Sage

Substance Use Disorder Information System

Communication Release

2/10/2022

Planned System Maintenance 2/11/2022 at 4:30 am

Sage ProviderConnect is planned to be down for system maintenance on Friday, 2/11/2022 from 4:30 am to approximately 6:30 am. The system will be unavailable at this time. If you experience any issues with the system after the maintenance has been completed, please contact the Sage Help Desk at (855) 346-2392.

Training Announcement
Entering OHC Information for Primary Sage Users

On Tuesday, February 15, 2022 from 10:00 am-12:00 pm, SAPC will be holding a training webinar for Primary Sage Users on entering OHC information in ProviderConnect. Please review the information below or via this link. All Primary Sage Users who are involved in entering billing or collecting OHC information are suggested to attend. Registration is not required for this training; providers can use the link below - in the Registration Information section - to join the training at the indicated time.

The information covered in this training will not apply to Secondary Sage Users who bill SAPC via 837.

Date: Tuesday, February 15, 2022
Time: 10:00 am-12:00 pm

Who Should Attend

- Primary Sage Users
    - Staff entering billing
    - Staff who collect OHC information (Intake Staff)

Training Description

This training provides an overview of what Other Health Care (OHC) is, what OHC entails, and which OHCs are applicable for patients with Medi-Cal. Primary Sage Users will learn how to capture OHC information in Sage as well as include OHC information in treatments.

Registration Information

No registration required.
This webinar will be conducted via Teams Meeting.

Join on your computer or mobile app
Click here to join the meeting

Or call in (audio only)
+1 323-776-6996,,872438379#   United States, Los Angeles
Phone Conference ID: 872 438 379#

Trainers

Esther Orellana, Ph.D.
Greg Schwarz, Psy.D.

Resubmission of State Denied FY 18-19 Claims for CO 96 M80

SAPC has identified several factors related to denial code CO 96 M80 that have prevented providers from resubmitting these claims, either through new or replacements claims. SAPC has worked closely with the State and internally to resolve these issues. Providers are now allowed to resubmit those denied claims for Fiscal Year (FY) 18-19. The majority of these denials were related to day rate claims, such as Methadone (H0020), Residential Clinical Day Rates (H0019), and Withdrawal Management/Detox Day rates (H0014, H0012, 0953).

Providers are strongly encouraged to submit those FY 18-19 claims as soon as possible to meet the 2/28/2022 deadline, referenced in the January 27, 2022 SAPC Provider Communication, to receive payment for these services prior to cost settlement. SAPC will continue to accept all claims for FY 18-19 after 2/28/2022, however, approved services received after 2/28/2022 will not receive payment until SAPC completes the cost settlement process with the State.

All providers can utilize the MSO KPI State Denial View or Payment Reconciliation View and/or the actual EOBs to identify which claims were denied for CO 96 M80. Secondary Sage Users should also have 835s with the State denial information. Please refer to the Remittance Advice (RA) spreadsheets provided via the SFTP to determine which EOBs contain State denials. If providers need to request RAs, EOBs, or 835s to be reuploaded to their SFTP, please complete this form: [Reupload File (277, 835, EOB, RA) Request Form](), and email the completed form to [SapcProviderReq@ph.lacounty.gov]().

After identifying which claims were denied for CO 96 M80, providers should verify that these claims need to be resubmitted, as this denial reason code generally indicates that a claim is a duplicate claim. Claims that have been paid and show a paid amount for the service, **should <u>not</u> be resubmitted** as payment was already received. Resubmitting claims that have an associated payment will be denied as a duplicate.

Services where the provider is not showing any original payment or the payment was voided by the provider, can be resubmitted through a new claim entry for Primary Sage Users or the replacement claim process for Secondary Sage Users. If during your investigation you find claims that were paid at a lower rate **and** have previously not been voided, the State and SAPC will settle at the higher rate for services where rate changes occurred. Providers should not void these claims as they will not be processed in time before the 2/28/2022 deadline, which would cause payment for the new claim, if approved, to be held until cost settlement. SAPC recommends leaving these claims as is and settling for the higher rate during the final cost settlement.

<u>**It is important to note that this notice only applies to claims for FY 18-19 dates of service.**</u> SAPC is continuing to resolve and develop workflows to ensure FY 19-20 and later CO 96 M80 denials will be approved when resubmitted. At this time, SAPC is still working internally and with the State to ensure the remaining claims are processed accordingly. <u>Providers resubmitting CO 96 M80 denials for other fiscal years will do so at their own risk.</u>

Additionally, SAPC has been monitoring replacement claims related to the State error for OTP dosing claims that were erroneously denied for CO 96 M80. SAPC has noticed that these claims remain denied and have seen minimal replacements by providers. SAPC strongly encourages OTP providers to work with their billing team to submit those replacement claims as soon as possible to ensure timely payment. <u>The denials were not dependent on date of service but claim date.</u> If your agency received a State denial for CO 96 M80 between September 16 and October 19, 2021 and after investigating there was no previous payment for that claim (i.e. that was the first submission), please replace those claims as soon as possible so SAPC can resubmit the claims to the State for appropriate adjudication. These claims would show only on 835s received between September 16, 2021 and October 18, 2021. Providers can also filter the State Denial View in KPI to show only takeback dates in that date range and show only Denial CO 96 M80 to compile a list of potential claims meeting criteria for this error.

Should providers require additional technical support, please submit a Sage Help Desk ticket. Sage Help Desk tickets can be submitted via phone at (855) 346-2392 or via the ServiceNow portal at https://netsmart.servicenow.com/plexussupport.