



## Communication Release

2/10/2023

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### KPI Training Announcement

SAPC is hosting a KPI training focused on finance related sheets in MSO KPI Dashboards 2.0. The training will cover how to find and identify claims, how to troubleshoot denials at the local and State level, as well as how to properly open a Sage Help Desk ticket if issues are encountered.

The training will cover the following sheets:

- Payment Reconciliation Sheet
- Claim Denial View
- State Denial View
- Operational Details

Participants must have an active KPI account, familiarity with basic navigation, and register for the training.

- Training date: Thursday March 9, 2023
- Training time: 9 – 11 a.m.
- Platform: Teams Meeting
- [Register Here](#)

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### Clarification of Recording Gender in Financial Eligibility

Patient gender is reflected in Sage on two different forms: Client Demographics and Financial Eligibility. Services billable to DMC utilize the gender in the patient's Financial Eligibility DMC guarantor "Subscriber Sex" field. As of today, DHCS only accepts male or female genders on claims for services, which differs from the options available for the patient's demographics. If agencies receive gender related State denials, it is likely that the gender in the patient's Financial Eligibility DMC guarantor does not match what the State has on record for that service month and year's eligibility. SAPC recommends utilizing the DHCS AEVS system to validate the patient's gender on their eligibility at that time. If providers are unable to search records past one year old with DHCS to identify the patient's gender during that service month and year, contact the Sage Help Desk to request they provide the patient's gender during that service month and year.

In situations where a patient's gender in their DMC eligibility record is different for certain service months then providers need to 1) update the gender on the DMC guarantor in the patient's Financial Eligibility when billing that particular set of services and 2) change the gender to an alternate option if necessary, when billing other service months that have a different gender on record.

The Sage Help Desk can be contacted either by phone or via the ServiceNow portal at: (855) 346-2392 or <https://netsmart.service-now.com/plexussupport>.

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### SAPC Contact Information for Financial Matters

Questions related to Drug Medi-Cal (DMC) claims are to be sent first to the Sage Help Desk for review and resolution either by phone or via the ServiceNow portal at: (855) 346-2392 or <https://netsmart.service-now.com/plexussupport>. This remains the most efficient way for SAPC to address provider needs, identify patterns in Sage and claims related problems, and communicate resolutions.

Providers who reach out to SAPC staff directly for billing/claim assistance will be rerouted to the Sage Help Desk

If providers have questions regarding financial matters that need escalation to branch leadership, the primary contacts for SAPC's Financial Services Branch are:

- Daniel Deniz, [ddeniz@ph.lacounty.gov](mailto:ddeniz@ph.lacounty.gov) (Branch Chief)
- Ariel Young, [ayoung4@ph.lacounty.gov](mailto:ayoung4@ph.lacounty.gov) (DMC Fiscal Operations)
- Kevin Ong, [keong@ph.lacounty.gov](mailto:keong@ph.lacounty.gov) (Fiscal Compliance and Reporting)
- Babatunde Yates, [byates@ph.lacounty.gov](mailto:byates@ph.lacounty.gov) (Budget, Revenue, Expenditures)

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## Closing FY 20-21: Billing Deadline

SAPC would like to remind providers that the **billing deadline for FY 20-21 is Tuesday, February 28, 2023**. Providers should ensure all resubmissions of State denials are completed by this date. SAPC will accept and adjudicate services received through the end of the day on 2/28/2023. Any services for FY 20-21 submitted on or after March 1, 2023 will be automatically denied by Sage with the reason, "Cost Reporting for Fiscal Year is Closed."

Providers are reminded that the 28<sup>th</sup> is the final date for billing and after the 28<sup>th</sup> no corrections or resubmissions of claims will be approved. In order to ensure that rejected or denied claims are able to be worked and resubmitted for processing, SAPC recommends that billing be submitted at least one week before the deadline to allow the agency to fix any claims.

It is strongly recommended that Primary Sage Users check the Audit Log Report in ProviderConnect to ensure that bills submitted in Sage were sent successfully to SAPC and not held by a system process so the bill can be resent prior to the 2/28/2023 deadline. If assistance is needed in using the Audit Log Report, please contact the Sage Help Desk by phone at (855) 346-2392.

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## KPI Dashboard Helpdesk Tickets

Effective 2/7/2023, SAPC created a new Product option to help expedite KPI related Sage Help Desk tickets in the ServiceNow Portal - <https://netsmart.service-now.com/plexussupport>. Users will now have the option to select "KPI Dashboards (Helpdesk)" as a Product option. When submitting a ticket related to the KPI Dashboards, users should select this new option as this will help ensure that tickets are routed to the best team to provide assistance. The current options are as follows:

1. Avatar Support - this is for SAPC staff only
2. **KPI Dashboards (Helpdesk)**
3. ProviderConnect Support
4. Plexus Support - SAPC staff only