Billing Office Hours

Substance Abuse Prevention and Control
County of Los Angeles Department of Public Health

Open Discussion Expectations

- Please submit questions to sapc-finance@ph.lacounty.gov prior to the meeting – indicate it's for discussion in the next billing office hours
- Submit questions in the chat during the meeting and we will address them as time permits
- Keep your microphone on mute unless speaking
- Use the raise hand feature to request to speak
- Do not share PHI in the chat or on your screen

Agenda

- Review FAQs and responses from previous office hours
- FY 24-25 Billing Update
- Open Discussion

FY 24-25 Billing as of 8/21/2024

- **Billing Highlights**
  - Total Charged: $27.8M
  - Total Approved: $26.7M – 96.1%
  - Total Denied: $1M – 3.9%
  - 65 agencies have billed
- **Top Denials**
  - Eligibility Not Found/Verified in CalPM
  - Performing provider is blank
  - Procedure not on fee schedule

Procedure Not on Fee Schedule Troubleshooting

- **H0020:UA:HG (Methadone)**
  - Performing provider discipline/license type issues; contact the Sage Help Desk to confirm the discipline for the performing provider in Sage

- **H0025 (Peer Support)**
  1. Found a configuration error where the H0025:U1 code was not configured for some residential sites
     a) Check your MSO Provider Config 2023+ report to validate if a code is missing that you see on the Rates Matrix with a fee
        i. If a code is missing, please open a Sage Help Desk ticket
  2. Performing provider was not a Certified Peer Support Specialist

Billing Reminders

- HA modifier is no longer allowable as of 7/1/2024 per DHCS
  - SAPC has removed it from the system as an allowable code
- SAPC Finance is conducting reviews of billing submitted so far and will be reaching out to agencies to provide technical assistance

UNIT/BRANCH Contact	E-mail	Description of when to contact
Sage Helpdesk	Phone Number: (855) 346-2392 ServiceNow Portal: https://netsmart.service-now.com/plexussupport	All Sage related questions, including billing, modifications, system errors, and technical issues.
Sage Management Branch (SMB)	sage@ph.lacounty.gov	Sage process, workflow, and general questions.
QI and UM	sapc.qi.um@ph.lacounty.gov	All authorization related questions, questions to the Medical Director, medical necessity
Systems of Care	sapc_asoc@ph.lacounty.gov	Questions about policy, the provider manual (youth, PPW, criminal justice, homelessness)
Health Outcomes and Data Analytics (HODA)	hoda_caloms@ph.lacounty.gov	All questions regarding Sage CalOMS including forms, submission, and requests for trainings.
Contracts	sapcmonitoring@ph.lacounty.gov	Questions about general contract, appeals, adverse events. Agency specific contract or agency CPA if known.
Strategic and Network Development	sudtransformation@ph.lacounty.gov	DHCS policy, DMC-ODS general questions
Clinical Standards and Training (CST)	dsapc.cst@ph.lacounty.gov	Clinical training question, documentation.
Finance	sapc-finance@ph.lacounty.gov	Question related to billing, denials, and tiers.