



Communication Release

08/01/2025

Update: Medi-Cal Provider Portal

Medi-Cal and the provider portal administrators have identified an issue that is preventing certain providers from being authenticated when attempting to enroll. They are working to resolve the issue as soon as possible. As such, they have delayed the final deadline until the resolution is implemented, and all DMC providers are able to enroll in the provider portal. At this time, there is no estimated time for resolution and providers should continue to have access to the existing Transactions Services page for verifying Medi-Cal eligibility.

Update: Progress Note Form

The Progress Note form has been updated to: 1) align with the FY 25-26 Rates Matrix (please see [FY 25-26 Rates Matrix and Code Changes](#)) and to account for Procedure Code and Service Type changes, and 2) allow providers to select if \$0 billings related to incentives were provided during the course of service delivery. Please see the [7/3/2025 Sage Provider Communication](#) for more information regarding the Progress Note updates.

In addition, the Progress Note Status Report has been updated to reflect "Applicable Services Provided," noting whether MAT Education (H2010M) and/or Naloxone Handling/Distribution (H2010N) services were provided during a patient encounter. To account for recent changes to the Progress Note Form, an updated version of the Progress Note Status Report is in process and scheduled to be in LIVE by August 13, 2025.

The Updated Progress Note will be in Sage and the updated Progress Note Guide will be available on the [Sage Trainings/Sage-PCNX page](#) by August 6, 2025.

Update: PCNX Fast Service Entry Submission form

The PCNX Fast Service Entry Submission form has been updated with the removal of the below sections and fields. The section noted below was necessary for entry of FY 22-23 and prior group services, which are no longer billable to SAPC.

Section: Pre FY 23/24 Service Details	Fields: <ul style="list-style-type: none">• Number of Client in Group (Pre FY 23/24)• Client Documentation Time (Pre FY 23/24)• Number of Counselors in Group (Pre FY 23/24)• Travel Time (Pre FY 23/24)• Group Service Units (Pre FY 23/24)• Group Service Units Per Day (Pre FY 23/24)
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Pre FY 23/24 Service Details

Number Of Clients In Group (Pre FY 23/24)

Client Documentation Time (Pre FY 23/24)

Number Of Counselors In Group (Pre FY 23/24)

Travel Time (Pre FY 23/24)

Group Service Units (Pre FY 23/24)

Group Service Units Per Day (Pre FY 23/24)

User Role Description Update

SAPC has updated the User Role Descriptions to aid providers in selecting the appropriate user role for staff during the onboarding process. The Sage Provider User Role Description document is posted to the [Sage User Enrollment](#) page of the SAPC Sage website.

Close All Open Forms Resolved

The “Close All Open Forms” icon found in the Control Panel in PCNX is now functioning as expected. Netsmart released an update 7/30/2025 that resolved this issue. Users may resume using this function to close multiple open forms and/or reports at one time.



Denial Crosswalk v5.0

The [Guide to Claims Denial Resolution](#) and The [Claims Denial Reason and Resolution Crosswalk](#) have both been updated to version 5.0. Updates to both documents include definitions on new denial codes, and correction procedures. These documents may be found on the [SAPC Sage Training Finance](#) section under Denial Troubleshooting.

FY 25-26 Treatment Billing Office Hours

SAPC Finance is hosting FY 25-26 Treatment Billing Office Hours on 8/21, 9/18, and 10/16 to provide a high-level overview of network-level treatment billing highlights, denials and resolutions, and to address questions from provider agencies on billing codes and procedures for FY 25-26 services. The Office Hours are intended to support billing and finance/operational staff at provider agencies; however, any provider agency staff are welcome to join.

The Office Hours will be held on Thursday 8/21, 9/18, and 10/16 from 1:00-2:00 pm via Microsoft Teams. There is no registration required. The flyer for the Office Hours can be viewed [here](#), which includes the [Meeting Link](#) to attend the sessions and is also available on the [SAPC Training Calendar](#). Please be sure to add it to your calendar!

8/7 SAPC Finance Billing & Denial Resolution Tutoring Lab

The August Billing & Denial Resolution Tutoring Lab is scheduled for *Thursday, August 7th, from 1:00-2:30pm* 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 1:00-2:30 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](tel:+13237766996),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 Communications

Census Bed Management Report: The Census Bed Management Report is a new report in LIVE which provides detailed program information on bed availability and census. This report will replace the current Census Report as it incorporates the original Census Report output, with a separate output option. There are two options available which will display data for a selected program within a specified date range:

- 1) the **Census Report** provides information on admission, level of care, discharge date, last billed date of service, and length of stay within a program, and
- 2) the **Daily Census with Bed Count** provides information on the total number of contracted beds utilized/active within a facility and remaining unused beds. This report is intended to be run for no more than a one-month period. Longer time frames will impact performance.

The accuracy of this data is dependent on 1) current contract information for each site, 2) completion of the Provider Site Admission, and 3) prompt completion of the Discharge and Transfer Form or Recovery Bridge Housing Discharge for the correct program of admission. When running either output of the report, providers may notice discrepancies in counts from the real numbers on site. This is due to missing or invalid Discharge and Transfer Forms. A patient will continue to show as active and remain in the daily count until the Discharge and Transfer Form is completed and the program address matches the address on the Provider Site Admission. SAPC has noticed a significant number of missing Discharge and Transfer Forms in Sage. Per the Provider Manual, the Discharge and Transfer Form must be submitted by all treatment providers in Sage when a patient is stepping up or down between level of cares or being discharged from any level of care. To access the Census Bed Management Report, enter "**Census Bed Management Report**" in the search bar, select Provider, when appropriate select Program(s), enter Start Date, End Date, and select either Census Report or Daily Census with Bed Count.

CalOMS Open Admission Episode Report: SAPC has released the **CalOMS Open Admission Episode Report** which provides visibility of a patient's open Cal-OMS Admission(s) across episodes. When a patient has a submitted Cal-OMS Admission with no corresponding Cal-OMS Discharge/Administrative discharge, it is considered an open admission. To see information on other episodes, your agency must have a **Release of Information_In Network (ROI)** form completed in Sage. Cross episode access is based on permissions authorized by the patient on the "Authorize All Providers or Select Providers Only" field. Effective 7/15/2025, all Primary Sage Users will be **required** to complete the ROI form in Sage. Secondary Sage Users are highly encouraged to also complete the ROI in Sage to support use of this report and future disclosure functionality.

The report will always show your own agency's information. If a ROI is revoked or expired, then other episodes' open admissions will not be visible.

- When a patient has no open Cal-OMS Admissions the report will populate with: **“There are no Open Admissions for this patient.”**
- If a patient has multiple open Cal-OMS Admission across agencies, but there is no authorization or an active and valid ROI form then the report will populate with: **“No consents on File. Please contact the LA CalOMS Liaison for help.”**

It is recommended that this report is run at admission to ensure there is no overlapping treatment for the same level of care. If the patient does have an open admission for the same level of care for which you are trying to admit, please contact the identified provider to verify if the patient is currently receiving services. If the patient is no longer receiving services, request the other provider complete the Cal-OMS Discharge/Administrative Discharge, so you may admit them. Should you encounter any issues while using this report, please submit a Sage Helpdesk Ticket via the [Sage Help Desk ServiceNow Portal](#).

Report Guide Updated: The [Sage-PCNX Guide to Reports](#) was updated to include details of the CalOMS Open Admission Episode Report and the Release of Information In Network Report. This guide is posted to the SAPC Sage website under Sage Trainings > [Sage-PCNX](#).