

Substance Abuse Prevention and Control Secondary User Joining/Conversion Workflow

Notes

New Provider:

- All the testing should be completed within 90 days after executing the contract.
- If testing is not completed within a given time, the provider will be treated as a primary provider.
- No transitional payment will be given until all the testing is completed and the provider is approved to submit claims in the Live environment.

Existing Provider:

- Substance Abuse Prevention and Control (SAPC) has issued provider conversion bulletin #20-07 on 6/30/2021 and is accessible on the SAPC website.
- Interested providers should contact SAPC-Contracts by early November.
- Testing should start no later than March 31.

Contact Persons

Contracts: Maribel Garcia margarcia@ph.lacounty.gov
 Finance: Maurilio Mendez mmendez@ph.lacounty.gov
 IT: Lina Tsatryan ltsatryan@ph.lacounty.gov
 CST: Greg Schwarz gschwarz@ph.lacounty.gov

STEP	UNIT	WORKFLOW ACTION	CHECKLIST
1.	Provider	<ul style="list-style-type: none"> • Existing Provider: Submit a formal letter to SAPC by November of the fiscal year requesting the conversion from a Primary Sage User to a Secondary Sage User. • New Provider: Submit a request to SAPC to become a Secondary Sage User. 	<input type="checkbox"/> Provider Request on _____
2.	SAPC	<ul style="list-style-type: none"> • SAPC – Contracts will be responsible for acknowledging the request. • SAPC – Contracts will receive the request and send an official response including: <ul style="list-style-type: none"> a. Deadlines b. Department of Public Health Information System Contacts • SAPC – IT will provide material to Provider : <ul style="list-style-type: none"> a. The SAPC 837P Companion Guide b. 837 File Naming Convention requirements c. PConn TRAIN environment login access form d. SFTP user creation form 	<input type="checkbox"/> Acknowledgement received <input type="checkbox"/> a. Received <input type="checkbox"/> b. Received <input type="checkbox"/> c. Received <input type="checkbox"/> d. Received

		<ul style="list-style-type: none"> SAPC – Finance DMC Unit will provide the following material to Provider : <ul style="list-style-type: none"> a. Rates & Standards Matrix b. Provider Configuration Report 	<input type="checkbox"/> a. Received <input type="checkbox"/> b. Received
3.	Provider	<ul style="list-style-type: none"> Identify contact persons (minimum of 2) from the provider agency responsible for 837 file submission. Send login access form(s) to Contracts Division for TRAIN environment. 	<input type="checkbox"/> Complete Request <input type="checkbox"/> Form(s) submitted
	SAPC	<ul style="list-style-type: none"> SAPC – IT will contact provider agency persons to provide necessary credentials for accessing the SFTP account 	<input type="checkbox"/> Credentials received
Access to TRAIN environment			
4.	Provider	<ul style="list-style-type: none"> Engage IT Vendor or IT staff to complete necessary configuration, consistent with SAPC - Finance direction 	<input type="checkbox"/> Configuration complete
5.	Provider	<ul style="list-style-type: none"> SAPC - Finance DMC Unit will provide standard testing scenarios for test claims to be included in 837 test submission files based on the existing contract <ul style="list-style-type: none"> a. 837 Formatting: <ul style="list-style-type: none"> Each 837 test file must be separated by treatment site and Level of Care (LOC). (To validate proper configuration on both provider and SAPC sides, SAPC requires a separate 837 file for each site and LOC.) b. Standard Comprehensive Test Scenario: <ul style="list-style-type: none"> Submit a minimum of 1 claim for each HCPCS/revenue code for each LOC level of care, age grouping, and staffing level they are contracted for. 	<input type="checkbox"/> Testing scenarios received <input type="checkbox"/> Standard Comprehensive Test Scenario submitted
6.	Provider	<ul style="list-style-type: none"> Create and submit test claims to SAPC-IT via the SFTP mechanism in the test folder location Either identify or create specific test patients that they intend to use in their 837 files and submit authorization requests in the TRAIN Environment <ul style="list-style-type: none"> a. SHOULD NOT <ul style="list-style-type: none"> Use real patients or real PHI in the testing process b. SHOULD <ul style="list-style-type: none"> Identify a test patient for each age grouping and LOC to be tested 	<input type="checkbox"/> Created and submitted test claim via SFTP <input type="checkbox"/> Do not have real patients or PHI in the testing file <input type="checkbox"/> Identified patient for each age grouping & LOC

		<ul style="list-style-type: none"> ▪ Ensure that financial eligibility (Both DMC and Non-DMC) are entered in Sage ▪ Create a fake CIN for MCAL ▪ Must enter a diagnosis in the Provider Diagnosis (ICD-10) ▪ Provide an excel file with a list of the test patients used in testing, including: <ul style="list-style-type: none"> a. First and Last name b. MR # c. Gender d. DOB e. Authorization # f. Requested LOC g. Admission Date 	<input type="checkbox"/> Financial eligibility checked <input type="checkbox"/> Fake CIN created <input type="checkbox"/> ICD-10 entered <input type="checkbox"/> Excel file created <input type="checkbox"/> a. Checked <input type="checkbox"/> b. Checked <input type="checkbox"/> c. Checked <input type="checkbox"/> d. Checked <input type="checkbox"/> e. Checked <input type="checkbox"/> f. Checked <input type="checkbox"/> g. Checked
7.	SAPC	<ul style="list-style-type: none"> • SAPC – Finance DMC Unit will approve the above submitted test authorizations and notify the contact person at the provider agency (cc – SAPC - IT) 	<input type="checkbox"/> Notification received
Test Adjudication Process (approx. timeline – testing: 8 weeks) ***			
8.	SAPC	<ul style="list-style-type: none"> • SAPC – IT will review the test protocols (eg. Separated by location and LOC) <ul style="list-style-type: none"> a. Testing files that do not conform to the expected format will be returned to the provider to make necessary adjustments. • Process test file(s) to adjudicate test claims • Create and upload 277 and 835 test files to test folder on SFTP and notify provider via email 	<input type="checkbox"/> Notification received
	Provider	<ul style="list-style-type: none"> • Download 277 and 835 test files to the EHR system once notification from SAPC is received • If there are rejection errors on the test file, correct errors and resubmit test files • Review denied claims, identify and correct the error and resubmit claims 	<input type="checkbox"/> Downloaded test files <input type="checkbox"/> Resubmitted test file <input type="checkbox"/> Confirmed by SAPC - no more test file rejections or denials
GO LIVE and initial testing of claim in LIVE (approx. timeline – LIVE environment: 4 weeks)			
9.	SAPC	<ul style="list-style-type: none"> • SAPC – Contracts will set up Configuration in Sage, verify Provider’s LOCs and sites, then notify Finance – Grants to review 	
LIVE submission process			

10.	Provider	<ul style="list-style-type: none"> • Establish a GO LIVE date with SAPC – IT • Initial submission to TEST location on SFTP <ul style="list-style-type: none"> ○ With a small number of claims by the site to confirm an acceptable approval rate of 80% of claims submitted • Resubmit denied claims after troubleshooting • Gradually increase the number of claims of various sites and LOC 	<input type="checkbox"/> Date is established <input type="checkbox"/> Initial file submitted to TEST location on SFTP <input type="checkbox"/> Resubmitted denied claims <input type="checkbox"/> Increased number of claims
	SAPC	<ul style="list-style-type: none"> • Finance DMC Unit will process resubmitted file(s) from troubleshooting and verify that the submission has met the 80% approval threshold • Provide 837 Report and Error Report to provider 	<input type="checkbox"/> Confirmed by SAPC threshold of 80% approval
11.	Provider	<ul style="list-style-type: none"> • Submit files regularly once the 80% approval threshold has been met 	<input type="checkbox"/> Submit files regularly

*** Estimated 8 weeks of testing in the Sage Train environment is based on following assumptions:

- i. The provider will have up to 3 locations. After 3 locations, it will take 1 week per location of additional time. To complete testing efforts on time, the provider is requested to adjust their testing efforts accordingly.
- ii. The Sage Train environment is accessible to the provider and the provider should be able to create their clients and authorizations. It will take an additional 2 weeks, if SAPC has to assist the provider with the creation of clients, authorizations, etc.