



## Communication Release

1/27/2023

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### Claims Denied for "Claim Submitter ID Already Successfully Processed"

Some Secondary Provider services denied during FY 22-23 may have been denied in error by Sage for "Claim Submitter ID Already Successfully Processed." The specific scenario that caused these denials was when a claim was submitted against a service authorization that was still pending. This caused the claim to be in a pended status until it could be manually adjudicated by SAPC. Upon processing these pended claims, Sage erroneously denied the services for the stated local denial reason. If your agency received this denial and believes the claim submitter ID was not previously sent to SAPC, to resubmit these services, you will need to: 1) validate that the service authorization was approved, 2) ensure a new claim submitter ID is assigned to the claim and 3) resubmit the claim to SAPC.

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### Financial Eligibility for Patients with Prior Out of County Eligibility

SAPC has recently seen some patient claims being denied by DHCS for their eligibility being out of county (Denial CO 96 N424) because of how the patient's Financial Eligibility was updated once the Medi-Cal eligibility was transferred to LA County. In this scenario, the patient's claims submitted under the non-DMC guarantor were sent to DHCS as the patient's DMC guarantor was recently changed to an effective date of 7/1/2017. This updated effective date triggered the system to send the previously non-DMC claims to the State.

If a patient recently had their Medi-Cal eligibility transferred to LA County, update the DMC guarantor effective date to be the date the transfer is effective in LA County. This will prevent any prior claims billed with a non-DMC guarantor from being billed to DHCS and being denied. If your agency updated a patient's DMC Financial Eligibility upon transferring of the benefits and utilized a date earlier than the transfer date, update the effective date of the DMC eligibility to the date the transfer was effective and rebill the services denied by DHCS under the non-DMC eligibility to correct for this issue.

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### Updated FY 20-21 Rates and Standards Matrix Posted

SAPC updated the FY 20-21 Rates and Standards Matrix and published the updated documents on the [SAPC website](#) on 1/23/2023. The changes were made due to recent updates from DHCS on availability of buprenorphine film and injectable medications allowed during FY 20-21. Specifically, the following HCPCS were added to the matrices: S5000BF – Buprenorphine – Naloxone Film and S5000BI – Buprenorphine Injectable.

Links to updated documents posted to the SAPC website:

- [20-10 Fiscal Year 2020-2021 Rates and Payment Policy Updates](#)
    - [Perinatal Rates Matrix Fiscal Year 2020-2021](#) (discontinued updated 4/2/22)
    - [Standard Rates Matrix Fiscal Year 2020-2021](#) (discontinued updated 4/2/22)
    - [Youth Rates Matrix Fiscal Year 2020-2021](#) (discontinued updated 4/2/22)
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## Accessing KPI Trainings and Resources

KPI Dashboards 2.0 is a resource often used by providers for billing related data. SAPC has created a number a KPI trainings that have been recorded and are available to providers to help them develop efficiency in using this tool. As KPI is proprietary, SAPC cannot publish these trainings on a public facing website. In order to make these recorded trainings available, they have been published in Sage and must be accessed through Sage Provider Connect.

ACCESSING TRAINING RESOURCES: Once you have logged into Sage, from the Main Menu go to Documentation> Help> Sage Training and Other Materials. Below is a summary of available KPI resources for providers.

- Login Instructions for Sage KPI Dashboards
- LA SAPC KPI Dashboards Sage ProviderConnect End User Guide 2.0

### Training Videos

- KPI Updates Training 11/17/22 (training by SAPC; 2 hrs)
- Network Adequacy Certification Tool Training (Current-Max) with KPI 5/23/22 (training by SAPC; 1 hr)
- KPI Basics and Navigation Training 8/10/20 (training by SAPC; 2hrs)
- Understanding KPI Visual Presentation and Navigation (training by NTST; 10 mins)
- Working with KPI Objects 10/11/19 (training by NTST; 9 mins)
- Commonly Used KPI Sheets 10/11/19 (training by NTST; 14 mins)
- KPI Payment Reconciliation Sheet 10/11/19 (training by NTST; 12 mins)

Additionally, Job Aids are available on the SAPC webpage under Sage> Sage Trainings> KPI.

- KPI Basic Navigation and Review
- Claim Denial View Job Aid
- Financial Analysis by Year Job Aid
- Financial Eligibility for Providers Job Aid
- Payment Reconciliation View Job Aid
- Procedure Auth Review Job Aid

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## Final Reminder: Sage Help Desk Survey

The bi-annual Sage Help Desk Feedback Survey was emailed to users who submitted a Sage Help Desk ticket within the last six months. The survey deadline has been extended through Friday 1/27/2023. 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 of improvement. The survey responses and feedback are an important part of our ongoing process improvement. Please complete the survey by accessing the unique link provided on the "Survey Closes Soon! Sage One Team Help Desk" email from the Sage One Help team.

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## Approved Authorization Status Update

Effective 12/19/2022, Utilization Management (UM) implemented a new procedure to note on the authorization itself if there were changes to the requested authorization dates. The new field, titled "Approved Authorization Status" indicates whether the authorization was a "Full" or "Partial" authorization. Where "Full" authorization indicates no changes were made to the begin or end dates of the authorization and "Partial" authorization indicates the authorization start date was modified. End dates updated to align with current eligibility verification period are considered Full approval. Any changes to an authorization are always communicated via the comments section on the authorization. The following are reasons for partial authorizations:

- Authorization submitted after 30 days from start date
- ASAM/Miscellaneous note for LOC justification submitted and/or finalized after 30 days from start date
- Problem List/Treatment plan created and/or finalized after start date

- Gap in Medi-Cal coverage

Providers will be able to see whether the authorization dates were approved as full or partial when viewing authorizations or when entering treatments.

In ProviderConnect, the field was intended to show as "Approved Authorization Status" on the authorization; however, currently it is not populating as intended in the Authorization display. SAPC is working with Netsmart to correct this issue. Currently, the field is showing as "Authorized Level of Care" rather than "Approved Authorization Status." However, the values of "Full" and "Partial" are displaying correctly.

If providers have questions regarding why an authorization was partially approved, please check the comments section of the authorization before calling UM at 626-299-3531 or submitting an appeal or grievance.

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### Closing FY 20-21: Billing Deadline

SAPC would like to remind providers that the **billing deadline for FY 20-21 is extended to Tuesday, February 28, 2023**. Providers should ensure all resubmissions of State denials are completed by this date. SAPC will accept and adjudicate services received through the end of 2/28/2023. Any services for FY 20-21 submitted on or after March 1, 2023 will be automatically denied by Sage with the reason, "Cost Reporting for Fiscal Year is Closed."

Providers are reminded that the 28<sup>th</sup> is the final date for billing and after the 28<sup>th</sup> no corrections or resubmissions of claims will be approved. In order to ensure that rejected or denied claims are able to be worked and resubmitted for processing, SAPC recommends that billing be submitted at least one week before the deadline to allow the agency to fix any claims.

It is strongly recommended that Primary Sage Users check the Audit Log Report in ProviderConnect to ensure that bills submitted in Sage were sent successfully to SAPC and not held by a system process so the bill can be resent prior to the 2/28/2023 deadline. If assistance is needed in using the Audit Log Report, please contact the Sage Help Desk by phone at (855) 346-2392 or via the Sage Help Desk ServiceNow Portal at <https://netsmart.service.now.com/plexussupport>.