Communication Release

2/27/2025

Sage Help Desk Feedback Survey

The bi-annual Sage Help Desk Feedback Survey will be emailed to users who submitted a Sage Help Desk ticket within the last six months. The survey will be open from 3/10/2025 to 3/24/2025. The important survey helps SAPC and the Sage Help Desk to determine if users 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 two-week period.

UPDATE: CO 96 N54 State Denials

DHCS has provided SAPC with the list of claims impacted by the erroneous CO 96 N54 denials. SAPC will distribute the list of claims to each provider via SFTP by Monday March 3rd. Providers can resubmit these services at any time.

SAPC Information Notice 25-02 Rates and Payments Policy Updates

The two attachments under the Bulletin "SAPC Information Notice 25-02 – FY 24-25 Rates and Payment Policy Updates", that were previously dated 1/31/25, have been updated to include the most current information. All the previous errors have been corrected, and the attachments now have a date tag of *Updated – February 2025*.

SAPC Finance Billing & Denial Resolution Tutoring Lab

The March Billing & Denial Resolution Tutoring Lab is scheduled for *Thursday, March 6th, from 1-2:30pm* and will continue to meet on the first Thursday of every month. These sessions will include announcements and reminders related to billing, demonstration of billing processes/review of policies/troubleshooting, and open Q&A. SAPC Finance encourages all agency billing staff to attend as well as any additional agency staff interested in hearing billing and denial resolution information. If providers have requests for procedures or policies to review during the lab, please email SAPC-Finance@ph.lacounty.gov. The link to the meeting is below and will also be added to the SAPC Training Calendar. Please be sure to add it to your calendars!

Meeting Name: Billing & Denial Resolution Tutoring Lab
Date and Time: First Thursday of every month from 1-2:30 pm
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.***

Upcoming Deadline for Remaining Capacity Building and Incentive activities: 3/31/2025

Providers are reminded that the final deadline for most of the remaining FY 24-25 Capacity Building & Incentives Deliverables is **03/31/25.** For more information on activity guidelines, due dates, and submission instructions, please visit the Payment Reform – Capacity Building and Incentive Funds website. Providers should have received an email titled "Payment Reform: Value-based Strategy Updates (2/14/2025)" detailing the Key Value-Based CB & I Updates and Deadlines. Please note that providers must follow the specific instructions for reporting and submission for each incentive for SAPC to verify the criteria is met before approving the invoice.

Highlights from Previous Communications

State Denials for CO 96 N54: A DHCS configuration issue generated erroneous CO 96 N54 State denials which mainly impact service codes G2212, H0034, H2017, H2014, and T2021. Providers can resubmit services for CO 96 N54 denials as SAPC has paused billing to the State for these codes until the State corrects the configuration. Providers do not need to wait until the State configuration has been corrected to rebill the services to SAPC.

Guidance for Documenting H2010M/N: H2010 M/N for MAT Education and Naloxone Distribution are part of SAPC's Capacity Building and Incentive Activities. They are not stand-alone services, meaning they occur in conjunction with another service such as counseling or care coordination. For the H2010N/M incentive codes, a separate progress note is NOT required, and these codes *can* be claimed against another progress note. For example, if naloxone was provided during a counseling visit then H0004 can be claimed when there is a progress note substantiating the counseling visit, and H2010N can ALSO be claimed in addition to H0004 against that same note. For primary providers who are relying on the Progress Note Status Report for billing, agency staff *may* file a separate naloxone "tracker note" to assist billing staff with visibility on naloxone distribution at a counseling session. However, this is **not** required for H2010N to be claimed and agencies can operationalize an alternative workflow for the purposes of claiming H2010N or H2010M.

Optimizing Care Coordination Incentive 4a Metric: SAPC is clarifying the Optimizing Care Coordination Incentive as it relates to the new Release of Information form in preparation for the 3/31/2025 deadline to submit invoices for the various incentives. The metric as noted in Incentive 4a is "At least 75% of patients served agency-wide within the fiscal year have a signed Release of Information (ROI) form to share information with internal (other SUD) or external entities (e.g., physical or mental health entities)". To meet this incentive, providers MUST upload the signed ROI in Sage using Provider File Attach, selecting "Release of Information" File Type and "ROI-Internal" or "ROI-External" Document Type before uploading. This will allow the Provider File Attach Report to easily pull the necessary information to be calculated and submitted along with the invoice.

If providers choose to use the Sage ROI form immediately, then they would still be required to upload the signed ROI to Provider File Attach to meet the incentive requirements for FY24-25. The form allows for an option to indicate that a hard copy ROI was uploaded to Sage to allow providers to upload and utilize the Sage form. Completing this Sage ROI form when Release of Information Forms have been signed externally and uploaded to Sage will position providers to benefit from planned future consent management functionality.

Authorization Disclaimer: Providers will now see a disclaimer in the "Doc Request Date" section of the Service Authorization Request. This provides a reminder that an approved authorization does not guarantee reimbursements.

New Required Fields on the Sage User Creation Form: The Sage User Creation form has been updated with two new required fields: *LPHA License/Counselor Credential Number and * Expiration Date of License or Credential for Clinical Trainee anticipated date they are no longer an intern. Providers are reminded that your agency's Sage Liaisons should be notified and aware of all requests for all user creation, modification, and termination requests.