



# 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](mailto: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

- Announcements
- FY 24-25 Billing Update
- Open Discussion



# Announcements

## Fiscal Year Final Billing Deadlines

- **FY 22-23:** 12/31/2024
- **FY 23-24**
  - **July-Dec. 2023 services:**  
12/31/2024
  - **Jan.-July 2023 services:**  
3/31/2024
- **FY 24-25:** original claim submission within 180 days from date of service; replacement claim deadline TBD

## Case Study Session Starts Next Week!

- We will be creating a new invite for the office hours which includes an additional 30 minutes for those who want to stay and participate in the case studies. Be on the lookout for more information!



## FY 24-25 Billing as of 9/5/2024

- **Billing Highlights**
  - Total Charged: \$34.5M (\$4.5M billed since last week)
  - Total Approved: \$33M – 95.6% (down 0.6% from last week)
  - Total Denied: \$1.3M – 4.4%
  - 69 agencies have billed (3 more than last week)
- **Top Denials**
  - Eligibility Not Found/Verified in CalPM
  - Performing provider is blank
  - Procedure not on fee schedule



## Procedure Not on Fee Schedule

- Recent denials are related to:
  - Wrong program site being billed for the service
    - Use the site on the authorization
    - Campus providers: Use an NPI from a site in the agency that provides the same LOC
    - RBH sites: We use a “fake” NPI since it’s not DMC certified, if you’re unsure of the NPI contact your CPA
  - Performing Provider type billed isn’t allowed to deliver the service





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