



# Sage Updates

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





## Sage Updates & Reminders

- **Reminder: Performing Provider NPI# Required for all clinical claims**
  - Announced via email on April 25, 2019 and at provider meeting on April 30, 2019
  - Need to ensure that all performing providers have credentials submitted for Sage.
  - See handout on how to acquire an NPI if you don't have one and how to submit credentials for Sage if you have not done so.
  - Lastly, be sure your billing has this information included.
- **All providers should encourage patient's to "Consent to Network" during initial intake.**
  - Providers should NOT unilaterally change the consent to their agency only without discussing with patient.
  - Patients that have criminal justice involvement and connected to CENS need the consent to both CENS and treatment provider AT A MINIMUM to enable CENS providers to advocate on their behalf with the courts



# CHECK RECONCILIATION

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



# Background

- SAPC Provided all contracted providers an Excel document with all approved and denied claims from 12/1/2017 through time of report generation to provide greater visibility on claims approved, denied and amount received.
  - Secondary Providers: Sent on 5/9/2019
  - Primary Providers: Sent on 5/22/19
- This was intended to be a one-time action to provide financial data for check reconciliation.
- The long-term plan is for providers to access this information via the Sage KPI Reconciliation View once SAPC is able to restore provider access to this resource.
- Today's training is to provide a recommended workflow for providers on how to utilize this data, in conjunction with other Sage resources, to conduct check reconciliation.

# Check Reconciliation: The Basics

- **Services and claims for multiple patients and service dates can be paid on a single check or on multiple checks/Electronic Fund Transfers (EFTs).**
  - Depends on when the claims were received, closed or when the check was issued.
- **Providers need to reconcile the services delivered against those that were paid and denied for cost reporting, general accounting and business management.**
- **The paper check or EFT deposit will not provide enough detail for providers to match with the claimed services in Sage-Provider Connect (PCONN) or their own records.**

# Check Reconciliation: The Basics

- **The Check/EFT Number Report was developed to allow providers to better match payments, claims and services.**
  - This report is helpful to match the Bill Enums with the check/eft received.
- **In the future, the KPI Dashboards Payment Reconciliation View will provide all necessary information, updated daily.**
  - While currently unavailable, progress is being made to make KPI Dashboards available to SAPC Contracted Providers.
  - Making this functionality available is a top priority for SAPC and Netsmart.



# Check Reconciliation Report

- **SAPC and NTST provided an ad hoc report to each provider that will assist with matching all claimed services in Avatar to checks issued.**
  - Provided via a Secure File Transfer Protocol (SFTP) account SAPC created for your agency.
  - Secondary Providers: 5/22/2019; Primary Providers: 5/9/2019;
- **Report will show any service that was claimed in Sage since 12/01/2017 to the run date. Includes both approved and denied claims.**
  - Report is in Excel spreadsheet for sorting and filtering to meet each providers specific needs.
  - Feedback was incorporated from SAPC, NTST and Provider Meetings to ensure all necessary information is included on the spreadsheet.

# Check Reconciliation Report

- **Additionally, a Remittance Advice Report was included to show additional takebacks outside of the normal takeback process.**
  - This report includes recoupments from previous year's cost reconciliation, transitional payments, payment discrepancies or takebacks not associated with an EOB.
- **Important Note: The Check Reconciliation report only shows claims that were sent to Sage. Please make sure all your services were claimed to SAPC.**



# How to Reconcile Checks?

1. On the Check Reconciliation Report, highlight the row showing the headings for each column
  - a) Select the Data Tab from the Excel Menu bar and click “Filter”.
    - i. This will make it easy to filter out and sort the data by information in each column.
2. **Identify the specific check number from your records that you need to reconcile**
3. On the **Check Number Column**, click the down arrow icon and select only the check number you are looking to reconcile.
4. **Highlight all the amounts under the Expected Disbursement Column to sum the totals.**
  - a) This should equal the check amount for that specific check number.
  - b) The check amount listed in the check amount column will be the same for all claims on that check as the check amount is total paid for all claims associated with that check.

## Reconciling Checks Cont...

6. Then find the EOB column and filter or sort by the EOB #
  - a) This will help to compare to the Remittance Advice Report
7. Compare this amount to the Remittance Advice Report. This will indicate if any funds were taken out of the check related to contracts or finance related settlements.
  - a) Remittance Advice will provide the specific contracts the check was paid against for those who have multiple SAPC contracts.
    - i. The *total check amount listed* on the Remittance Advice and the Check Reconciliation Report will be the Total Approved Amount minus any settlements, takebacks, recoupments or withheld payments.
    - ii. Providers should review the Remittance Advice for approved amounts and amounts withheld or voided to verify the actual check amount disbursed.

## Reconciling Checks Cont...

9. **Reconcile the Check Amount from the Remittance Advice to the check face, which should be the same amount as listed on the Check Reconciliation report for that check number.**
  - a) I.e. Check Amount on CRR, as listed on the Check Amount column should be the same number as the check amount on the RA.
  - b) Total Approved does not reflect what was paid on the check as there are takebacks and voids that are removed from the total approved amount before the check is issued.
10. **If you have any questions about the Reconciliation report or the RA, please contact the person listed at the bottom of the Remittance Advice.**

# Additional Information on the Check Recon Report

## • Denied Claims

- **Although, the Check Reconciliation Report is not intended to troubleshoot denied claims, it does list all claims that were denied.**
  - Providers can use this report to find which claims were denied, but not why they were denied. This will require additional troubleshooting and investigation.
  - Providers can sort or filter by denied claims to see all claims that were denied.
- **Denied claims on this report will be due to typical denial reasons, such as Eligibility Not Found/Verified in CalPM, Service Not Found on Fee Schedule, CPT code not on Authorization, etc...**
  - This will be displayed as a \$0.00 dollar amount under Expected Disbursement and Denied under Check Number for that claim on the CRR
  - Denied claims will not show on the Remittance Advice.
- **Denied claims on this report can also be due to a void or takeback.**
  - This will be displayed as a negative amount under Expected Disbursement and Denied under Check Number on the CRR
  - E.G. -\$29.63 on column N.
  - Takebacks will also be shown on the Remittance Advice



# Additional Information on the Check Recon Report

- **Denied Claims**

- **Before resubmitting a claim for a denied service shown on this report, providers should verify that the claim was not already re-submitted.**
  - There would likely be an identical claim for the same Date of Service, Procedure Code and Expected Disbursement on this report and in Provider Connect Treatment page.
- **If there is no other claim that matches the denial, it is likely the claim was never resubmitted and providers should resubmit the claim as a replacement claim.**



# Additional Information on the Check Recon Report

- **Denied Claims**

- **The denial reason will require additional investigation through Sage Reports or the HelpDesk.**

- The below link is for Sage Webinars. On 2/07/19, SAPC held a webinar on denial troubleshooting. The powerpoint and video recording are posted to the website below.
- <http://publichealth.lacounty.gov/sapc/Sage/SageWebinars.htm>



# Finance Updates

Denial Reasons





## Top Five State Denial Reasons

- 1 - Client is not Eligible per MEDS
- 2 - MEDS Indicates that client has non-Medicare other health coverage, and the claim does not indicate that coverage has been billed first.
- 3 - Late submission.
- 4 - Service Facility location not a DMC-certified site for the identified service on the date of service.
- 5 - This service is not allowed on the same date as a previously approved service for the beneficiary.





**No PHI**

## Services Missing Diagnosis Report

Client ID	Name	Service Date	Service Code	Service Desc	Cost
12345	Donald Smith	7/3/2018	H0006U9	Case Management	33.83
12345	Donald Smith	7/4/2018	H0006U9	Case Management	33.83
12345	Donald Smith	7/5/2018	H0006U9	Case Management	33.83
12345	Donald Smith	7/6/2018	H0006U9	Case Management	33.83
12345	Donald Smith	7/7/2018	H0012U9	Subacute Detox Residential	286.03
12345	Donald Smith	7/8/2018	H0012U9	Subacute Detox Residential	286.03
12345	Donald Smith	7/9/2018	H0012U9	Subacute Detox Residential	286.03
12345	Donald Smith	7/10/2018	H0012U9	Subacute Detox Residential	286.03
12345	Donald Smith	7/11/2018	H0012U9	Subacute Detox Residential	286.03
12345	Donald Smith	7/12/2018	H0012U9	Subacute Detox Residential	286.03
12345	Donald Smith	7/13/2018	H0012U9	Subacute Detox Residential	286.03
12345	Donald Smith	7/14/2018	H0012U9	Subacute Detox Residential	286.03
12345	Donald Smith	7/15/2018	H0012U9	Subacute Detox Residential	286.03
12345	Donald Smith	7/16/2018	H0012U9	Subacute Detox Residential	286.03
22222	Jane Doe	7/1/2018	H0006	Case Management	33.83
22222	Jane Doe	7/2/2018	H0006	Case Management	67.66
22222	Jane Doe	7/3/2018	H0006	Case Management	67.66
22222	Jane Doe	7/4/2018	H0006	Case Management	33.83
22222	Jane Doe	7/5/2018	H0006	Case Management	33.83
22222	Jane Doe	7/6/2018	H0006	Case Management	33.83
22222	Jane Doe	7/7/2018	H0006	Case Management	67.66
22222	Jane Doe	7/8/2018	H0006	Case Management	67.66
22222	Jane Doe	7/9/2018	H0006	Case Management	67.66



<b>Member ID</b>
<b>159910</b>
Demographic
Cal-OMS Admission
Cal-OMS Annual Update
Cal-OMS Discharge
Financial Eligibility
Real-time 270 Eligibility Request
Client Condition - Pregnancy
Authorizations
Treatment
Provider Admission
Attachments
Provider Diagnosis (ICD-10)
Client Consent
ASAM Assessment
Clinical Contact
Discharge and Transfer Form
Drug Testing
Miscellaneous Note Options
Patient Medications
Progress Note (BIRP)
Progress Note (GIRP)
Progress Note (SIRP)
Progress Note (SOAP)
Recovery Bridge Housing Discharge
Treatment Plan
Youth Screening
Exit to

**ProviderConnect - Provider Diagnosis** Recovery, Inc. 5/24/2019 10:33:01 AM [Lookup Client](#) | [Main Menu](#) | [Log Out](#)

<b>Client Name:</b>	JAMES, JOHN
<b>Member ID:</b>	159910
<b>SSN:</b>	***-**-8888

Diagnosis			
Date of Diagnosis	Type of Diagnosis	Principal Diagnosis	Episode Number
No records found.			

[Add Diagnosis Record](#)

[About ProviderConnect 2019.3.2](#)



No PHI

# Missing Performing Provider by Contracting Provider

Client ID	Name	DOS	Approved Procedure Code	Exp Disp	CP Program Name	EOB ID	EOB Date	Check Date	Check Number	Performing Provider	NPI	BatchID	SVCuniquid
12345	Donald Smith	7/3/2018	A	H0006U9	33.83	1111 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00805
12345	Donald Smith	7/4/2018	A	H0006U9	33.83	1112 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00806
12345	Donald Smith	7/5/2018	A	H0006U9	33.83	1113 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00807
12345	Donald Smith	7/6/2018	A	H0006U9	33.83	1114 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00808
12345	Donald Smith	7/7/2018	A	H0012U9	286.03	1115 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00809
12345	Donald Smith	7/8/2018	A	H0012U9	286.03	1116 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00810
12345	Donald Smith	7/9/2018	A	H0012U9	286.03	1117 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00811
12345	Donald Smith	7/10/2018	A	H0012U9	286.03	1118 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00812
12345	Donald Smith	7/11/2018	A	H0012U9	286.03	1119 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00813
12345	Donald Smith	7/12/2018	A	H0012U9	286.03	1120 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00814
12345	Donald Smith	7/13/2018	A	H0012U9	286.03	1121 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00815
12345	Donald Smith	7/14/2018	A	H0012U9	286.03	1122 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00816
12345	Donald Smith	7/15/2018	A	H0012U9	286.03	1123 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00817
12345	Donald Smith	7/16/2018	A	H0012U9	286.03	1124 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00818
22222	Jane Doe	7/1/2018	A	H0006	33.83	1125 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00819
22222	Jane Doe	7/2/2018	A	H0006	67.66	1126 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00820
22222	Jane Doe	7/3/2018	A	H0006	67.66	1127 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00821
22222	Jane Doe	7/4/2018	A	H0006	33.83	1128 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00822
22222	Jane Doe	7/5/2018	A	H0006	33.83	1129 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00823
22222	Jane Doe	7/6/2018	A	H0006	33.83	1130 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00824
22222	Jane Doe	7/7/2018	A	H0006	67.66	1131 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00825
22222	Jane Doe	7/8/2018	A	H0006	67.66	1132 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00826
22222	Jane Doe	7/9/2018	A	H0006	67.66	1133 Cookie Ave, Stes 4,5,6	3334	6/13/2018	7/25/2018	9999		5333	SVC.00827