



## Communication Release

5/20/2022

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### **Sage Help Desk Survey**

The bi-annual Sage Help Desk Feedback Survey to collect feedback on experience with the Sage Help Desk will be open from 5/23/2022 to 6/6/2022. Sage users who submitted a Sage Help Desk ticket within the last six months will receive an email requesting completion of the survey. The survey helps SAPC and the Sage Help Desk determine if users are receiving the support they need from the Help Desk and identify any areas of improvement. If you have received the survey, please make sure to complete it by the deadline as your feedback is vital for our continuous improvement.

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### **KPI Data Visibility**

On 7/1/2022, Fiscal Year 2018-19 data will no longer be available in the KPI Dashboards. SAPC had worked with Netsmart to maintain FY18-19 data in KPI to allow continued visibility into FY18-19 denied claims. As a standard, KPI is set to only contain data from the two prior fiscal years plus the current fiscal year's data. The volume of data currently in KPI, which includes FY18-19, is causing slow downs in KPI functionality and can no longer be maintained.

If providers want to maintain visibility into this data, SAPC recommends providers export the data from KPI for use once the data is no longer available.