



Communication Release

09/30/2024

Changes to Attending Finance Billing Office Hours

SAPC's Finance Division continues to host 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.

However, please note registration is no longer required for attendance. Providers may join by using the Microsoft Teams meeting information:

When: Every Thursday, through October 24th, 2024.

Time: 1:00 – 2:00 PM

Meeting Link: [Join the meeting now](#)

Meeting ID: 295 053 114 138

Passcode: QWeq5e

Dial in by phone

+1 323-776-6996,,393888183# United States, Los Angeles

[Find a local number](#)

Phone conference ID: 393 888 183#

Meeting information can be found below as well as on the [SAPC Training, Events & Conferences Calendar](#).

Billing Office hours documents: FAQs, slides, and recordings – have been posted to the [SAPC Sage website](#) under the Sage Trainings – [Finance subpage](#). A new section was created, *Billing Office Hours*, which contains the documents for each session. The FAQ will be updated on a weekly basis after each session and the slides and recording should be updated within two (2) business days after the meeting.

Please send questions or troubleshooting requests in advance of the meeting, if possible, by emailing SAPC-Finance@ph.lacounty.gov, and noting that the question/request is for the Billing Office Hours.

Required Transition to Microsoft Authenticator app for Multi-Factor Authenticator

To prevent providers from losing access to Sage-PCNX, KPI, VPN or other secure County websites that require the user to log in and authenticate users all users, including county staff and contracted program providers, will be required to authenticate using the Microsoft Authenticator app on a smart phone. The only acceptable authentication option will be to use the Microsoft Authenticator app as of September 30, 2024.

[Here are instructions on how to update your MFA method on your mobile device.](#) Please note while these instructions were drafted for County staff, it applies broadly to providers accessing SAPC applications using their C-number with Single-Sign-On. Voice calls and SMS text will no longer be permitted MFA methods after September 30th, and agencies and staff will need to perform a free download and use the Microsoft Authenticator app.

- Requirements for Providers:
 - Any staff that accesses Sage-PCNX or SAPC applications using their C-numbers must have the free Microsoft Authenticator app downloaded on a mobile device and configured per the instructions above.
 - If staff are not willing or unable to utilize their personal mobile device, agencies must provide a mobile device with the configured Microsoft Authenticator app for the staff to utilize.
- Providers will not be able to access Sage-PCNX or SAPC applications without authenticating through the Microsoft Authenticator app.

If you need further assistance or guidance with these instructions, please call the DPH Service Desk at 213-462-1411.

Update to the Recovery Incentive-Contingency Management Level of Care Authorization Review Workflow

Currently, if an ASAM is completed within 12 months from the readmission date then UM will accept it for a Contingency Management authorization request. As of **October 1, 2024**, for authorizations with start date 10/1/24 and after, providers will be required to submit a newer ASAM completed within 30 days from the readmission date for all readmissions. There is no change for initial and reauthorization. The purpose of this update is to reflect the ASAM requirement for RI-CM readmissions to align with the State's BHIN 24-031. Here is the link to the BHIN for your reference:

[BHIN 24-031 Updated Guidance for the Recovery Incentives Program: California's Contingency Management Benefit](#)

Updated Checklist of Required Documentation for Utilization Management

The Checklist of Required Documentation for Utilization Management has been updated and is posted on the website [QI and UM Checklist of Required Documentation \(Sage Version 7.0\)](#) to include Provider Site Admission information and Discharge and Transfer Form requirements for Recovery Incentives-Contingency Management.

Provider Site Admission Form

The Provider Site Admission form was required as of 7/1/2024 and is reviewed by QI and UM Care Managers for initial authorizations. Per the [Provider Site Admission and Discharge Workflow Guide](#), the "Date Created" field is prepopulated and should not be edited. Care Managers have noted instances of backdating in that field, which impacts their review process.

The Date Created and Admission Date fields do not have to match. The Provider Site Admission form may be created on the actual date of admission and left in draft until a level of care is determined, or the form may be created and finalized days later after the admission once a level of care has been determined.

As of Monday 9/30/2024, users will see updated language giving direction on the Date Created field.

Date Created (DO NOT EDIT) *

Topics From Prior Sage Provider Communications

7/1/2024 Split Authorizations Start Date: Utilization Management recognizes that some OTP split-authorizations with start date 7/1/2024 were not automatically created at the time of initial review due to contracts not being configured. The decision was made to exempt these authorizations from the 30-day submission until 10/31/2024. If there are any questions, please call the UM helpline at 626-299-3531 or email at SAPC.QI.UM@PH.LACOUNTY.GOV.