



Sage Staff Hours Billing Webinar

Los Angeles County's Electronic Substance
Use Disorder Electronic Health Record System

Substance Abuse Prevention and Control
County of Los Angeles Health Agency & Department of Public Health

2/22/2018



Housekeeping

- Please mute your phone
- Do NOT put your phone on HOLD – it plays music and does not allow the rest of us to hear
- Questions:
 - You can enter your questions via the webinar
 - We will answer / respond to as many questions as possible during the webinar time available
 - Provider-specific questions can be documented and will be responded to offline
 - If, after the webinar, you feel your general question has not been answered, feel free to send an email to the Webinar organizer
- Please ensure all issues are reported to the Netsmart Sage Help Desk



GOALS

1. Increase understanding of the process for submission of Sage Staff Hour billing
2. Understand the purpose of Provider Activity Authorization form
3. Provide clarification for key fields to complete on the following two forms:
 - a) Provider Activity Entry and History
 - b) Provider Activity Invoices
4. Review the purpose of Non-Invoice Activity Adjustments form
5. Have some time for general Questions & Answers



POLICY POINTS

1. Providers must have a contract with LA County SAPC to provide staff hour services
2. Your contract defines a maximum that can be billed by Program / Facility. If you are uncertain, reach out to your SAPC Contracts CPA or Program Manager
3. Eligible CENS staff are certified SUD Counselors – not Administrative / Management staff
4. For other Programs (Family Services, API) using Staff Hour billing, eligible staff may have a broader range
5. Staff Hour service activities are submitted on a monthly basis for each Staff who performed services

Basic Steps for Getting Paid for Staff Hours





Provider Authorizations

TOPICS COVERED

- A. What is a Provider Activity Authorization?
- B. Why is it needed?

Key Points

1. SAPC has pre-populated Authorizations for Staff Hour invoicing
2. Providers will select from available Authorizations in the drop-down list in the Provider Activity Entry and History form
3. If you have questions about the information you see in the Provider Authorization description, please enter a Help Desk ticket.
 - a. This will be forwarded to SAPC Contracts for review and response



Provider Activity Entry and History

TOPICS COVERED

- A. Field values to use
- B. Preferred billing frequency
- C. What to do if you entered incorrect information



Provider Activity Entry and History

- 1. Selection of Authorization**
 - a. Choose from drop-down
 - 2. Selection of Program / Facility**
 - a. Choose from drop-down
 - 3. Activity Date to Enter**
 - a. Enter last day of the month for which services are being entered
 - 4. Activity Rate, Units and \$ Amount**
 - a. Enter as fields are available (may vary based on the Authorization)
 - b. Unit Quantity, if entered, should be in whole numbers
 - 5. Activity Type**
 - a. Pre-populates based on the Authorization
 - 6. Performing Provider**
 - a. Select from drop-down list
 - 7. Check your entries in the Provider Activity History table**
 - 8. Click “Save Provider Activity” button**
 - 9. Repeat steps above until all entries have been made**
- Services have been entered. Services still require billing to SAPC for payments.



How to Generate a Bill to SAPC

TOPICS COVERED

- A. What form submits the Invoice to SAPC
- B. Review of Invoice process
- C. Spot-checking your invoice before submittal
- D. What to do if your Invoice is denied?



How to Generate a Bill to SAPC

1. Select Provider from Main Menu -> Provider Activity Invoices
2. Select Fiscal Year (if not correct)
3. Select a Funding Source
 - a. This will ALWAYS be **NON-Drug Medi-Cal**
4. Provider Submitted Invoice Number (optional)
 - a. Manual, paper invoices should NOT be submitted to SAPC.
However, if you have the need to have an invoice reference, it can be entered in this field
5. Click “Generate New Invoice” button
6. All services entered in the Provider Activity Entry and History form, but not yet billed will appear for review
7. After review, click “Save and Submit Invoice” button



How to Generate a Bill to SAPC

Tips

1. You should bill monthly. However, if you have “catch-up” invoicing to do, for ease of historical tracking, you may want to complete service entries by month and then generate each month’s invoice



How to Generate a Bill to SAPC

Correction Process for Denied Claims

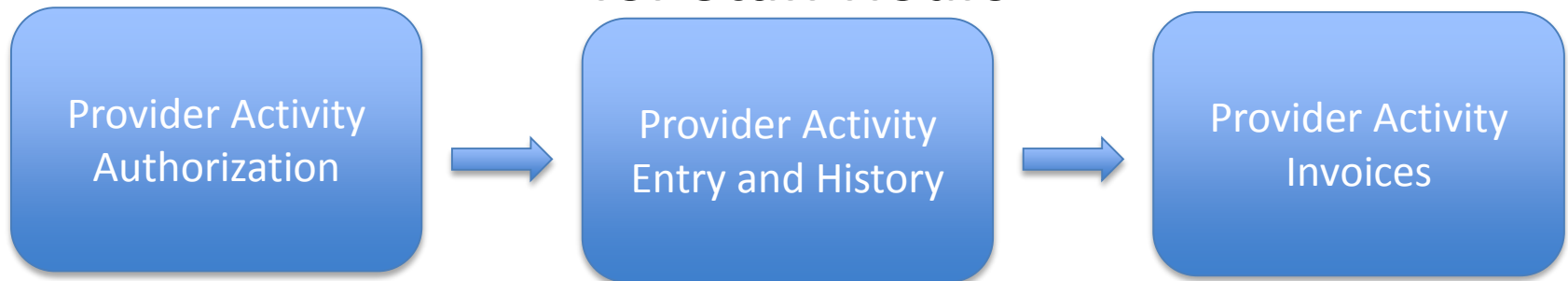
1. Ensure you understand why the claim was denied
2. Re-enter the service in the Provider Activity Entry and History form
(you cannot “edit” an existing entry)
3. Complete steps in Provider Activity Invoices form to generate another invoice to LA County SAPC team



Non-Invoice Activity Adjustment

1. “View Only” Form
2. Would show any payment adjustments, if any, that SAPC finance team would have made to your organization related to Staff Hour payment
3. Assumption is that this will be rarely used

Recap of Process Steps for Getting Paid for Staff Hours



An Authorization for Provider Activity services **MUST** be in place first. SAPC has prepopulated Authorizations for staff hour services through June 30, 2018.

- Choose the correct Authorization
- Choose the correct location
- Date should be entered as of the end of the month
- Values should be based across a month's time
- One entry for each staff ("Performing Provider") who performed services

Prior to submitting invoice, ensure:

- Authorization is correct
- Date is correct
- Each staff's time has been entered
- Total staff time across the organization (all programs/facilities) should not exceed 160 hours total



Future Changes Expected

1. More specifically-defined staff names within the organization that can be selected
2. Possible restructuring of Authorizations for next fiscal year (or earlier)
3. Possible expanded use to cover other ad-hoc requests.



Questions?