SAGE UPDATES
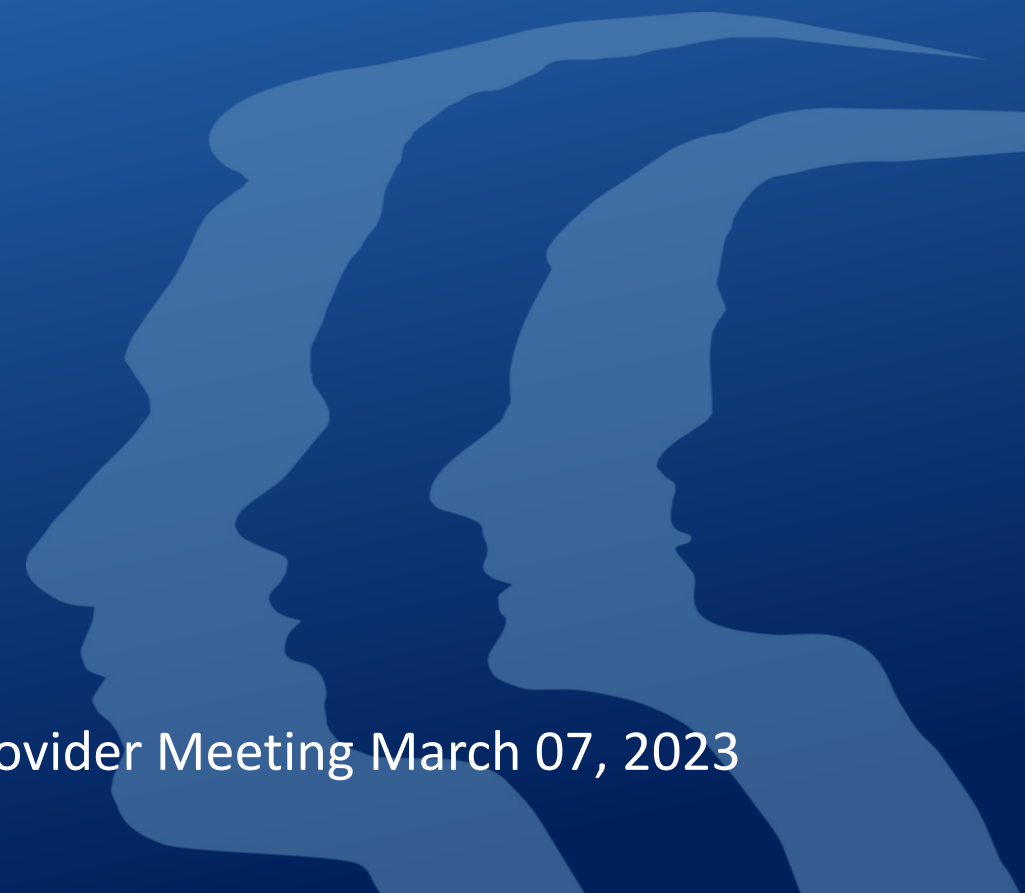
Los Angeles County Department of Public Health
Substance Abuse Prevention & Control
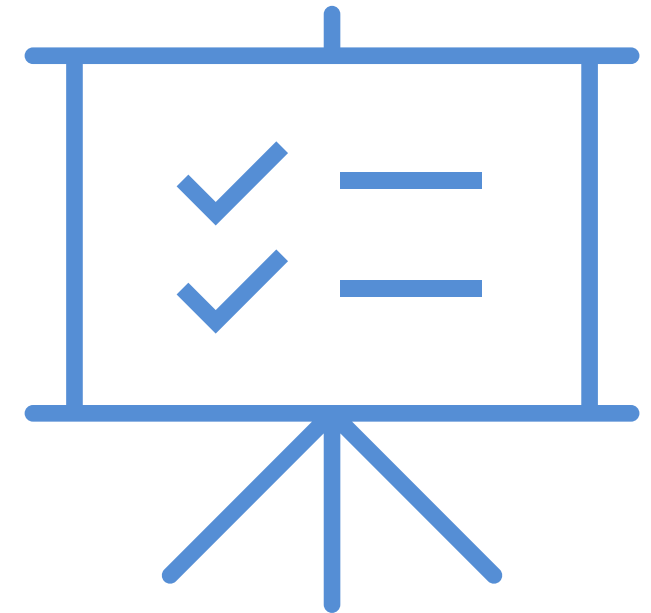
All Provider Meeting March 07, 2023

Overview

Sage Configuration Updates

Introduction to ProviderConnect NX (PCNX)

SAPC Clinical Training Opportunities

SYSTEM UPDATES/CHANGES

Configuration Updates

Peer Support Sage Access Groups have been added to Sage & the Sage Provider Connect User Creation Form

- Access Group 14: Certified Peer Support Specialist- Configured
  - ➢ 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: Fin + Clin Peer Support Specialist- Configured
  - ➢ 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

Telehealth Billing Findings

After preliminary review of telehealth claims, SAPC has found the following patterns:

- Primary Sage Users appear to be billing telehealth services more than Secondary
  - Based on % of services delivered by telehealth at the agency level.
  - Remember: Telephone & Telehealth services MUST be billed as telehealth and not as in-office services.

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.
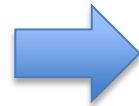
Previously identified KPI data issues (Telehealth codes, Merge cases) have been resolved and data should now be visible for these cases.

Only about 1/3 of providers who have access to KPI have actually logged in during the last 30 days.
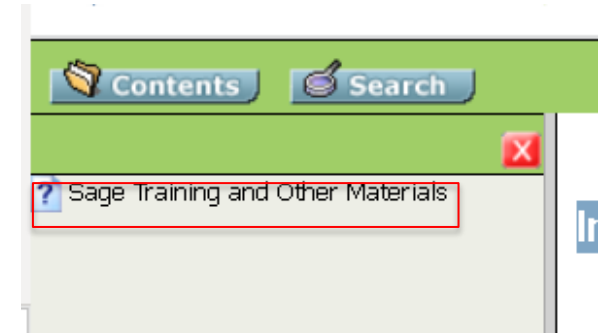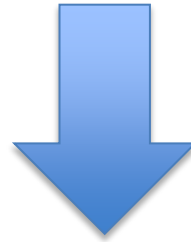
SAPC strongly encourages providers to review the videos and training materials to familiarize themselves with KPI.

KPI is a powerful tool that can assist providers analyze data quickly and interactively.

Additional KPI Training Resources

Billing
Reports
Documentation

Help

Contents   Search

? Sage Training and Other Materials

LASAPC KPI Dashboard training:

LASAPC KPI Dashboard training:

- LA SAPC Sage - KPI Basics and Navigation Training 08/10/20
- LA SAPC Sage - Understanding KPI VIsual Presentation and Navigation 10/11/19
- LA SAPC Sage - Working with KPI Objects 10/11/19
- LA SAPC Sage - Commonly Used KPI Sheets 10/11/19
- LA SAPC Sage - KPI Payment Reconciliation Sheet 10/11/19

2022 Trainings:

- LA SAPC Sage - Network Adequacy Certification Tool Training (Current-Max) with KPI 5/23/22
- LA SAPC Sage - KPI Updates Training 11/17/22

KPI FEEDBACK SURVEY

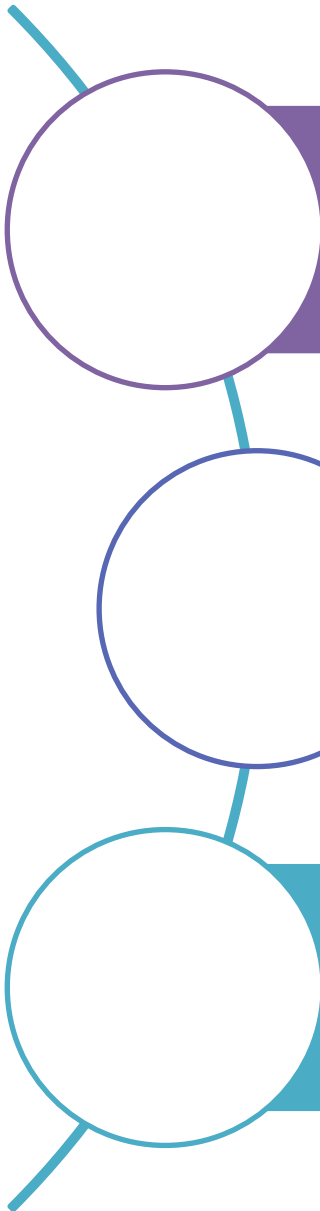For those who have KPI access, please click the link below or scan the QR code. Your feedback is greatly appreciated

https://forms.office.com/g/xaAM0aSMNK

INTRODUCTION TO ProviderConnect NX (PCNX)
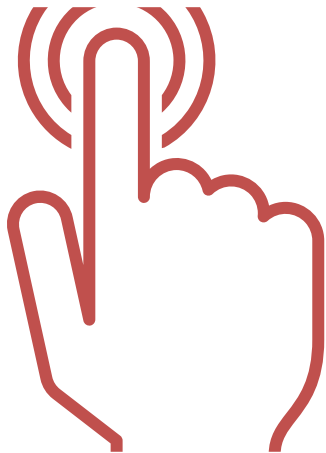
ProviderConnect NX (PCNX) Overview

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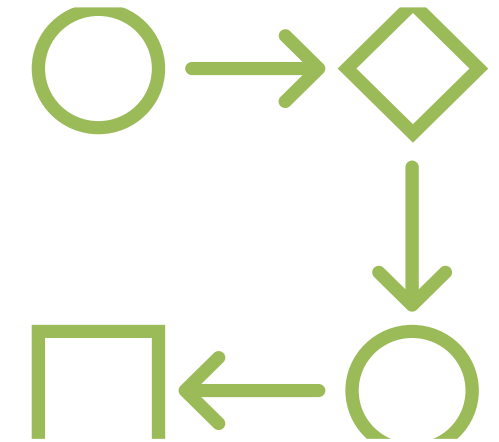
SAPC and Netsmart are working to configure the PCNX environment to the unique and diverse needs of the SAPC network, including specifically tailored workflows and visibility for each access group.

PCNX has the ability to configure the layout and interface to the user groups assigned.

In addition to access to specific forms, users will have a different view of the interface when logged in as a Clinical user vs. a Financial user that will mimic a recommended workflow

Dashboards and widgets will be configured to ease the user through a typical workflow, without limiting access to any other necessary forms or reports.

PCNX Enhancements

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/claims submitted via PCNX.
- There will no longer be syncing issues related to billing or auth status.

Enhanced billing with immediate preadjudication during service entry

- New billing form is not patient specific where multiple patients can be billed from the same form without navigating to a different chart.

Increased support for CalAIM requirements and payment reform

Road to Implementation

SAPC and NTST identifying data elements, forms and reports to be transferred to PCNX

Completed Feb 2023

Creating new forms with enhanced functionality or visibility from current version

In Progress

Training to provider network

Anticipated to begin in June 2023

LIVE and prerecorded webinars

Request feedback from providers

Launch PCNX to the network (Anticipated launch in Q1 of FY 23-24)

Ongoing technical support and training after initial Launch

SAPC CLINICAL TRAINING OPPORTUNITIES

March/April 2023 Trainings

Name of the training	Date & Time	Link to the training flyer for registration
Clinical Documentation for Substance Use Treatment Providers: CalAIM Requirements and Best Practices	Thursday, March 16, 2023 8:30am-12:30pm	http://publichealth.lacounty.gov/sapc/calendar/Mar2023/Clinical031623.pdf
NEW Introduction to Motivational Interviewing: A Journey Through Meaningful Change	Thursday, March 30, 2023 8:30am-12:30pm	http://publichealth.lacounty.gov/sapc/calendar/Mar2023/Motivational033023.pdf
Treatment Planning Substance use Treatment Providers: CalAIM Requirements and Best Practices	Tuesday, April 4, 2023 8:30am-12:30pm	http://publichealth.lacounty.gov/sapc/calendar/Apr2023/Treatment040423.pdf
NEW Clinical Supervision Training for Licensed Eligible (LE) LPHAs: A Competency-Based Approach	Thursday, April 6, 2023 9:00am-4:30pm	http://publichealth.lacounty.gov/sapc/calendar/Apr2023/Licensed040623.pdf
SAVE The Date	*Friday April 28, 2023 10:00am-1:15pm*	*SAPC-UCLA Quarterly Lecture Series*

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