authorization		
9.	<p>Who can agencies reach out to if they have experienced delays in authorization approvals lasting 14 days or more?</p>	<p>The turnaround time for authorization approvals is usually within 5 days. If it has taken longer to receive an approval, please email SAPC.QI.UM@ph.lacounty.gov and include which authorizations have been delayed so the Quality Improvement & Utilization Management (QIUM) team can look into the cause and assist. There may be instances when the team receives an authorization request that is missing information, so additional information may be requested before approving; in these circumstances the turnaround time should remain within a week. If that is not the case, please let us know as soon as possible.</p> <p>Providers experiencing a delay in authorization approval should also reach out to HODA_CALOMS@ph.lacounty.gov to inform the team if the authorization delay prevented timely submission. This will be factored into consideration for 1-D: Timely Submission of Claims incentives purposes.</p>
Finance		
10.	<p>If providers expect to utilize the full amount of funding in their contracts and expect expenditures to go over the contract amount, should they submit an augmentation request?</p>	<p>Yes, an augmentation request is needed because SAPC is unable to reimburse providers past the contract amount unless an augmentation is completed. It is important to submit an augmentation request early to allow reimbursement to continue without pause if the request is approved or to allow time to course correct and make organizational changes if the request is denied.</p>
Contracts		
11.	<p>Is the Contract Amendment Form from SAPC IN 22-14 up to date for submitting requests for contract actions?</p>	<p>Yes, the Contract Amendment Form from SAPC IN 22-14 is up to date and available on the SAPC Manuals, Bulletins, and Forms webpage.</p>

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12.	If an agency already has a Supportive and/or Housing Services Master Agreement (SHSMA), do they need to apply for the Substance Use Supportive Services Master Agreement (SUSSMA)?	<p>Yes. The SUSSMA is designed to replace many existing contracts; if an agency has a contract under the SHSMA, those contracts will soon transition over to the SUSSMA. Therefore, all agencies that would like to continue to contract with SAPC should apply now for the SUSSMA through DPH Open Solicitations, solicitation number 2025-002.</p> <p>For any questions, please reach out the DPH Contracts & Grants contact, Sarmen Antanesian (santanesian@ph.lacounty.gov).</p>