



Communication Release

11/28/2022

Update on Group Services Unit Configuration Fix

SAPC has been working with Netsmart to resolve the issue of group counseling and patient education services being denied by the State for exceeding the maximum units allowed. **The configuration fix for this issue will be implemented in Sage on Thursday, December 1, 2022.** Please read through the details below on the changes that are effective on this date.

Issue: In most cases, this issue was found to be due to the Sage system updating the unit type from minutes to the 15-minute incremental unit but not updating the unit value i.e., 30 minutes was being sent to the State as 30 units (450 minutes).

- ❖ **Primary Sage Users:** ProviderConnect services for group counseling and patient education are already set to bill SAPC in minutes. However, these minute services may have been sent to the State in 15-minute incremental units and denied.
- ❖ **Secondary Sage Users:** While most services SAPC receives are billed in minutes, some of these services have been billed in 15-minute incremental units. Those services billed in minutes may have been sent to the State in 15-minute incremental units and denied.

Resolution: Configure group counseling and patient education services to be required to be submitted to SAPC in minutes and not the 15-minute incremental units. Sage will also only send the services to the State in minutes. Once the configuration change is implemented in Sage, any services for group counseling and patient education that are sent to SAPC in the 15-minute incremental unit will be denied locally with the explanation of coverage, "Invalid Measurement for Procedure Code." Secondary Sage Users should work with their vendors and/or internal IT staff to ensure only minutes are used for group counseling and patient education codes, i.e. billing using the MJ unit indicator and not UN.

The Rates and Standards Matrix for FY 22-23 was updated and published on the [SAPC website](#). This resolution is valid for fiscal years 19-20 and on, however, only the FY 22-23 rates matrix was updated to indicate to only bill in minutes.

As of 12/1/2022, providers can resubmit/replace those services that were denied by the State for being over the maximum units allowed. Sage should bill to the State with the appropriate unit values and type from this resolution. For Primary Sage Users and Secondary Sage Users who only billed in minutes, claims can be resubmitted/replaced with original billed units, as no changes are needed to the service units. For Secondary Sage Users who billed group counseling or patient education in the 15-minute incremental unit, please resubmit the claim with the units converted to minutes. The main denial reason code the State denied the services for is CO 96 N362.