Communication Release

9/6/2023

Announcing the Anticipated Launch of Sage ProviderConnect NX

SAPC has completed the configuration of PCNX and continues to perform validations using a small group of contract providers prior to releasing SAGE for all providers. Our expectation is that we will have completed this Sage-PCNX review this week. Based on this process, the expected timeline for releasing Sage-PCNX to all of the providers is September 12th, 2023. This will require a brief downtime as described below.

Planned Downtime during Cut-Over to Sage ProviderConnect NX

Sage will be unavailable to providers on Monday September 11th as part of the conversion to PCNX: During this downtime, SAPC and Netsmart will update Sage ProviderConnect Classic (PCON) to Sage ProviderConnect NX (PCNX) for clinical use. Once the PCNX go-live has occurred, providers will no longer have access to the Sage-ProviderConnect Classic application. Additionally, during this period of Sage downtime, providers should utilize their Sage downtime procedures.

Sage-PCNX is expected to go live and be available for productive use on Tuesday September 12th at which time the new link to Sage PCNX will distributed: SAPC will notify providers via the current PCON URL on what the new PCNX URL is. Additionally, your Contract Program Auditor will also provide this URL to your agency's Sage liaison when Sage-PCNX becomes available.

Continue to Complete Clinical Documentation
During Authorization & Billing Blackouts

Providers are expected to continue to document all care provided during the authorization and billing blackouts. This documentation includes all assessments, progress notes, level of care justification notes, problem lists and/or treatment plans, discharge notes, and all other clinical documentation in accordance with established documentation timeframes described within the Provider Manual. While Utilization management (UM) will grant exceptions to submission of authorizations within 30-days of admission that were delayed due to the authorization blackout period, UM will not grant exemptions for untimely documentation for when making determinations of medical necessity for care during authorization adjudication due to the authorization blackout.

In anticipation of Sage-PCNX cut over for clinical use, providers are reminded of the following Utilization Management Practices:

- During scheduled downtime, providers should use paper-based documentation. UM is accepting paper-based ASAMs during scheduled downtime. Alternatively, providers may wait for Sage PCNX go-live to complete ASAMs electronically.

- Reminder: QI/UM will not grant exemptions for untimely medical necessity documentation. For non-residential authorizations, provider can request an initial engagement authorization to allow time to engage the patient in treatment and extend the timeframes for which medical necessity needs to be established (30 days for adults and 60 days for youth or persons experiencing homelessness).

- The downtime is expected to be limited to 1 day. Given the brevity of the scheduled downtime, providers will need to enter clinical information, directly into Sage forms, from the downtime once SAPC PCNX notifies that PCNX is available.

- Providers will be able to resume clinical documentation (admissions, notes, and auth requests and billing for FY 22-23) in PCNX for dates of service before and after the cut-over period.

- Providers are reminded to follow the Sage - File Attachment Standardized Naming Convention for paper forms. Sage-PCNX is only able to accept uploads in .PDF and .TIFF formats.

Sage-PCNX LIVE

When Sage-PCNX becomes available on **Tuesday September 12th**. Providers will be able to resume all business as usual with the exception of FY23-24 billing. The Service Authorization Black out for FY22-23 will be lifted. Providers are encouraged to review UM's *Post-Blackout Service Authorization Guidance* for detailed instructions for submitting service authorizations.

Providers can:

- Continue submitting Service Auths for FY22-23
- Continue submitting Claims for FY22-23
- Begin submitting Services Auths for FY23-24
- Continue to complete clinical documentation

PCNX User Configurations and Access:
- SAPC and Netsmart continue to configure Sage for FY23-24/CalAIM Payment Reform after the clinical go-live on 9/12/2023. Accordingly, providers will be notified when claims submission for FY23-24 may begin and the billing blackout has been lifted.

- Primary Providers and Secondary Providers will have the same system access in PCNX as they did in PCONN Classic.

- If you have logged into PCONN on or after 01/01/22, you will have access to PCNX. If you have not logged on since that date, please visit the Sage User Enrollment page to begin the onboarding process.

PCNX Updates and Improvements:

Improvements	Updates and Features:
❖ Dynamic User Interface including *MyDay* view, and *notes and notes in draft visibility* ❖ Addition of Widgets/Consoles for Quick Review of Patient Information ❖ Elimination of Data Syncing Issues ❖ Addition of Reports	✓ Updates to support CalAIM requirements ✓ Conversion from Authorization Groups to Benefit Plans ✓ Ability to bill Add-on Services ✓ Practitioner Taxonomy for Adjudication and Claims ✓ Updated Streamlined Clinical Documentation ✓ Updates to Existing Reports

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New Process for Onboarding to PCNX

SAPC has developed new onboarding processes for new Sage PCNX users.

New User Requirements
New users will still be required to complete the prerequisites as outlined in the provider manual, including, but not limited to:
- Verification of completion of ASAM A and B Trainings
- Verifying registration/certification/licensure
- Requesting a C-number from the County
- Submitting a User Creation form to Sageforms@ph.lacounty.gov
    - o SAPC is updating the User Creation form and Sage Access Group Descriptions to match the current values in PCNX as there will be some changes to the access group names.

These steps are all outlined on our Sage User Enrollment page of the Sage website.

Once you have sent the User Creation Form to Sageforms@ph.lacounty.gov, the user will receive an attestation request to attest that the online PCNX training videos have been viewed. The historical PCON e-learnings and Netsmart MyLearningPointe portal will no longer be relevant once PCNX is implemented.
The Attestation Request Form will also be posted on the Sage User Enrollment page. The attestation must be completed by the user and signed by a supervisor. After the attestation is received, the user will then be required to complete a post-test with a passing rate of 80%. Completion of all these requirements will result in access to PCNX.

This process is expected to be timelier than the current onboarding process and will no longer require the $10 fee to access the training. If providers have any questions regarding the new onboarding process, please contact sageforms@ph.lacounty.gov. To expedite the process, users can view the

recordings, complete the User Creation and Attestation Request Forms then submit them together to Sage forms.

<p style="text-align:center">Additional Training Scheduled for Sage PCNX Go Live:</p>
<p style="text-align:center">PCNX Overview: Tips, Updates and Workflows</p>

SAPC is offering this training via Teams Meeting. This virtual training is intended for all PCNX users as a general overview of the system and should be attended by any user role or staff that will be using PCNX. The training will cover Tips and Tricks to making the most of PCNX, new reports and forms that are specific to PCNX and recommended workflows for optimal efficiency (including use of widgets).

<p style="text-align:center">Trainers: Esther Orellana, Ph.D., and Greg Schwarz, Psy.D.</p>

Training Date	Training Time	Registration Link
Wednesday September 13, 2023	2:00 pm – 04:00 pm	Click here to register

Type your email carefully. Once registered you will receive confirmation on the registration site as well as an email confirmation from Microsoft Teams. **Do not delete the confirmation email** as it contains a unique invite link, and it cannot be re-sent to you by the organizer.
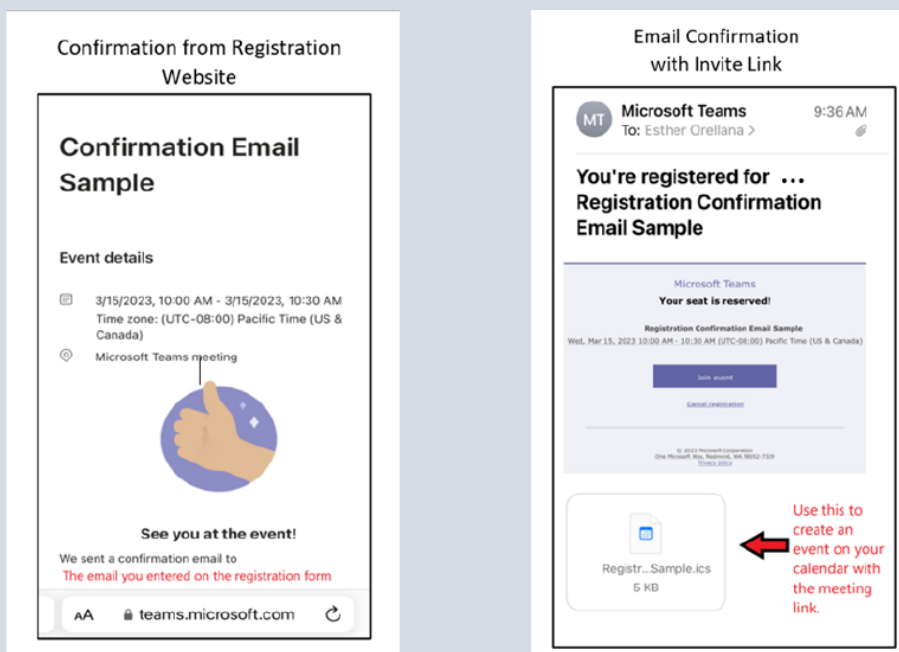
It may take up to an hour to receive your confirmation email. Please check your junk/spam folder. If you still do not see your confirmation email, re-register as there was likely a typo in the email entered.

Participants must register to receive the training link. The login is unique and should not be shared with others. If you lose the training link, you will have to re-register.

If you have any questions regarding this training, please email sage@ph.lacounty.gov

REMINDER: PCNX-TRAIN Environment Available for Use

SAPC continues to encourage providers to access the PCNX-TRAIN environment to become accustomed to the new PCNX look and feel. This environment is configured to allow users to practice with "dummy" data but real-life clinical workflows. For testing purposes, specific practitioners were configured per agency in PCNX TRAIN to enter on forms.

As a reminder, providers should never input real clinical data or Patient Health Information (PHI) into the TRAIN environment.

TRAIN Environment Configurations:
User access was configured based on Primary and Secondary Sage User association. Primary Sage users were assigned to one of two fictitious agencies. Secondary Sage users were assigned to their own agencies. This specific information was provided via email to Sage Liaison's. Please contact Sage@ph.lacounty.gov.

Staff can login to PCNX TRAIN per the access/user roles that they have been assigned to. Configured users will log into PCNX TRAIN by authenticating with their C-number. Please contact your Sage Liaison for additional information on how to access this environment.

Limitations of current PCNX TRAIN configurations:

User/Access Roles
Sage PCON-Classic User Access Groups have been updated and cross-walked in Sage-PCNX to "User Roles". Users will be associated with PCNX User Roles in PCNX TRAIN The following table identifies the PCON-Classic Access Grp to PCNX user role assignments:

Access Group Name	PCNX User Role
Clinical Only- LPHA & Clinical Only-License-Eligible LPHA	PCNXClinicalOnlyLPHA
Clinical Only- Counselor	PCNXClinicalOnlyCounselor
Financial Only	PCNXFinancialOnly
Financial + Clinical LPHA & Financial + Clinical License-Eligible LPHA	PCNXFinClinLPHA
Financial + Clinical- Counselor	PCNXFinClinCounselor
LVN & MA	PCNXLVN&MA
Student/ Intern	PCNXStudentIntern
Audit User	PCNXAuditUser
Operations	PCNXOperations
Clerical	PCNXClerical
Certified Peer Support Specialist	PCNXCertPeerSupSpec
Certified Peer Support Specialist (Fin + Clinical)	PCNXCertPeerFinClin
(New) CENS	PCNXCENS
(New) Peer Support Supervisor	PCNXPeerSupportSupervisor

Performing Providers
For training purposes, SAPC has configured a standardized set of performing providers to select from. SAPC provided a list of Performing Provider Names to input for documentation purposes in a separate email.

Billing and Claims
Providers may use the Fast Service Entry Submission form for practice only. Please note not all LOCs have been configured, as they are not all needed for training purposes. The fees associated with particular agencies, including tier related fees, have not been configured in the training environment SAPC will notify providers regarding what LOC and fees are available for claim testing when billing and claims testing are configured in the TRAIN environment.

Process for how to request PCNX TRAIN Access
Providers requiring access to PCNX TRAIN must submit a User Creation form (see Step 3) to SageForms@ph.lacounty.gov.

PCNX Claim Testing for Secondary providers

PCNX TRAIN has been configured and is currently available for secondary providers to test billing and claim submittal. Instructions for billing testing were sent to Sage Liaisons on Monday, 08/21/23. Please be advised that fees and configurations in the TRAIN environment are not meant to match your actual configurations in LIVE; these are for testing purposes only. If you have any questions about PCNX only, please reach out to sage@ph.lacounty.gov.
If you have 837 questions, please reach out to Lina Tsatryan ltsatryan@ph.lacounty.gov and sapc-finance@ph.lacounty.gov

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FINAL REMINDER:
Providers Need to Finalize Notes left in Draft Status in PCON Classic prior to PCNX Release in LIVE

During the PCNX trainings the new unified Progress Note form was introduced to the network. This Progress Note Form has been redesigned to enable providers to indicate the use of add-on services for up-billing that is part of CalAIM Payment reform. When providers transition to Sage-PCNX LIVE, the Progress Note form will be enabled and all other Note forms will become Read-Only. Providers are encouraged to finalize all outstanding Progress Note (BIRP/GIRP/SIRP/SOAP) and Miscellaneous Note Options as soon as possible and before the transition to PCNX. Notes left in draft status in Sage- PCON classic will no longer be editable when the network transitions to PCNX LIVE. For notes left in draft, providers will need to recreate the note in the new Progress Note form.

PCON Forms that will be Read-Only in PCNX
- Progress Note (BIRP)
- Progress Note (GIRP)
- Progress Note (SIRP)
- Progress Note (SOAP)
- Miscellaneous Note Options

Reminder to Submit Claims Entered in PCON Classic prior to PCNX Release in LIVE

SAPC reminds providers to submit claims entered in PCON Classic prior to the release of PCNX-LIVE. Claims entered in PCON but not submitted prior to PCNX go-live must be re-entered in to PCNX for processing. Providers that have submitted claims while waiting for their contract amendments to be approved are reminded to submit claims entered in PCON Classic upon SAPC approval.