

## Communication Release

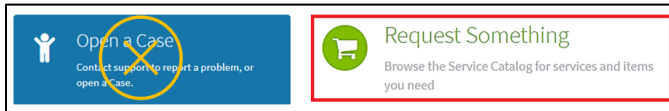
07/19/2024

### New User Creation/Modification/Termination Workflow

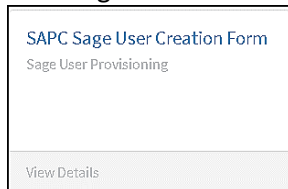
Effective 7/22/2024, SAPC and the Sage Help Desk are implementing a new workflow to improve the processing time of user creations, modifications, and terminations. Sage Liaisons will no longer complete the Excel user creation form to create, update, or terminate user information in Sage.

ALL user creation, modification, and termination requests will be submitted directly through the Sage Help Desk [online portal](#) using the “Request Something” option. Please follow these steps to create, update, or terminate Sage user information:

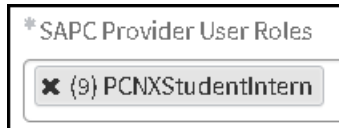
1. Select the “Request Something” service catalog option.
  - a. Do not select “Create Case” or “Open a Case.”



2. Select “SAPC Sage User Creation Form” item.



3. Enter the information on the form as indicated.
4. Many fields have conditional logic that will enable other required fields depending on the response.
  - a. User Type:
    - i. Selecting SAPC Provider, will enable the Agency Name and SAPC Provider User Roles fields.
  - b. Practitioner?:
    - i. Select Yes if you are a staff providing services.
    - ii. Select No if you are an administrative staff and do not provide services.
  - c. If you are a practitioner, then various other required fields will be enabled to enter your credential information.
5. Staff who are Clinical Trainees (students currently enrolled in post-secondary education, not registered with the board for their discipline, and working under a licensed supervisor), must select the PCNXStudent/Intern User role, which will enable several fields required for submitting a claim which must be configured.



6. Additionally, staff should upload the following documents when creating the ticket, which will help to expedite the processing without the need for additional requests by Contracts.
  - a. Practitioners (LPHA/License Eligible LPHA/Counselor)
    - i. Copy of ASAM training certificate for LPHA/License Eligible LPHA/Counselor
    - ii. Copy of License/Credential for the LPHA/License Eligible LPHA/Counselor
    - iii. Completed Credentialing Attestation Form
    - iv. Completed PCNX Training Attestation Form
  - b. Clinical Trainees
    - i. Completed Student-Intern Attestation Form
    - ii. Completed PCNX Training Attestation Form
    - iii. Completed Credentialing Attestation Form
  - c. License Vocational Nurse (LVN)/Licensed Psychiatric Technician (LPT)/Medical Assistant (MA)
    - i. Copy of License (LVN & LPT), Copy School Certificate (MA)
    - ii. Completed Credentialing Attestation Form
    - iii. Completed PCNX Training Attestation Form
  - d. Peer Support Specialists
    - i. Copy of California Mental Health Services Authority (CaMHSA) Certificate
    - ii. Completed Credentialing Attestation Form
    - iii. Completed PCNX Training Attestation Form
  - e. Non-Practitioners
    - i. Completed PCNX Training Attestation Form

Once the form is submitted, it will be routed directly to the Sage Access Management team for verification and credentialing. If all of the required information is provided and verified as accurate, the user will be created within 2-3 days after submission. Missing or incorrect information will result in processing delays. If you have any questions regarding the workflow or need additional clarification, please email [SageForms@ph.lacounty.gov](mailto:SageForms@ph.lacounty.gov).

---

## Denials for New Performing Provider Types

Providers were notified they could begin billing FY 23-24 services rendered by [new performing provider types](#) as of 7/1/2024. In the months leading up to this, SAPC announced and reached out to providers requesting a modification to the Sage User Creation Form for any staff that needed their credentials updated to one of the new performing provider types. Failure to update a user's credentials would result in a local or State denial.

SAPC noticed providers billing services with modifiers associated with Clinical Trainees and most are getting denied locally for **"Procedure not on fee schedule."** This is due to the rendering practitioner not being configured in Sage as a Clinical Trainee.

### Resolution:

- If the procedure code with a Clinical Trainee modifier was selected in error, then providers may simply rebill the service with the correct code.

- If the claimed procedure code was intended to include a clinical trainee modifier, then there may be an issue with the clinical trainee’s configuration. The agency’s Sage Liaison should create a Sage Help Desk ticket by selecting the new Catalog Item, “SAPC Sage User Creation Form” to request a Clinical Trainee, [Student-Intern Attestation Form](#) is also required to be submitted through the Sage Help Desk [online portal](#) using the “Request Something” option. Once Sage is updated, the denied services may be rebilled.

*Secondary Providers* should take note of the Taxonomy, Modifiers, and Billing Rules tab on the Rates and Standards Matrix to ensure that their EHR systems are appropriately configured for billing these new performing provider types.

<b>New Practitioner Type</b>	<b>Taxonomy</b>	<b>Modifier</b>
Medical Assistant	363AM	None
Occupational Therapist	225X	None
Licensed Psychiatric Technician	106S 167G 3747	None
Medical Student in Clerkship	1744	None
LCSW, MFT or LPCC Clinical Trainee	3902	AJ
Psychologist Clinical Trainee	3902	AH
Registered Nurse Clinical Trainee	3902	TD
Vocational Nurse Clinical Trainee	3902	TE
Psychiatric Technician Clinical Trainee	3902	HM
Occupational Therapist Clinical Trainee	3902	CO
Nurse Practitioner/Clinical Nurse Specialist Clinical Trainee	3902	HP
Pharmacist Clinical Trainee	3902	HO
Physician Assistant Clinical Trainee	3902	None

---

## Help Desk Survey

It is that time of year, where SAPC and Netsmart want to hear from you on how the Sage Help Desk is doing!

The bi-annual Sage Help Desk Feedback Survey will be emailed to users who submitted a Sage Help Desk ticket within the last six months. The survey will be open from **07/15/2024 to 07/29/2024**. The survey helps SAPC and the Sage Help Desk to determine if users are receiving the support they need from the Help Desk and identify any areas for improvement. All comments left on the surveys are reviewed by SAPC and Netsmart.

The survey responses and feedback are an important part of our ongoing process improvement efforts to serve you better. We encourage all Sage users that receive the survey to please complete it within the designated two-week period.

---

## Appointment Disposition Log Training

Sage users may now access the Referral Appointment Disposition Training video directly in Sage-PCNX through the PCNX Training Videos View and scrolling to the bottom. This supplements the [Appointment Disposition Job Aid](#) posted on the

[SAPC website](#) which describes the overall functionality of the Sage-PCNX Appointment Disposition Log and Referral ID Report.

### PCNX Training Videos

As of July 1, 2024, SAPC treatment providers can complete the “Appointment Disposition Log” for all appointments resulting from initial patient encounters. This workflow better tracks referrals and appointments between SASH/CENS/CORE and treatment providers. In addition, the Appointment Disposition Log workflow will provide required information to comply with State timely access service requirements.

---

## Finance Billing Office Hours Start 7/25/24

SAPC’s Finance Division will host ongoing Thursday weekly virtual drop in Billing Office Hours for providers to ask questions about billing submissions and/or denials, clarifications on the rates and standards matrix, and general questions and rules regarding billing. No Protected Health Information (PHI) will be shared during Office Hours. Meeting information can be found below as well as on the [SAPC Training Calendar](#).

**When:** Every Thursday, July 25th, 2024, through October 24th, 2024.

**Time:** 1:00 PM – 2:00 PM

**Meeting Link:** [Billing Office Hours](#)

ID: 272 057 978 167

Passcode: RSqBKx +1 323-776-6996,586591664#

Phone conference ID: 586 591 664#

---

## FY 24-25 Claims Blackout Still in Place

SAPC would like to remind providers that we are still in a Claims Blackout period for services rendered 7/1/2024 to present. Submitting claims for FY 24-25 services will result in a denial for “This service occurs during a claim processing blackout” and Denial Reason of “No active contract” under CARC/RARC CO 45 N640.

SAPC and Netsmart are working to complete Sage configuration updates, and we will notify the network when the Claims Blackout is lifted.

---

## No Authorization Blackout During FY 24-25 Cut-Over

SAPC would also like to remind providers that an authorization blackout is not in place as part of FY 24-25 cut-over. As such, providers should continue to submit authorizations for FY24-25.

- **OTP Providers:** Due to provider contracts for FY 25-26 not yet being approved, all OTP providers must submit authorizations with end date 6/30/2025. Any authorizations submitted with end dates of 7/1/2025 and beyond will be automatically denied as service request rescinded by SAPC QI/UM. Providers will be instructed to resubmit authorization with the correct end date.
- **Secondary Sage Users:** Secondary Sage Users should ensure that their EHR is updated with the correct FY 24-25 split authorization numbers. New authorization numbers for split authorizations are available for providers to

access via Sage PCNX using the Authorization Request Status Report. Claims for FY 24-25 submitted with a FY 23-24 authorization number will be denied for “Invalid authorization number” and denial code CO 284 M62.

---

## KPI Blank Procedures

SAPC and KPI Netsmart are aware of an issue impacting a small percentage of services in MSO KPI resulting in MSO KPI displaying a blank procedure description/code in “Procedure” columns and/or filter. SAPC and the Netsmart KPI team are working to resolve this issue as quickly as possible. As an interim solution an additional column will be added to Community Sheets containing a “Procedure” column that will show just the procedure code billed without the description. Providers may use Sage reports such as the Batch Status Report, Provider EOB Remittance Advise, Cost of Service by Client Report, or Provider Services Detail Report to verify the procedure code billed.

SAPC will notify the network when this issue is resolved.

---

## Reminders From Prior Sage Provider Communications

**837P Companion Guide Update:** The 837P Companion Guide June 2024 has been published on the DPH Sage website: [LA County Department of Public Health - Substance Abuse Prevention and Control - Sage Support System Guides](#). Please refer to the section entitled EDI Billing. The 837P Companion Guide provides vital information needed for Secondary providers of Sage to properly configure their billing systems to transmit claims to SAPC in the appropriate EDI file format. The companion guide updates include the following:

1. Page 9-10, Items 9-11: Section details the logic for the HCPCS/CPT Modifier Order and provides guidance to providers in the event a claim exceeds the four (4) modifier limit.
2. Appendix A examples have been updated to align with updated guidance.

**Reminder - Providers can continue to submit claims for FY 23-24:** Providers can and should continue to submit claims from FY 23-24 with service dates through June 30, 2024, for adjudication during the EOY cut-over period. [FY 23-24 Billing Deadlines Memo](#) was emailed on Monday 6/3/24. Please remember to review and take the appropriate action to allow for the timely and accurate submission of billing claims. Your careful attention will ensure that reimbursements for services provided this fiscal year are reimbursed.

**Provider Site Admission Form Required: Effective 7/1/2024:** The Provider Site Admission form went LIVE and is required for all new admissions and readmissions effective 7/1/2024. This *new* form was created with only five (5) fields to indicate when a patient was admitted to a specific site and specific LOC. In combination with the Discharge and Transfer Form and Recovery Bridge Housing Discharge Form, the Provider site Admission Form will make it possible to generate reports related to the number of admissions in a specified period, a census count, and be able to calculate lengths of stay.

The [Provider Site Admission form and Discharge Workflow Guide](#) explains the updated workflow for admissions/discharges. Providers are also strongly encouraged to complete this form for patients who were present in FY 23/24 and transitioned to FY 24/25.

This form is **REQUIRED** to be completed in Sage by Primary and Secondary Sage Users. It will be reviewed during the initial authorization request process and if it is missing or not filled out correctly, the authorization is subject to denial.

