



Billing Office Hours

September 26, 2024

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





Open Discussion Expectations

- Please submit questions to sapc-finance@ph.lacounty.gov prior to the meeting – indicate it's for discussion in the next billing office hours
- Submit questions in the Q&A feature during the meeting and we will address them as time permits, please do not use the Chat Feature
- Keep your microphone on mute unless speaking
- Use the raise hand feature to request to speak
- Do not share PHI in the chat or on your screen



Agenda

- Announcements
- FY 24-25 Billing Update
- Upcoming Configuration Changes
- Reminder: New Secondary Providers
- Open Discussion



Announcements

Fiscal Year Final Billing Deadlines

- **FY 22-23:** 12/31/2024
- **FY 23-24**
 - **July-Dec. 2023 services:** 12/31/2024
 - **Jan.-July 2023 services:** 3/31/2025
- **FY 24-25:** original claim submission within 180 days from date of service; replacement claim deadline TBD

Billing Office Hours

- The new meeting will show with a 1.5 hour duration each week, however, every other week will be one hour long and the other week will be 1.5 hours as it will include the case study, see the meeting durations below for more details.
- Upcoming Office Hour Durations:
 - 10/3: 1-2 pm
 - 10/10: 1-230 pm w/ case study
 - 10/17: 1-2 pm
 - 10/24: 1-230 pm w/ case study (Final Session)



FY 24-25 Billing as of 9/26/2024 (KPI Data)

- **Billing Highlights**
 - Total Charged: \$67.3M (\$4.8M billed since last week)
 - Total Approved: \$63.1M – 93.8% (up 0.2% from last week)
 - Total Denied: \$4.2M – 6.2%
 - 82 agencies have billed (3 more than last week)
- **Top Denials**
 - Procedure not on fee schedule
 - Eligibility Not Found/Verified in CalPM
 - Performing provider is blank



Upcoming Configuration Changes

- H2010M and H2010N will be added to Recovery Services and CENS levels of care and be billable by all performing provider types. The services will still as \$0 services, but the units can also be billed under T1007 and must be rolled up as one service.
- H2017-CN will be added to the CENS PAuth and will include both the non-group and group versions of the code.
- H2010S for residential levels of care will have a flat rate added across all performing provider types with the exception of Peer Support Specialists who are currently unable to deliver this service.



Reminder: New Secondary Providers

- For New Secondary Providers
 - Any new service must be entered in your EHR, for previous Fiscal Year billing an e-mail will be sent to clarify whether your agency will be using your EHR or PCNX.
 - The only time you would use PCNX:
 - To void old claims that have been entered in PCNX
 - Once the old claims have been voided in PCNX, you would submit new claims in your EHR.





UNIT/BRANCH Contact	E-mail	Description of when to contact
Sage Helpdesk	Phone Number: (855) 346-2392 ServiceNow Portal: https://netsmart.servicenow.com/plexussupport	All Sage related questions, including billing, modifications, system errors, and technical issues.
Sage Management Branch (SMB)	sage@ph.lacounty.gov	Sage process, workflow, and general questions.
QI and UM	sapc.qi.um@ph.lacounty.gov	All authorization related questions, questions to the Medical Director, medical necessity
Systems of Care	sapc_asoc@ph.lacounty.gov	Questions about policy, the provider manual (youth, PPW, criminal justice, homelessness)
Health Outcomes and Data Analytics (HODA)	hoda_caloms@ph.lacounty.gov	All questions regarding Sage CalOMS including forms, submission, and requests for trainings.
Contracts	sapcmonitoring@ph.lacounty.gov	Questions about general contract, appeals, adverse events. Agency specific contract or agency CPA if known.
Strategic and Network Development	sudtransformation@ph.lacounty.gov	DHCS policy, DMC-ODS general questions
Clinical Standards and Training (CST)	dsapc.cst@ph.lacounty.gov	Clinical training question, documentation.
Finance	sapc-finance@ph.lacounty.gov	Question related to billing, denials, and tiers.