



Communication Release

09/24/2026

Sage Help Desk Feedback Survey – Last Call

It is time for the Bi-Annual Sage Help Desk Feedback Survey. Users who submitted a Sage Help Desk ticket within the last six months will receive an email with the subject line: **“Sage Help Desk Needs Your Feedback”** from Client Experience at ClientExperience@ntst.com. The survey launched on 9/1/2026 and will close on 9/29/2026. This important survey helps SAPC and the Sage Help Desk determine if providers are receiving the support they need from the Help Desk and identify any areas for improvement.

The survey responses and feedback are an important part of our ongoing process improvement efforts to serve you better. We encourage all Sage users that receive the survey to please complete it within the designated four-week period. As a reminder, please check spam and junk folders if you submitted a Help Desk ticket in the last six months and do not see the survey email in your inbox. We look forward to hearing from you!

Progress Note Update: LPHACOD value in Check Mark Under Applicable Services

A new value, LPHACOD, is available on the Progress Note form under “Check all applicable services delivered as part of treatment” field. This value was added to aid residential primary providers participating in the Workforce Development (2-B) Value Based Initiative who use procedure code LPHACOD to bill when a client with a co-occurring mental health condition received a service by a qualified LPHA.

Check all applicable services delivered as part of treatment

All | Clear Search

☐ LPHACOD

☐ MAT Education (H2010M)

Although LPHACOD is also available on the Procedure Codes (CPT/HCPCS) field, there are some instances where the service rendered by the LPHA is billable on top of the daily rate. In these cases, the Procedure Codes (CPT/HCPCS) should reflect the billable service and the LPHACOD can be checked off in the “Check all applicable services delivered as part of treatment” field.

Service Type *

Med Services- Training and Support

Procedure Codes (CPT/HCPCS)

Medication Training and Support, per 15 Minutes Residential(H0034)

Based on the image above, billers would then be able to see in the Progress Note Status Report that two services should be billed, H0034 as well as LPHACOD.

Justice-Involved Youth Pre-Release Billing Updates

The JI FFS Rates Matrix for the Justice-Involved (JI) Youth Pre-release Program was updated as of 9/16/2026 on the [SAPC Bulletins website](#) and includes seven additional service codes (listed in the table below) and rate updates for two service codes. Further details about the updates can be found on the Revision History tab of the JI FFS Rates Matrix.

Code	Code Type	Code Description
JH1000	Care Coordination	Prenatal Care, at risk assessment, 15 minutes
JT1013	Supplemental Services	Sign Language or Oral Interpretive Services, 15 minutes
JT1017	Care Coordination	Targeted Case Management, 15 minutes
J90885	Assessment	Psychiatric evaluation of hospital records, other psychiatric reports, psychometric and/or projective tests, and other accumulated data for medical diagnostic purposes, 60 mins
J90887	Supplemental Services	Interpretation or explanation of results of psychiatric or other accumulated data to family or other responsible persons, or advising them how to assist patient, 50 minutes
J96160	Care Coordination	Administration of patient-focused health risk assessment, 15 minutes
J99368	Care Coordination / Clinician Consultation	Medical team conference with interdisciplinary team of health care professionals, patient and/or family not present, 30-1440 minutes; participation by nonphysician qualified health care professional

For Secondary Sage Users, a Z-code (such as Z03.89) can be entered as the diagnosis when submitting billing using the JI indirect services stand-in client. Please make sure all billing using the indirect services stand-in client indicates Male as the Gender and 01/01/2013 as the date of birth.

The next JI Youth Billing & Programmatic Office Hours is scheduled for Thursday, October 22nd from 10-11am. This is a forum for all Juvenile Justice SUD treatment providers to receive updates and ask billing and program-related questions. SAPC will be publishing an FAQ document soon which compiles questions and answers from prior JI Office Hours sessions.

Meeting Name: JI Youth Billing & Programmatic Office Hours

Upcoming Date: Thursday, October 22, 2026

Time: 10:00-11:00 AM

Meeting Link (via Microsoft Teams): [JI Youth Office Hours Link](#)

10/8 SAPC Finance Billing & Denial Resolution Tutoring Lab

The October 2026 Billing & Denial Resolution Tutoring Lab is scheduled for *Thursday, October 8th, 2026, from 1:00-2:30pm*. If providers have requests for procedures or policies to review during the lab, please email SAPC-Finance@ph.lacounty.gov.

****The October Tutoring Lab topic will be how to complete the Annual Void Report****

Meeting Name: Billing & Denial Resolution Tutoring Lab

Date and Time: Thursday, October 8th, 2026, from 1:00 - 2:30pm

Meeting Link and Call-in Information (via Microsoft Teams): [Billing & Denial Resolution Tutoring Lab Meeting Link](#)

Meeting ID: 278 929 667 194

Passcode: shijHi

Dial in by phone

+1 323-776-6996,743250887# United States, Los Angeles

Phone conference ID: 743 250 887#

*****The recorded presentation, slides, and FAQ for the prior Finance Billing & Denial Tutoring Lab are available at [Sage Finance](#) under Billing and Denial Resolution Tutoring Lab.**

Highlights from Previous Communication

NEW PCNX VIEW – ROIs: A new “ROIs” view was created so a client’s electronic release of information (ROI) records key fields are visible in one view. This view requires a client to be selected for the widgets to populate. If no client is selected, the widgets will be blank. There are five (5) ROI widgets and a Console Widget Viewer which will display the selected record: ROI for Payment and Operations Status, ROI for Payment and Operations, ROI for Treatment and Care Coordination, ROI for Legal Proceedings, and Release of Information_In Network.

Only the ROI for Payment and Operations Status widget contains information regarding *uploaded ROIs* (for more details see [Sage Communication 7/31/2026](#) or [Sage Release of Information \(ROI\) Guide](#)). All other widgets only contain information on ROIs that were completed within PCNX as the field information from each form cannot be pulled from uploaded documents. Additionally, the ROI for Treatment and Care Coordination and ROI for Legal Proceedings may have multiple active records which could not be differentiated through uploads. As such, the visible fields on the widgets vary by ROI based on need and available space. Key differences in the widget columns include:

- The ROI for Payment and Operations widget includes witness names as Utilization Management verifies this ROI for authorization purposes.
- The ROI for Treatment and Care Coordination, as well as the ROI for Legal Proceedings only list three (3) entities on the widget as there is insufficient space to include all possible entries.

It is the responsibility of the user to verify the form is completed properly and has not been revoked prior to making disclosures.

Updated Checklist of Required Documentation: The [Checklist of Required Documentation for Utilization Management](#) has been updated on the SAPC Website to include the Payment and Operations Release of Information (PO ROI) form as required. Without this PO ROI form, service authorizations will not be reviewed and providers will not be able to bill for services rendered.

Secondary Provider ROI Form Recreation Review Process Update: SAPC received a significant number of suggestions and recommendations from providers related to desired updates to the SAPC Release of Information (ROI) forms due to provider challenges encountered during implementation. In response to this provider feedback, SAPC is currently reviewing the SAPC ROI Forms and the review criteria for Secondary providers' recreated ROI forms to determine if possible modifications may be needed. As a result of this feedback, SAPC is temporarily pausing the review of recreated ROI form submissions to avoid requiring providers to make additional changes or recreate their forms again within a short period of time due to updated forms and review criteria. In the interim, providers may continue to use the electronic forms available in Sage or the official SAPC ROI paper forms available on [SAPC Website](#). SAPC will provide additional information regarding any updates to the ROI forms, review criteria, and resumption of the Secondary Provider ROI recreation review process once the ROI form reviews and updates are finalized. We apologize for any inconvenience this temporary pause may cause and sincerely appreciate your understanding, cooperation, and continued efforts to comply with 42 CFR Part 2, HIPAA, and other applicable requirements. For any questions related to SAPC ROI forms, please contact SAPC-HIM@ph.lacounty.gov.

New GD Modifier for OTP Counseling: The Department of Health Care Services (DHCS) issued [Behavioral Health Information Notice \(BHIN\) 26-022](#) setting unit thresholds for counseling claims in OTP that meet or exceed 9 units per patient per day. In the BHIN, DHCS outlined that for OTP services for a client in a single day for codes H0004 (individual counseling), H0005 (group counseling), and T1006 (family counseling) that total 9 or more units, the services must include the new GD modifier. This new modifier is effective for dates of service 9/22/2026 and after. The modifier must be used on all services for the three (3) codes when the total of units across the services is 9 or more in a single day. The BHIN also requires that counties conduct medical necessity verification of services that total 9 or more units per day. For services that are submitted with the GD modifier, SAPC's Quality Improvement (QI) Unit will reach out to the agency to validate the clinical documentation for the services to confirm that the patient's treatment necessitates the services provided. If medical necessity is unsubstantiated, the services will be recouped from the agency. If only a partial number of units is substantiated after the review, the agency will be allowed to resubmit the services with the updated units. DHCS will be using denial code CO 96 N640 if services are submitted that reach the 9-unit threshold

and the GD modifier was not sent on the service. Review the [slides from the September Billing & Denial Resolution Tutoring Lab](#) for examples of services and when to use the GD modifier. The updated Rates Matrix has been uploaded to the SAPC website. For support on using the new GD modifier, please submit a Sage Help Desk ticket using the [Request Billing Assistance form](#).

NEW FORM – Accounting of Disclosures Log in TRAIN - Requesting Feedback: SAPC has created a new Accounting of Disclosures Log that is available in the TRAIN environment for provider review and feedback. This form provides a template for tracking PHI disclosures in accordance with applicable regulations including HIPAA and [42 CFR Part 2.25](#). Under the Final Rule, it is required to keep an account of disclosures and make them available to clients when requested. Based on feedback SAPC will adjust the form then develop a report for providers to run that will populate with the list of recorded disclosures. To provide feedback on the Accounting of Disclosures Log, please email Sage@ph.lacounty.gov by 9/25/2026. Note that Verbal/oral disclosures are not required to be tracked in an accounting of disclosures.
