



SAGE UPDATES

All Treatment Provider Meeting
November 4, 2025



Overview

- General Reminders
- License Verification/Reverification Updates
- Update on Known Issues and Enhancements
- Clinical Trainings

General Reminders



Inter-County Transfer Update/Reminder

ICT
Hotline

Regardless of
method,
always update
the address in
BenefitsCal too

In
Person
at DPSS

**Benefits
Cal**

SAPC-EST@ph.lacounty.gov

Please reach out if you have questions. Eligibility Support Team (EST) can provide case numbers if needed for BenefitsCal.

Potpourri of Reminders

Required Demographic Fields

- To support County and DHCS reporting requirements, SAPC made additional fields required upon admission.
 - Primary or Preferred Language
 - Date of Birth
 - Ethnic Origin
 - Client Race
 - Gender Identity
 - Sexual Orientation
- Additionally, we are working to require Address, Place of Birth, Country of Origin, Education, Employment Status, Marital Status and Veteran Status.

Admission Diagnosis

- Each record **MUST** have an Admission diagnosis on file as the Type of Diagnosis.
- The system will deny claims as “Eligibility Not Found/Verified in CalPM” if a valid Admission diagnosis is not present.

County and Aid Code Report

- The County and Aid Code Report has been updated to include the following eligibility information:
 - Managed Care Plan (MCP) and MCP Partner
 - Date range of eligibility that was returned on the 271.

Potpourri of Reminders

Progress Note Updates

- Travel Time section changed to Field Based Services.
- Only enabled when the method of delivery is Field Based Services.

Women's Health History

- Form is required for all PPW-Perinatal patients from notice of pregnancy through 1 year post partum.
- Expected Due Date field removed as it was deemed unnecessary for billing and caused issues when not completed.
- Only one Assessment record is required per pregnancy per agency.
- When updating a record, select "Edit" ~~not "Add"~~.

ASAM CO-Triage

- To ensure the CO-Triage correctly saves in Sage, always click the "Refresh ASAM Information" button on the top of the form after completing the questions.
- SUD Counselors can and should finalize the CO-Triage once completed in Sage.
- An LPHA IS NOT required to finalize the CO-Triage per SAPC or Medi-Cal guidelines as it is a preliminary SUD screener and does not provide a diagnosis.

Updates and Findings from Bi-Annual License Verification



Bi-Annual License Verification

Why

- To align Sage with Providers for accuracy
- Update license information for better tracking

What

- List of practitioner status for each agency according to Sage data.
- Sent a list of Sage data to providers to confirm and update

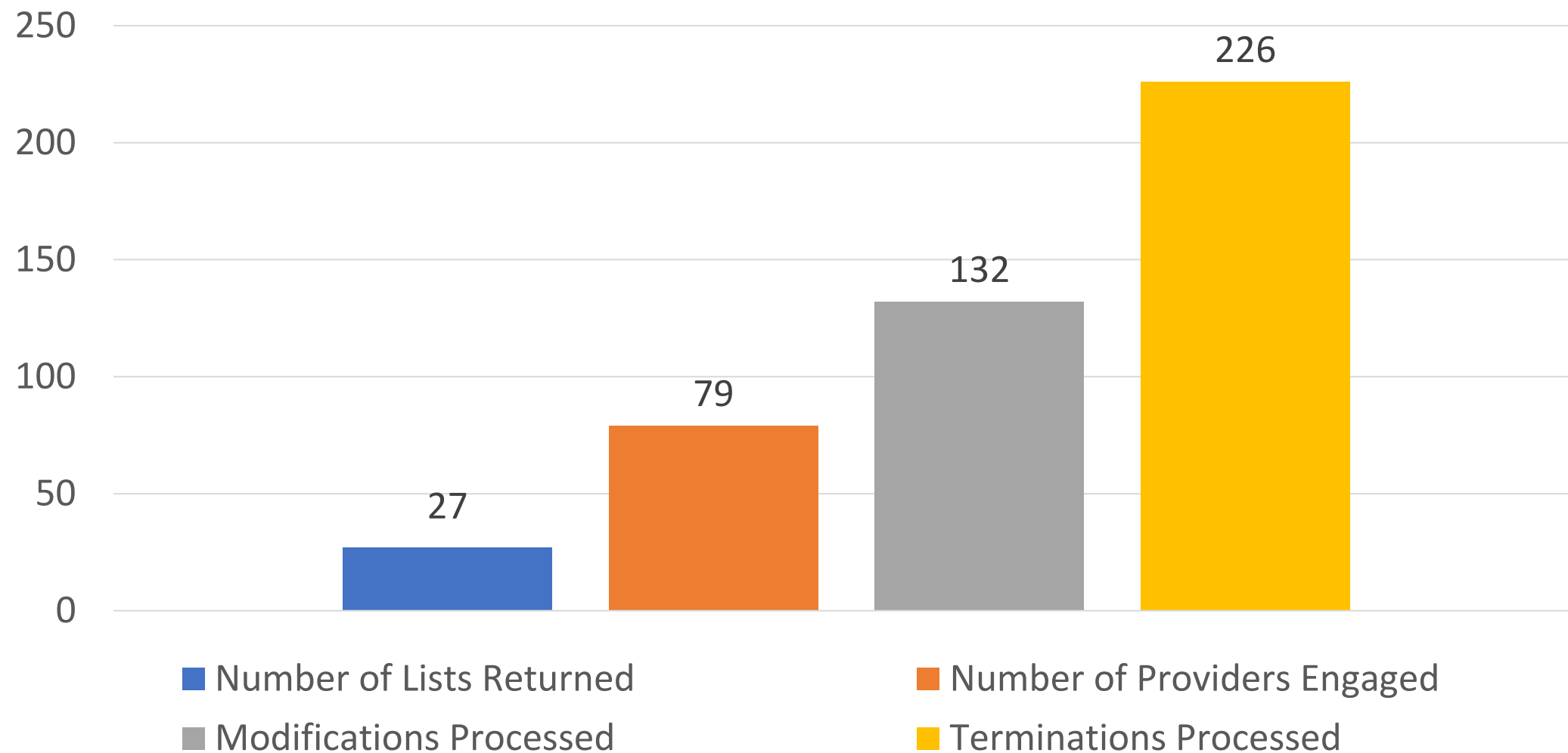
When

- Sent Oct 13
- Was due by Oct 31. Please submit ASAP if you have not done so already.

Who

- Sent to all provider agency Sage liaisons

Bi-Annual License Verification: Results by Category: Since 10/13/2025



Additional Noteworthy Findings

2 practitioners with services delivered
after certification expiration date

31 changes to practitioner license (i.e.
registered to certified, LE-LPHA to LPHA)

**= Potential
Billing/Audit
Issues**

99 general modifications to either
credential or user role (i.e. different type
of registration or certification for SUD
counselor, RAC to RADT or SUDRC for
example)

Majority of license dates in Sage are out
of date due to expiration dates not being
updated after initial onboarding

Where are We Going Next:

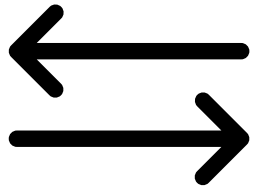
- Working to integrate NACA data with Sage data for improved user experience and more pre-populated data in NACA
- New ***Practitioner Credentials Status widget*** to be populated with the re-verification data received from providers
 - All new practitioners onboarded since 10/1/2025 have been entered into the system with information from user creation form.
 - Each provider will see the most up to date Sage information for their practitioners.
 - Expiration Date and Status column will flag expired credentials.
 - Includes practitioners with Sage accounts and Credential Only user groups.

PRACTITIONER LICENSE/REGISTRATION/CREDENTIAL STATUS											
Search:											
name	Staff_ID	PROVID	License/Cert/Reg Type	Board	Date Issued	Expiration Date	Status	Is Active in Sage	Actions Needed for Status	Date Inactive	Sage Registration Date
name	Staff_ID	PROVID	License/Cert/Reg Ty	Board	Date Issue	Expiration Date	Status	Is Active in	Actions Nee	Date Inactiv	Sage Registrati
SCHWARZ,GREG SAPC	002683	1	Psy.D. (Lic. Psychologist)	CA Board of Psychology (BOP)	2009-07-01	06/30/2027 Click to verify credential	Active	Yes	No Action Needed	N/A	2017-12-01

Known Issues and Enhancements

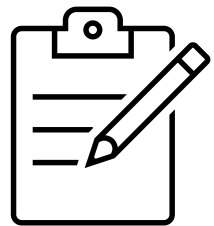


Update on Known Issues



☐ Replacement Claim Assignment form performance issues:

- Resolution has been identified by Netsmart and is currently being tested in QA before release.



☐ Progress Notes in Draft- 1 month widget-

- Performance issues have been resolved for most users. If you are still experiencing timeouts, create a Help Desk ticket and email sage@ph.lacounty.gov with the ticket number.

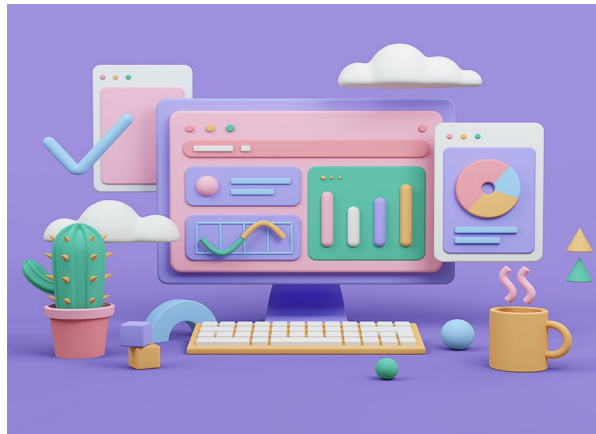
Sage Enhancements

Women's Health History- Last 3 Months Widget

- New Widget to help providers track when the Women's Health History form is complete or missing information.
- The form is required for all PPW-Perinatal clients to ensure claims to DMC indicate the client's pregnancy status.
- Incomplete or missing forms will result in state denials.
- Logic is based on clients with an approved PPW-Perinatal auth within the last 3 months (from current date) and a Women's Health History form Assessment Date within the last 365 days.

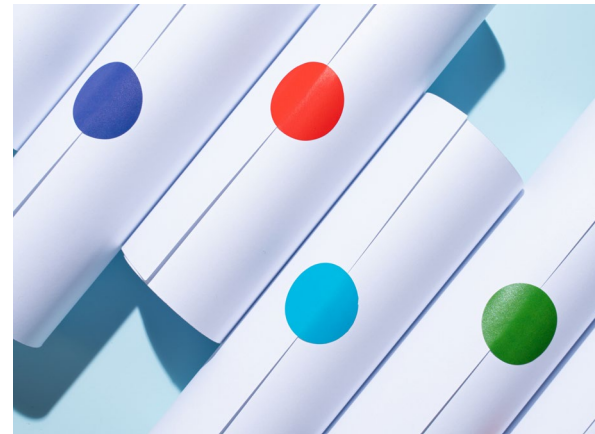
PPW WOMEN'S HEALTH HISTORY- LAST 3 MONTHS						
Search:						
EP# ↑↓	PATID ↑↓	Assessment Date ↑↓	Initial Treatment Date ↑↓	Pregnancy Start Date ↑↓	Pregnancy End Date ↑↓	Form Status ↑↓
EP#	PATID	Assessment Dat	Initial Treatmer	Pregnancy Star	Pregnancy End	Form Status
		2025-09-02	2025-06-07	2025-04-07	2025-10-22	Complete
		2025-10-01	2025-10-02	2024-12-30	2025-08-11	Complete
		2025-09-23	2025-01-14	2024-12-26	2025-09-06	Complete
		2025-07-16	2025-07-16	2024-10-18	2025-07-11	Complete
		2025-09-19				Incomplete

Sage Enhancements



1. County and Aid Code report updates

- MCP information
- Corresponding Eligibility period



2. Practitioner License/Registration/Certification Status Widget

- New Widget to help track credential dates and Sage configuration.
- Instructions for use will be sent in a provider communication



3. Document Printout Reports

- Search the word “Printout” in the search bar to show current printouts available.
- Used to easily print records for a cohesive medical record.

Clinical Trainings and Resources



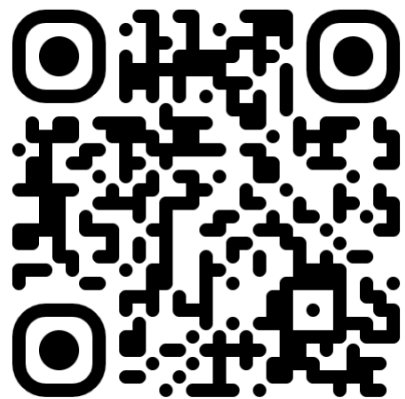
Released to all
SAPC Providers
and Public on
5/1/2025

SAPC LNC

LEARNING & NETWORK CONNECTION PLATFORM

The gateway to SAPC's program and network training resources.

Access SAPC LNC Platform Now



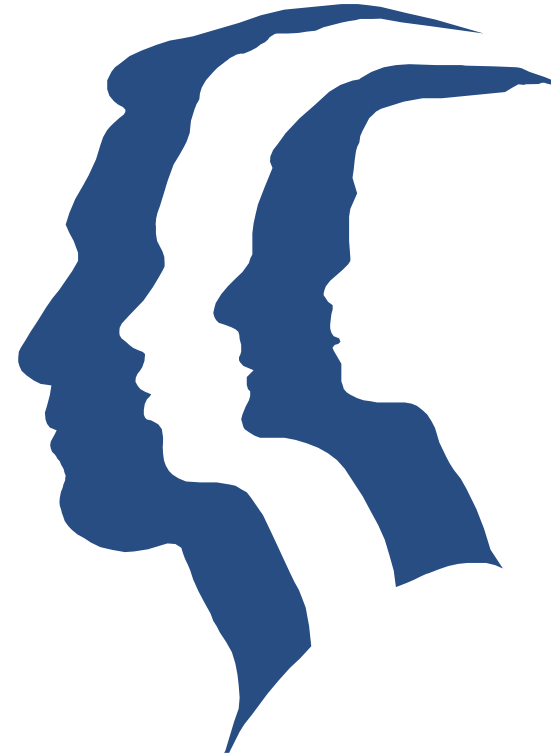
Please click the [SAPC-LNC Platform Getting Started Guide](#) for details on platform registration, navigation, and technical support.

Name of Training	Date & Time	
(NEW!) Best Practices in the Assessment and Treatment of Alcohol Use Disorder	Thursday 11/6/2025 8:30am-12:30pm	Flyer Link
Best Practices in Engaging and Delivering Services to People Experiencing Homelessness	Wednesday 11/5/25 9:00am-11:45am	Flyer Link
Substance Use Recovery Oriented Housing: Assisting Our Neighbors Experiencing Homelessness	Thursday 11/13/25 9:00am-12:15pm	Flyer Link
Clinical Documentation for Substance Use Treatment Providers: CalAIM Requirements and Best Practices	Tuesday 11/18/25 8:30am-12:30pm	Flyer Link
Making the Most of the ASAM CONTINUUM Assessment Tool	Wednesday 11/19/25 9:00am-12:15pm	Flyer Link
Embracing & Integrating Cultural Strengths & Differences in Substance Use Treatment Services	Thursday 12/4/25 9:00am-12:15pm	Flyer Link
Recovery Services: Maximizing Client Engagement to Improve Outcomes	Wednesday 12/10/25 9:00am-11:45am	Flyer Link
(Save the Date) SAPC-UCLA Lecture Series: SB43/LPS/Grave Disability	Friday 12/12/25 10:00am-1:15pm	TBA

For a list of more trainings available and the SAPC Training Calendar please visit or scan QR Code:

[LA County Department of Public Health - Substance Abuse Prevention and Control - SAPC Trainings](#)





Thank You!