



SAGE UPDATES

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

All Provider Meeting January 10, 2023

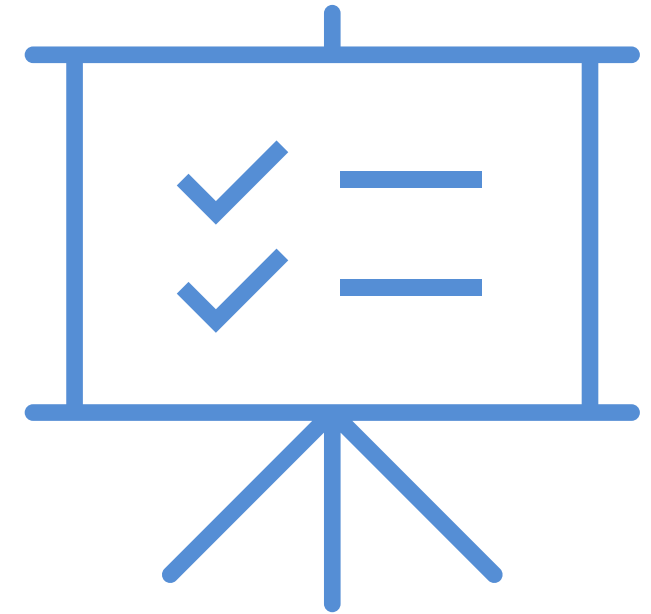


Sage Configuration Updates

Introduction to ProviderConnect NX (PCNX)

SAPC Contacts for Questions

SAPC Clinical Training Opportunities





SYSTEM UPDATES/CHANGES



NDC codes will be updated in Sage to match the most recent Rates and Standards matrix.

- These will be available to use as of 1/16/2023 for dates of service of 7/1/2022 and beyond (FY 22-23).
- Should you have any state denials related to incorrect NDC codes, please resubmit those claims using the corresponding updated NDC codes when available.

MAT youth PPW authorization grouping is being configured to allow all youth providers access to MAT Services for parenting youth.

- This will be related to HCPCS MATSvc with the HA and PG modifiers.

H0049-N (Negative SUD Screening) is now a DMC reimbursable service, effective 1/1/2023

- Reminder that the Financial eligibility needs to reflect the patient's benefits regardless of the service.
- For any patient with DMC benefits, the DMC should be the primary guarantor for the service to be sent to the state.
- Use the lowest level U code when billing screening using the Pauth (similar to Recovery Services billing)

Recovery Services- to ensure DMC reimbursable, added new Pauths for lowest level U code and new service codes for dates of service 1/1/2023

- [Sage Provider Communication 12/16/2022](#)
- The following services have been added to Sage as reimbursable, effective for Dates of Service on or after 1/1/2023:
 - H0001- Assessment/Intake
 - 90846 – Family Therapy
 - H0038-P – Relapse Prevention
- New Pauths were created for the second half of the FY 21-22 fiscal year to include the new reimbursable services. See the provider communication for more details.

Peer Support [Sage Access Groups](#) have been added to Sage & the Sage Provider Connect User Creation Form

- Access Group 14: Certified Peer Support Specialist
 - Allows these staff to conduct nonclinical treatment services including, Educational Skill Building, Engagement Services, Therapeutic Activity, view, but not edit the problem list/treatment plans and the documentation of those services.
- Access Group 15: Financial + Certified Peer Support Specialist
 - For Certified Peer Support Specialists who also submit billing claims or are involved in financial matters
- To request Sage access for a Peer Support Specialist, follow the steps outlined [here](#)

SAPC teams have been reviewing telehealth claims since the beginning of 2022 and noticed some billing errors when claiming telehealth services.

- Generally, telehealth claims are considerably underutilized or under reported.
- Providers are leaving off the appropriate telehealth modifier when billing.
 - Notes for the same services show the service was delivered via telehealth, however the billing does not indicate telehealth
 - Inappropriate billing can put claims at risk of recoupment.

SAPC and DHCS use billing data to inform policy and set rates accordingly.

- Accuracy in billing is essential for effective policy, rates and treatment standards.

The bi-annual Sage Helpdesk survey

will be sent out via email starting on 1/09/2023 and responses will be collected through 1/23/2023.

- The survey is sent to any user who opened a helpdesk ticket in the last 6 months.
- Please complete and submit the survey at your earliest convenience.
- SAPC and Netsmart carefully review the results and utilize the feedback to optimize the helpdesk operations for a better user experience.
- Your feedback is very important to help us improve help desk services.
- The time you take to provide comments are particularly helpful, as comments are reviewed.



INTRODUCTION TO ProviderConnect NX (PCNX)



ProviderConnect NX (PCNX) Overview



ProviderConnect NX or PCNX uses updated programming language which will create a more dynamic user interface to access forms and data.

PCNX will utilize dashboards and widgets to provide snapshots of pertinent information all on one page rather than clicking through multiple forms.

PCNX is currently in the preliminary stages of development.

SAPC and Netsmart are working to configure the PCNX environment to the unique and diverse needs of the SAPC network, including specifically tailored workflows and visibility for each access group.

Enhanced reporting capabilities

- New technology will make it easier for SAPC and Netsmart to create and deploy new reports to meet functional needs.

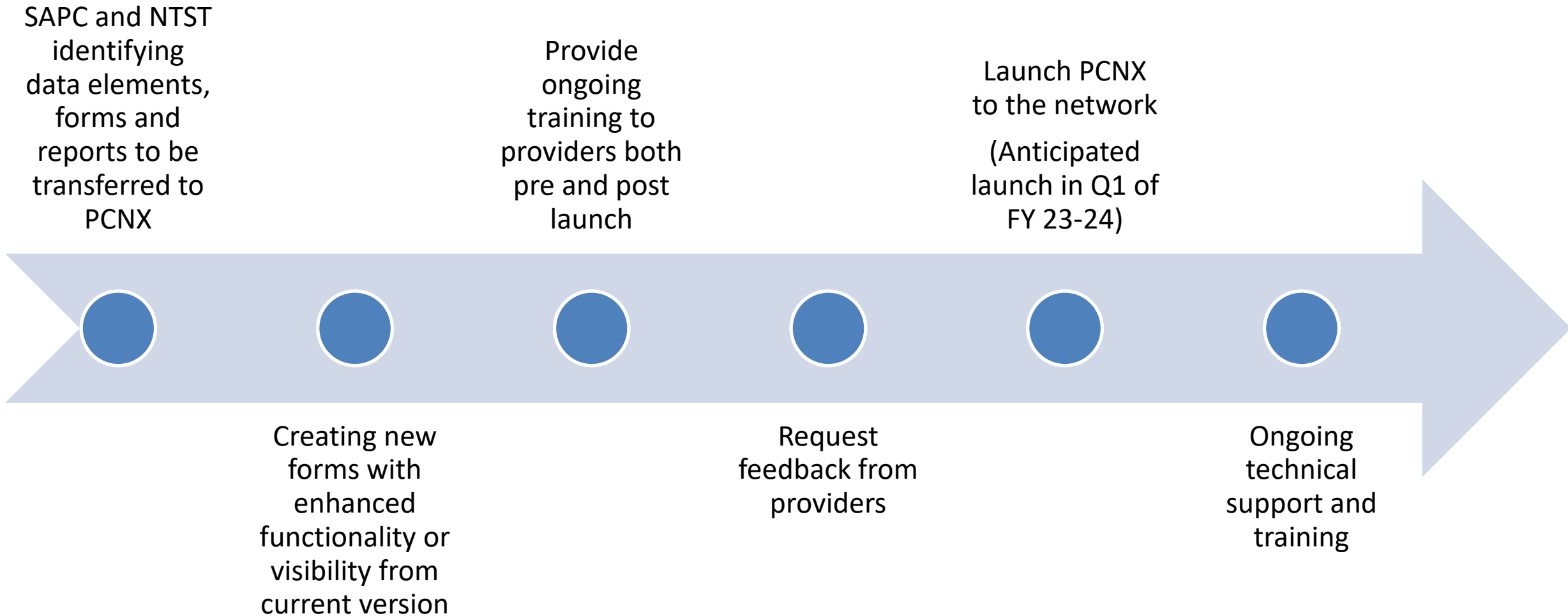
Same database between SAPC and Providers

- This will eliminate all communication errors for forms submitted via PCNX.
- There will no longer be syncing issues related to billing or auth status.
- Providers will no longer need to view the Audit Log Report.

Enhanced billing with immediate preadjudication during service entry

Increased support for CalAIM requirements and payment reform

ProviderConnect Upgrades





A LITTLE HELP FROM SAPC



UNIT/BRANCH/CONTACT	EMAIL	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, denials, medical record modifications, system errors, and technical assistance
Sage Management Branch (SMB)	SAGE@ph.lacounty.gov	Sage process, workflow, general questions about Sage forms and usage
QI and UM	SAPC.QI.UM@ph.lacounty.gov (No Protected Health Information (PHI)) UM (626)299-3531- Questions about a specific patient/auth QI (626)-293-2846- Complaints and Appeals f/u	All authorization related questions, questions for the office of the Medical Director, medical necessity, secondary EHR form approval
Systems of Care	SAPC_ASOC@ph.lacounty.gov	Questions about policy, the provider manual, bulletins, and special populations (youth, PPW, criminal justice, homeless)
Contracts	SAPCMonitoring@ph.lacounty.gov	Questions about general contract, appeals, complaints, grievances and/or adverse events. Agency specific contract questions should be directed to the agency CPA if known.
Strategic and Network Development	SUDTransformation@ph.lacounty.gov	DHCS policy, DMC-ODS general questions, SBAT
Clinical Standards and Training (CST)	SAPC.cst@ph.lacounty.gov	Clinical training questions, documentation guidelines, requests for trainings



SAPC CLINICAL TRAINING OPPORTUNITIES



January 2023 Trainings



Name of the training	Date & Time	Link to the training flyer for registration
Understanding the ASAM Screener for Youth and Young Adults	Wednesday 1/11/23 10:00 am – 11:15 am	http://publichealth.lacounty.gov/sapc/calendar/Jan2023/ASAM011123.pdf
Clinical Documentation for Substance Use Treatment Providers: CalAIM Requirements and Best Practices	Thursday 1/12/23 8:30 am – 12:30 pm	http://publichealth.lacounty.gov/sapc/calendar/Jan2023/Clinical011223.pdf
Healthy YOUth: An Early Intervention Service Model for Addressing Substance Use Risk and Promoting Wellness Among At Risk Youth	Wednesday 1/18/23 9:00 am – 3:00 pm	http://publichealth.lacounty.gov/sapc/calendar/Jan2023/HealthyYouth011823.pdf
CalAIM Documentation Requirements Updates	Friday 1/20/23 9:00 am – 11:30 am	http://publichealth.lacounty.gov/sapc/calendar/Jan2023/CalAIM012023.pdf
CalAIM Documentation Requirements Updates	Recorded training – No CEUs available	Link to the recording: LA County Department of Public Health - Substance Abuse Prevention and Control Link to PowerPoint for the recording: http://publichealth.lacounty.gov/sapc/docs/providers/trainings/CalAIMDocumentationRequirementsUpdatesPPT.pdf

Visit [SAPC Trainings and Events](#) for information on all trainings
Please contact sapc.cst@ph.lacounty.gov with any questions