



## Communication Release

12/31/2020

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### Change to Drug Testing Form in ProviderConnect

SAPC will be making changes to the Drug Testing Form in ProviderConnect based on enhancement requests submitted by providers. The changes are listed below. These updates will be in ProviderConnect the morning of Monday, January 4, 2021.

- ❖ Addition of Synthetic Cannabinoids as a drug test result option
- ❖ Addition of Methamphetamines as a drug test result option
- ❖ Reordering of the substances listed under the Drug Test Result section to list the substances in alphabetical order

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### Change to Miscellaneous Note in ProviderConnect

SAPC will be making changes to the Miscellaneous Note in ProviderConnect based on enhancement requests submitted by providers. Drug Testing will be added as an option in the Type dropdown of the Miscellaneous Note. This update will be in ProviderConnect the morning of Monday, January 4, 2021.

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### Services Missing Diagnosis Update

When entering a new “Admission” diagnosis to correct an incorrect date entry, providers have noticed SAPC that diagnosing practitioners are not populating when the date of diagnosis is prior to 12/01/2017. This is because all practitioners were set up with a start date of 12/01/2017 in Sage to correspond with the go live date. To correct this issue, providers must enter the “Date of Diagnosis” as 12/01/2017 for the diagnosing practitioner to populate with the LPHA who diagnosed the patient. To maintain accuracy of the record, providers should include in the remarks section of the diagnosis entry the following phrase: “Unable to enter actual diagnosis date of ‘MM/DD/YYYY.’”

| Status     | Date Resolved | Remarks  |
|------------|---------------|--|
| Active - 1 |               | Unable to enter actual diagnosis date of MM/DD/Y |

Additionally, once providers correct the diagnosis to correspond with the billed services, providers should inform their Financial Analyst of the corrections. Providers may have received a new spreadsheet that shows the same patients that have already been corrected. SAPC has recently identified that the “Services Missing Diagnosis” report that is utilized for this process only updates when the Admission diagnosis date is corrected, not when an Update diagnosis is added. Therefore, once the Update diagnosis is added with the corresponding date, providers should consider the issue resolved.

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### KPI Dashboards Data Update

As we transition to the new calendar year, KPI will be going through a data change. As noted in the KPI User Guide 2.0, the KPI Dashboards use a rolling history to store data. Keeping the most recent data allows the system to run smoother and quicker. KPI will always have data for the two previous calendar years, two previous fiscal years, plus the current calendar year.

If today was January 1, 2021, KPI Dashboards data will be from 7-1-2018 until 1-1-2021.

- ❖ Providers would have data for two full calendar years: Jan. 1 – Dec. 31, 2019 and Jan. 1 – Dec. 31, 2020
- ❖ Providers would have data for two fiscal years: FY 18/19 and FY 19/20
- ❖ Providers would have data for the current calendar year: 2021

If today was July 1, 2021, providers would have data from 1-1-2019 until 6-30-2021.

- ❖ Providers would have data for two full calendar years: Jan. 1 – Dec. 31, 2019 and Jan. 1 – Dec. 31, 2020

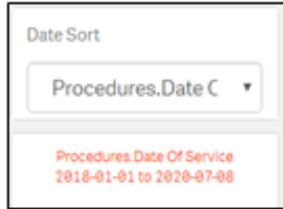
- ❖ Providers would have data for two fiscal years: FY 19/20 and FY 20/21
- ❖ Providers would have data for the current calendar year: 2021

If today date was December 31, 2021, providers would have data from 1-1-2019 until 12-30-2021.

- ❖ Providers would have data for two full calendar years: Jan. 1 – Dec. 31, 2019 and Jan. 1 – Dec. 31, 2020
- ❖ Providers would have data for two fiscal years: FY 19/20 and FY 20/21
- ❖ Providers would have data for the current calendar year: 2021

To verify the date range available, most sheets have a Date Sort object that shows the current date range being of the data being viewed. When no selections or filters are applied, this will show the entirety of data available based on how the data is being sorted. The default sort is the “Procedures.Date of Service.” Selecting a different sorting option may change the date range visible.

As noted in the screenshot below, the Date Sort will show the earliest data available to the most recent data available.



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## Primary to Secondary Provider Conversion Reminder

SAPC provides an annual enrollment for all Contracted Providers to convert from a Primary User to Secondary User of the Sage Electronic Health Record (EHR) System. If your agency wants to enroll, please send an official, signed request addressed to the SAPC Division Director no later than **January 31, 2021**.

Approved providers will receive an acknowledgement letter and will begin testing by **March 31, 2021**. Testing processes need to be completed no later than June 30<sup>th</sup>. During this testing process period, the provider is required to:

- 1) Identify a minimum of two contact persons who will be responsible for creating and submitting all 837 test files. These two individuals will also be responsible for responding and addressing all SAPC requests related to this conversion.
- 2) If needed, submit Sage User Creation forms for any new or modified user accounts per standard procedure.
- 3) Engage the new EHR vendor or Information Technology staff to complete all necessary configuration of the new EHR by the identified timeline and in accordance with SAPC specifications.
- 4) Based on the contract, create and submit test 837 files and resolve identified issues.
- 5) Once testing is done in Train environment, create and submit a small number of claims in Live Environment until at least 80% adjunction approval rates in attained.

Once the conversion is successfully completed, a Sage Secondary Provider Certificate will be issued by SAPC. After the certification, the provider will officially be a secondary provider.

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