



Sage-PCNX Guide to Widgets

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Introduction

Sage-PCNX integrates a more dynamic user interface experience with increased access to pertinent data. SAPC has configured Sage-PCNX with various widgets that are designed to improve workflows depending on the user role assigned. A Widget is a component within an application that provides specific piece(s) of information or data on demand from other areas of the application.

Widgets are used exclusively in Sage-PCNX to quickly show related data, primarily in table formats, within the application from different Views. The purpose of this Widget Job Aid it to describe all the widgets that are available within Sage-PCNX and detail their functionality (e.g., intended use) to help providers efficiently access form data within the application to improve work productivity. The widgets are not reports, but rather ways to quickly review information without the need to open the forms or documents within the system, particularly for improving workflow and compliance visibility. Most widgets also include hyperlinks to the form from which the information the widget is displaying.

Some widgets may take longer to load given the data they are pulling and may require reloading the widget to populate data. Most widgets can be undocked (pop out) and viewed on another screen while still working within PCNX.

The upper right-hand corner in the widget will indicate the functionality the widget has regarding refreshing and undocking (pop out functionality). The icon on the right indicates the widget can be undocked (popped out) so the content can be viewed in full screen mode. The second icon indicates that the widget can be refreshed.



Tip: If information was recently entered and it is not visible on the widget, please click refresh.

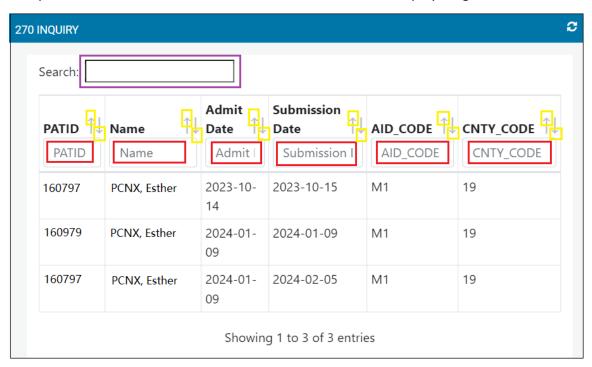
Enhanced Widget Functionality

There are standard and enhanced widgets. The enhanced widgets have additional functionality including sort, search and filter options for available data and Read Only viewing thru the Console Widget Viewer. There are 2 different filtering methods, both described below. Examples of these enhanced widgets are below and detailed throughout the Widget Job Aid.

Sort, Search and Filter

Sort, Search and Filter

Some widgets are sortable, searchable and allow the user to quickly find a specific row of data (filter). Examples of these functionalities are illustrated below in the 270 Inquiry widget.



In the above example, each field is sortable in ascending and descending order. To sort, click either right above or right below the arrow next to the field by which the user would like to sort the data, as highlighted by the yellow boxes above. Additionally, the user can quickly find a specific row of information (filter) by typing the requested information in any of the boxes highlighted in red above.

Finally, the search bar, highlighted in purple above, searches data that has already been populated to the widget.

NOTE: The search bar in a widget is not connected to the normal search function, but only searches for data in the widget.

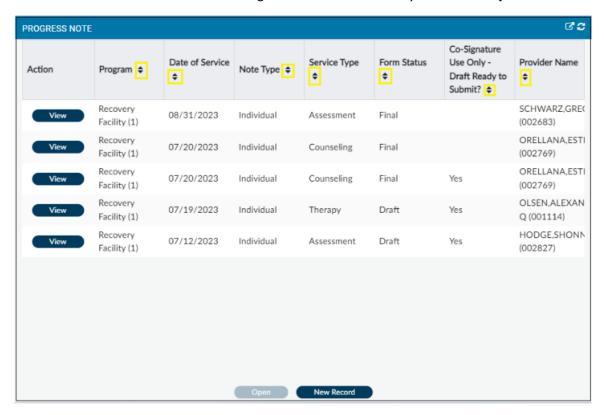
Tip: All column widths in the widgets that have the sort/search/filter functionality are adjustable. Simply hover the mouse between the two columns until the expand/shrink column image appears house. NOTE: Columns will re-set once you the user leaves the View or logs out of Sage-PCNX.

Sort Only

Other widgets only have a sort functionality and the arrows in the widget look different but have the same storability function as described above.

For example, to sort any of the sortable fields in the Progress Note widget example below, click on either the up or down arrow, as highlighted in yellow.

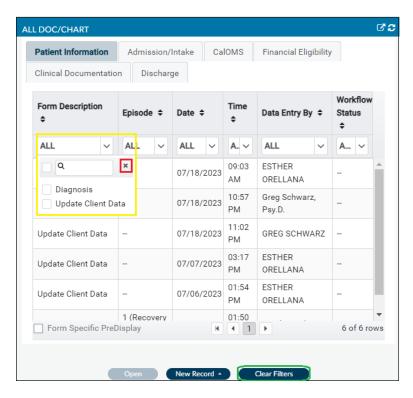
NOTE: The size of the columns in the widgets with this functionality can not be adjusted.



Filter Drop Down

The filter drop down function allows the user to show only specific forms.

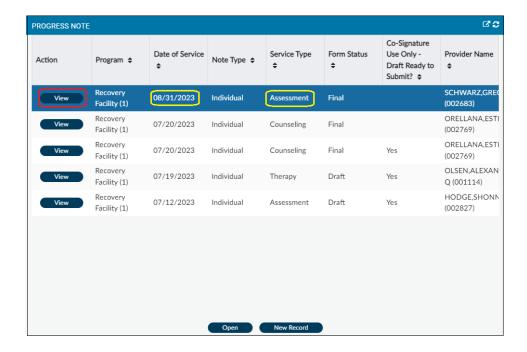
For example, click on "ALL" in the column for which the user would like filtered forms, as highlighted in yellow below. Chose the filter(s), then click on the "X" highlighted in red below. The user can choose more than one item to filter and/or more than on column to filter. To clear all filters, click "Clear Filters" highlighted in green below.



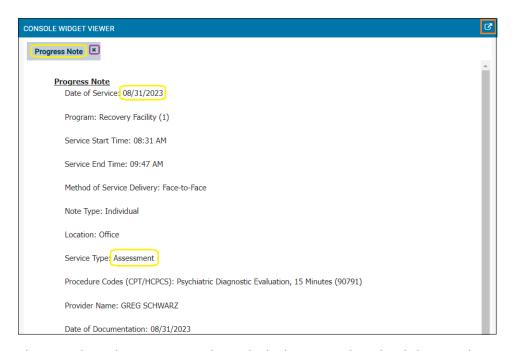
Console Widget Viewer

The Console Widget Viewer allows the user to access a Read Only version of data found in a specific record from the widget without the need to open the form or document.

For example, to review a Read Only version of a Progress Note, the user can do so in the Console Widget Viewer by clicking the "View" button highlighted in red under the Action column below.



A Read Only version of the Progress Note will then appear in the Console Widget Viewer on the right of the Progress Note widget, as illustrated below. Note the boxes highlighted in yellow above and below, indicating which progress note is being displayed in Read Only mode in the Console Widget Viewer. The form can be closed by clicking on the "X" in form name highlighted in purple below.



The Console Widget Viewer can be undocked or popped out by clicking on the arrow icon in the upper upper-right corner, highlighted in orange above. Once the Console Widget Viewer is popped out, the selected document is cleared and must be selected again on the original widget it was selected. The user will receive a message on the Console Widget Viewer stating, "Only new documents will be displayed in this console viewer," which indicates the document must be re-selected to display.

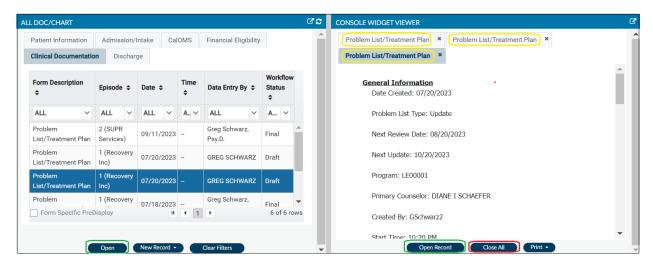
CONSOLE WIDGET VIEWER ONLY NEW DOCUMENTS WILL BE DISPLAYED IN THIS CONSOLE VIEWER

Multiple forms can be viewed in the Console Widget Viewer. To do so, the user would select forms for viewing and then a new tab is opened for each form in the Console Widget Viewer.

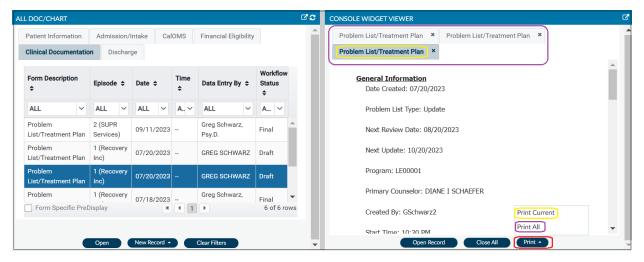
The example below has three (3) open forms viewable in the widget.

Individual forms can be closed by clicking on the "X" in form name highlighted in purple below, or all the open forms can be closed by clicking on "Close All," highlighted in red below.

In addition, the form displayed in the Console Widget Viewer can be accessed by either clicking "Open" in the All/Doc Chart widget or "Open Record" in the Console Widget Viewer, both highlighted in green below.



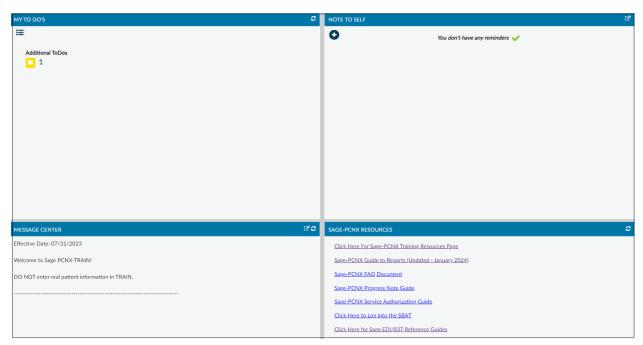
To Print one or more open records in the Console Widget Viewer, choose "Print", highlighted in red below, and 2 choices will appear, "Print Current" and "Print All," giving the user the ability to print just one record, as highlighted in yellow below, or print all of the open records in the Console Widget Viewer, highlighted in purple below.



NOTE: When printing files in the Console Widget Viewer populated from the Provider File Attach widget in the Client Dashboard, only Pdf and Tiff files can be viewed and printed.

myDay View Widgets

When PCNX is opened, the myDay view is the landing page for all users.



The myDay view is comprised of four (4) widgets: MY TO DO'S, NOTE TO SELF, MESSAGE CENTER, and SAGE-PCNX RESOURCES

My To Do's

The My To Do's widget allows the user to keep track of forms that are in Draft status as well as forms that are pending a supervisor's signature. This widget is automatically updated each time the user saves a from in draft or routes a document to a supervisor for signature.

The following forms can be saved in Draft status: DISCHARGE AND TRANSFER FORM, DRUG TESTING, PATIENT HANDBOOK AND ORIENTATION VIDEO ACKNOWLEDGEMENT, PATIENT MEDICATIONS, PROBLEM LIST/TREATMENT PLAN, PROGRESS NOTE, RECOVERY BRIDGE HOUSING DISCHARGE, REFERRAL CONNECTIONS, SERVICE CONNECTIONS LOG, and YOUTH AND YOUNG ADULT SCREENER. When the form is saved in Draft, it will be immediately added to the user's My To Do's widget in a category labeled "Additional To Dos."

The following forms can be routed to a supervisor for signature: DISCHARGE AND TRANSFER FORM, DRUG TESTING, PATIENT MEDICATIONS, PROBLEM LIST/TREATMENT PLAN, PROGRESS NOTE, RECOVERY BRIDGE HOUSING DISCHARGE, REFERRAL CONNECTIONS, SERVICE CONNECTIONS LOG, and YOUTH AND YOUNG ADULT SCREENER. When the form is routed for signature, it will be immediately added to the supervisor's My To Do's widget in a category labeled "Document to Sign."

NOTE: The list of forms that populate the My To Do's widget is subject to change depending on any updates. Any form with the final to draft option, left in draft status will populate the to do list, as will any form that is routed to a supervisor for signature.

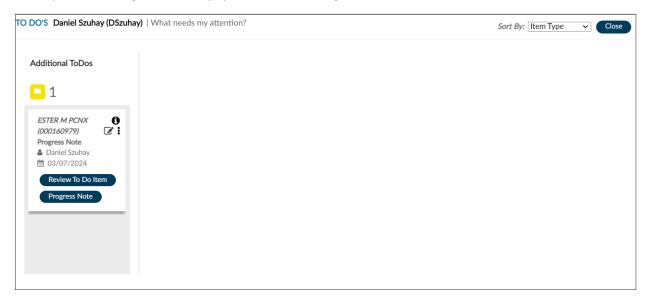
Additional ToDos (All Users Workflow)

The Additional To Dos category captures all forms that are currently in Draft form status. Forms may be in Draft form status because they were left in draft by the user, or because they were previously routed to a supervisor for signature and rejected. (When a supervisor rejects a routed document, it reverts to Draft form status so that the user can make edits. Please review the Document Routing and Appending Job Aid for more information on this.)

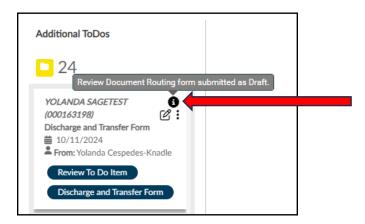
To view all forms that are currently in Draft status, click anywhere in the widget.



The My To Do's widget will then populate with a listing of forms in Draft status.



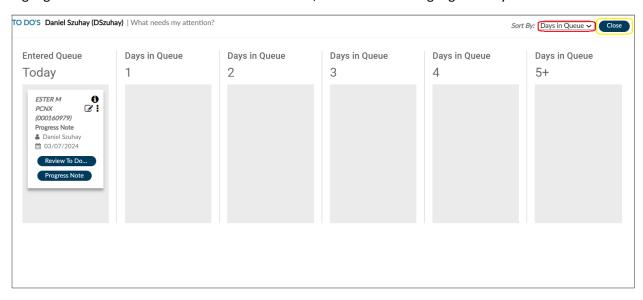
To quickly determine whether the form was left in draft status (by the user) or whether it was routed and rejected (by a supervisor), hover over the lower case "i" in the upper right-hand corner. If the document was left in draft, it will read "Review Document Routing form submitted as Draft."



If the document was rejected by a supervisor, it will show the specific comments left by the supervisor.

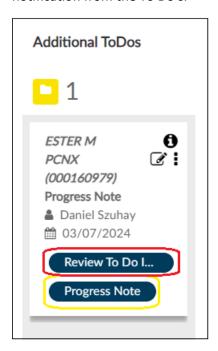


The forms currently in Draft status can be sorted by Item Type, Days in Queue, and Client. The 3 different ways of sorting can be chosen from the drop-down menu in the top right-hand corner, highlighted in red below. To close the To Do's view, click on "Close" highlighted in yellow below.

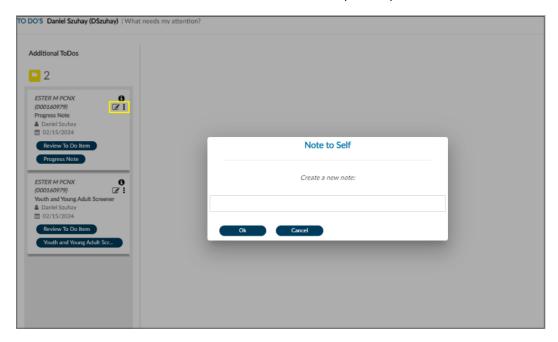


To directly access the form saved in Draft status, click on the name of the form, as highlighted in yellow.

NOTE: Do NOT click on "Review To Do Item" highlighted in red below. The "Review To Do Item" will display the information, however, it will not allow the form to be finalized and will remove the notification from the To Do's.



The user can create an "electronic sticky note" for each "Additional ToDos" listed in the To Do's widget. A Note to Self in the To Do's (not to be confused with the Note to Self widget, described below) can be easily created by clicking on either of the icons in the upper right-hand corner of the Additional ToDo's as highlighted in yellow below. Once a Note to Self has been written, click "OK." The Note To Self will be "attached" to that Additional ToDos and can be viewed, edited, and removed.



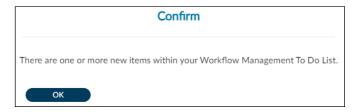
If there are any forms left in draft status after logging out of PCNX, when next logging into PCNX, the following screen pops up as a reminder.



Click "OK" to enter PCNX

If there are any outstanding My To Do's, while working in PCNX, a reminder window will pop up noting that there are unfinished tasks.

These reminders are helpful to ensure clinical documents are finalized within the appropriate timeframes to improve compliance.



Click "OK" to close this reminder.

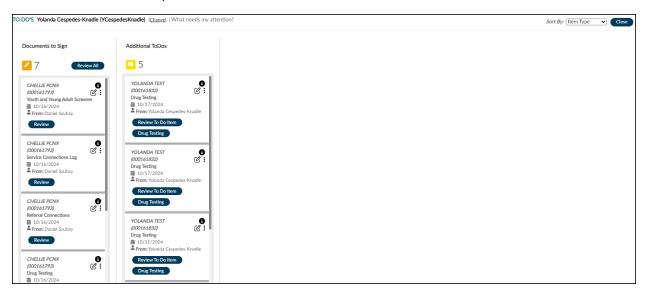
Documents to Sign (Supervisor Workflow)

The Documents to Sign category captures all forms that are pending review and signature by a supervisor. This category will only be viewable in the My To Do's widget for users that have been assigned as a Supervisor in Sage. User roles that are permitted to co-sign, either by SAPC or agency policy, will be provided additional Views and widgets that will allow the user to see documents in draft and/or routed for signatures across the agency. Descriptions of the view and widgets can be found in the Documents in Draft and for Co_Signature section of this job aid.

To view all forms that are currently pending review and signature, click anywhere in the widget.



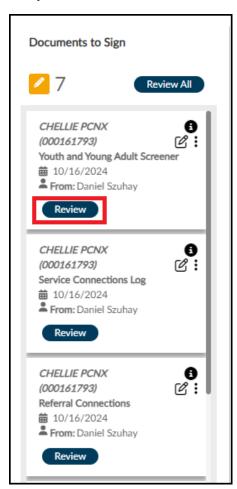
The My To Do's widget will populate with a listing of forms that require review and signature (in the Documents to Sign column). A listing of forms that are in Draft status will also be displayed (in the Additional ToDos column).

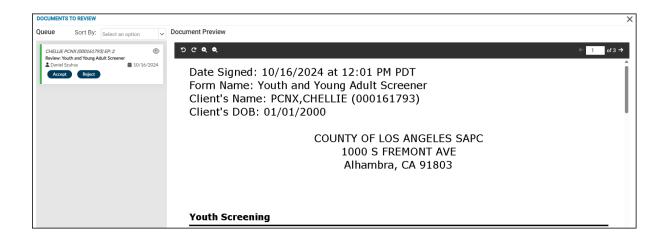


Hovering over the lower case "i" in the upper right-hand corner of each document in the Documents to Sign column will show a message of "Review Document," confirming that the document is pending review and signature.

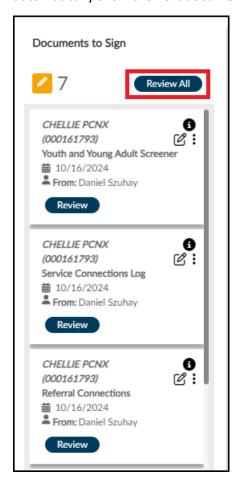


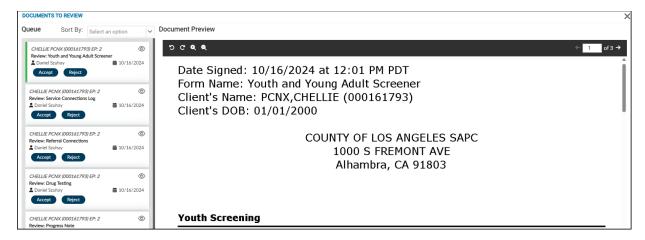
Supervisors may choose to review documents one at a time by selecting the "Review" button for each document. This opens a separate screen that allows review of a single document and options to accept or reject that document.



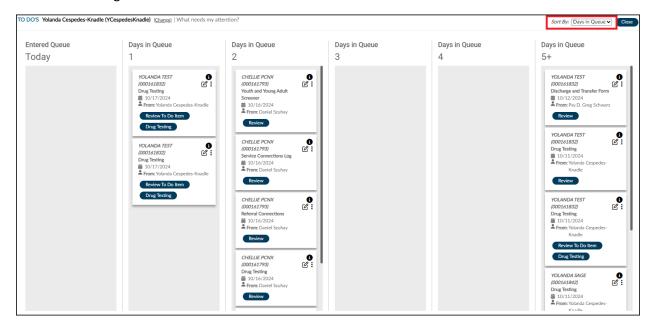


Supervisors may prefer to review documents in a sequential fashion and can do this by selecting the "Review All" button. This opens a separate screen that shows a list of all documents for review and will automatically show the next document as the previous is accepted or rejected.





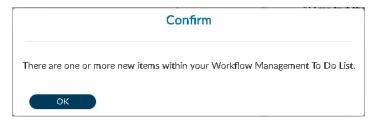
Documents to Sign can be sorted in the same ways as Additional ToDos. Note that this will sort BOTH Documents to Sign and Additional ToDos documents.



Supervisors can also create an "electronic sticky note" for Documents to Sign in the same way as with Additional To Dos by clicking on either of the icons in the upper right-hand corner. The Note To Self will be "attached" to that Document to Sign and can be viewed, edited, and removed.



When a document is routed to a supervisor and enters the Documents to Sign queue in their My To Do's, the following notification pops up as an alert when the supervisor next logs in to PCNX.



Click "OK" to enter PCNX

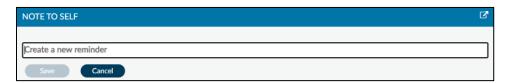
Note To Self

The Note To Self widget allows the logged in user to create notes and reminders for themselves. This is a manual process, and it is not generated by the submission of a form, such as a progress note or problem list. Additionally, these reminders cannot be connected to a patient's profile and are only visible to the logged in user.

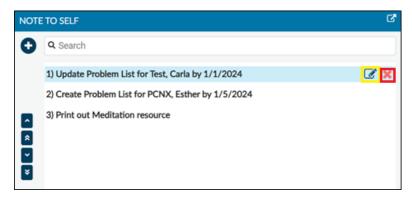
Click on the "+" icon highlighted in red below to create a new note.



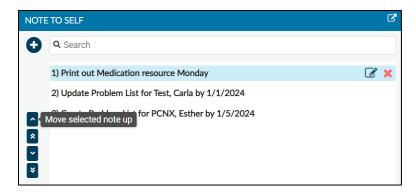
Enter the reminder(s) and click "Save."



To edit or delete an item click on it so it is highlighted in blue. The **Edit** icon on the right highlighted in yellow below will allow the user to edit the test, while the **Delete** (X) icon highlighted in red below will delete the item from the list.



The menu items on the left allows users to reorganize the order of the notes. Click on an item so it is highlighted in blue, then click on the arrows on the left-hand side moving the items up or down the list.



Message Center

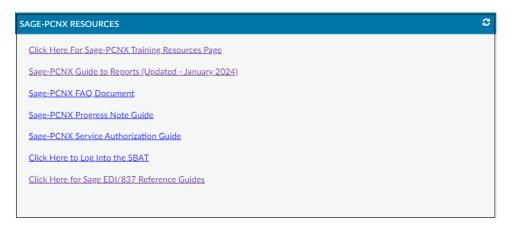
The Message Center shows important information pertaining to releases, updates, etc. for PCNX. These messages are updated by the Sage Management Team and cannot be edited or deleted by end users.

Messages will be updated periodically and as needed, so there may be occasions where this is blank.



Sage-PCNX Resources

This widget displays functional links to written PCNX resources from the Sage website that will open in a separate browser when clicked. Links will be updated as material is created and/or updated.



Client Dashboard Widgets

The Client Dashboard comprised of eleven (11) widgets: CLIENT OPEN EPISODES, 270 INQUIRY, PATIENT DIAGNOSES, CLIENT'S CURRENT ELIGIBILITY VERIFICATION, PATIENT ASAM FIALIZATION, PATIENT AUTHORIZATION STATUS, PROGRESS NOTE, CONSOLE WIDGET VIEWER, PROGRESS NOTES (BIRP/GIRP/SOAP/MISC), PROBLEM LIST/TREATMENT PLAN and PROVIDER FILE ATTACH.

To open the Client Dashboard, click on the "File Folder" icon, highlighted in red below next to the name of the client listed under Recent Clients:



To close the Client Dashboard, click on "Close" highlighted in yellow in the top upper right-hand corner below:



Client Open Episodes

The Client Open Episodes widget displays the agencies with which the patient has had contact. Each patient can have only one episode with a given provider. Admission date is set to the date of first encounter with the agency viewing the data. This widget is intended to provide visibility on other agencies the patient may have received treatment. With the appropriate consent and release of information, providers can then request records or information as needed.

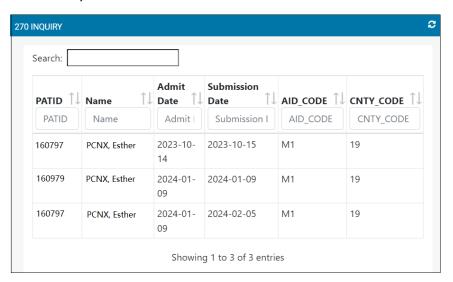
NOTE: SAPC never closes episodes.



270 Inquiry

The 270 Inquiry widget displays data from the Real Time Inquiry (270) Request form. The Real Time Inquiry (270) Request form directly accesses Medi-Cal eligibility records and receives 271 data instantly providing patient's eligibility information. This widget will only show the most recent twelve (12) 270 inquiries. To access more the twelve 270 inquires, providers should utilize the County and Aid Code Report in PCNX.

There are six (6) sortable, searchable, and filterable columns: PATID, Name of the patient, Admit Date, Submission Date, AID_CODE and CNTY_CODE. Review <u>Sort, Search and Filter</u> for enhanced widget functionality.



Patient Diagnoses

The Patient Diagnoses widget displays, in one place, any diagnostic information entered on the Diagnosis form. Providers can enter SUD, mental health and/or physical health diagnoses as needed, which will display on the widget. However, the SUD diagnosis should always be the primary diagnosis in Sage.

There are seven (7) sortable, searchable, and filterable columns: PATID, Diagnosis Date, Diagnosis Type, Status, Rank, Diagnosis, and Diagnosis Code.

To quickly access the patient's Diagnosis form, click the "Diagnosis Date" hyperlink under the Diagnosis Date column, as indicated by the date in blue text highlighted in yellow below. Review <u>Sort, Search and Filter</u> for enhanced widget functionality.



Client's Current Eligibility Verification

The Client's Current Eligibility Verification widget quickly displays the service(s) for which the patient is currently eligible to receive.

There are four (4) columns: Service, Last Verified Date, Expiration Date and Filed By. Only dates in the past will display as red, indicating the eligibility has expired and needs to be reverified by UM.

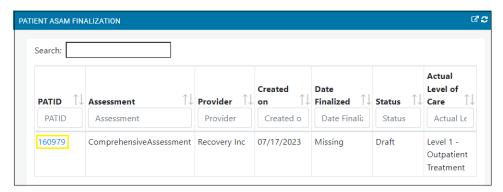


Patient ASAM Finalization

The Patient ASAM Finalization widget displays the ASAM assessment status a patient has received, and at which Level of Care a patient should be. This only includes the ASAM Comprehensive assessment and not the CO-Triage.

There are seven (7) sortable, searchable, and filterable columns: PATID, Assessment, Provider, date the Assessment was created, Date Finalized (from the Finalize ASAM Assessment Form), Status and the Actual Level of Care.

To access a Patient ASAM form, click the "PATID" hyperlink under the PATID column, as indicated by the number in blue text highlighted in yellow below. Review <u>Sort, Search and Filter</u> for enhanced widget functionality.



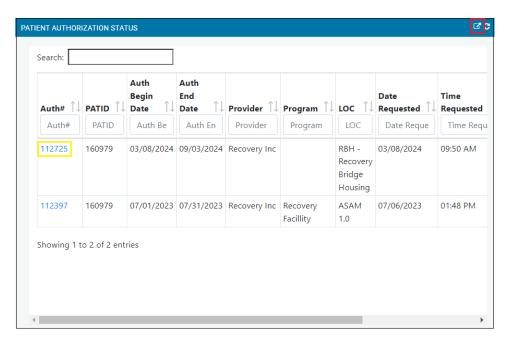
Patient Authorization Status

The Patient Authorization Status widget shows the selected patient's current and historical service authorizations' status and pertinent information to assist the user gain visibility on authorized and unauthorized services and pending authorizations.

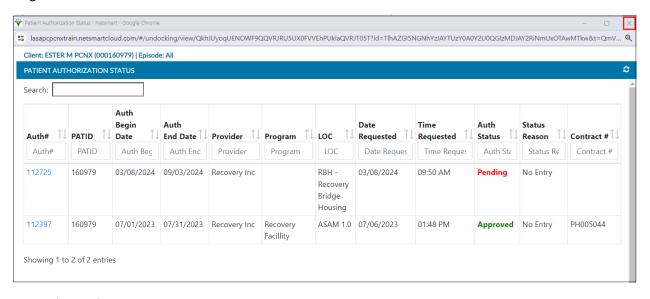
There are twelve (12) sortable, searchable, and filterable columns: Auth#, PATID, Auth Begin Date, Auth End Date, Provider, Program, LOC, Date Requested, Time Requested, Auth Status, Status Reason, Contract#.

NOTE: Contract# is entered by SAPC, not providers, so providers can verify the authorization associated with the correct funding source.

To access a patient's Service Authorization Request form, click the "Auth#" hyperlink under the Auth# column, as indicated by the number in blue text highlighted in yellow below. Like most widgets, to pop out, click on the icon in the upper right corner highlighted in red below. Review <u>Sort, Search and Filter</u> for enhanced widget functionality.



To close the pop out view, click on the "X" highlighted in red below, which will re-dock the widget in the original location.



Console Widget Viewer

In Client Dashboard the following widgets have the Console Widget Viewer functionality: Progress Note, Progress Notes- BIRP/GIRP/SOAP/MISC, and Problem List/Treatment Plan

The functionality of the <u>Console Widget Viewer</u> has been previously described in in the Enhanced Widget Functionality section.

Progress Note

The Progress Note widget lists all the Progress Notes that have been created in Sage-PCNX only for the patient selected. This widget has been updated to included document routing and appending

functionality with name and credential of the corresponding user to the current status under the Form/Routing Status column.

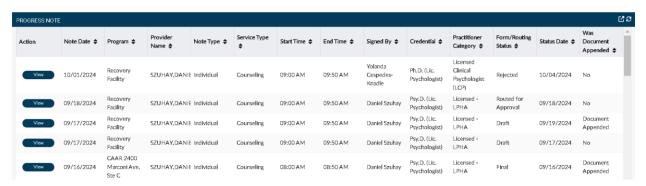
There are thirteen (13) sortable columns: Note Date, Program, Provider Name, Note Type, Service Type, Start Time, End Time, Signed By, Credential, Practitioner Category, Form/Routing Status, Status Date, Was Document Appended.

Credential and Practitioner Category are included as there are situations when the Practitioner Category is more general then the credential, such as for LCSW, LMFT and LPCC, who have a Practitioner Category of LPHA, or SUD counselors can have various credentials, but general categories.

For instances when the form was document routed, the status will reflect the document routing status of either 1. Final, 2. Routed for Approval, 3. Rejected. When the form was not routed and either is in draft or finalized by the original author, the status will reflect the form status of either 1. Draft, 2. Final.

To open a Progress Note record, click on the row, as highlighted in yellow below and then click "Open" at the bottom of the widget, also highlighted in yellow. To create a new Progress Note, click the "New Record," highlighted in red below, which will take the user to the Progress Note form. To view the file attachment in the Console Widget Viewer, click "View," highlighted in orange below under the Action column. Review Console Widget Viewer from the Enhanced Widget Functionality section.

Also review Sort Only for sortability enhanced widget functionality.

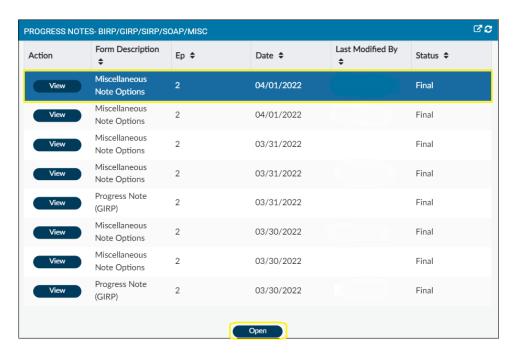


Progress Notes-BIRP/GIRP/SIRP/SOAP/MISC

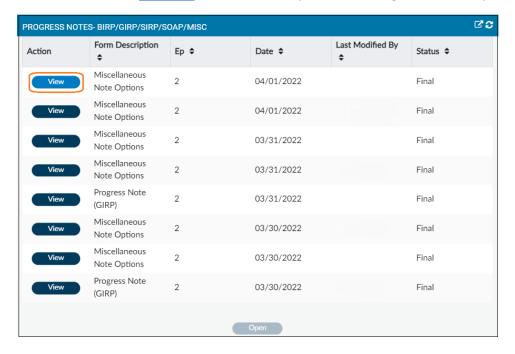
The Progress Notes widget allows the user to view Miscellaneous Note Options, Progress Note (BIRP)'s, Progress Note (GIRP)'s Progress Note (SIRP)'s, and Progress Note (SOAP)'s. Note that the ability to create new Progress Notes BIRP/GIRP/SIRP/SOAP/MISC has been disabled and they are now Read Only for historical purposes.

There are five (5) sortable columns: Form Description, EP, Date, Last Modified By, and Status.

To open a note, click on the row, as highlighted in yellow below and then click "Open" at the bottom of the widget, also highlighted in yellow. When the historical BIRP, GIRP, SIRP, SOAP or MISC note is opened the fields will be "grayed out" and the user will not be able to edit/add anything to the note as it is now Read-Only.



To view the file attachment in the Console Widget Viewer, click "View," highlighted in orange below under the Action column. Review <u>Console Widget Viewer</u> from the Enhanced Widget Functionality section. Also review <u>Sort Only</u> and for sortability enhanced widget functionality.



Problem List/Treatment Plan

The Problem List/Treatment Plan widget is helpful to quickly access current and historical Problem List/Treatment Plans for the selected patient. The Problem List/Treatment Plan widget can be used to search for the complete list of PL/TPs for more thorough review. In addition, the user can create a new Problem List/Treatment Plan directly from this widget. This widget has been updated to included

document routing and appending functionality with name and credential of the corresponding user to the current status under the Form/Routing Status column.

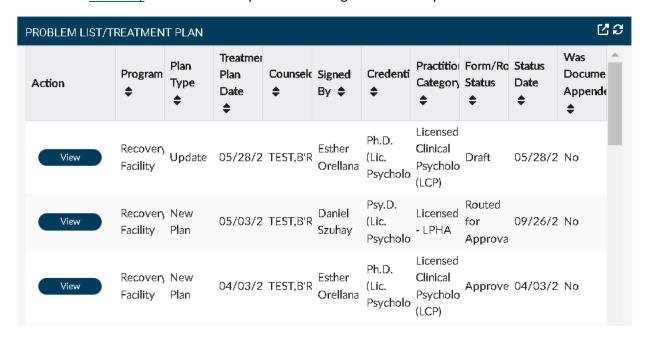
There are ten (10) sortable columns: Program, Plan Type, Treatment Plan Date, Counselor, Signed by, Credential, Practitioner Category, Form/Routing Status, Status Date, Was Document Appended.

Credential and Practitioner Category are included as there are situations when the Practitioner Category is more general then the credential, such as for LCSW, LMFT and LPCC, who have a Practitioner Category of LPHA, or SUD counselors can have various credentials, but general categories.

For instances when the form was document routed, the status will reflect the document routing status of either 1. Final, 2. Routed for Approval, 3. Rejected. When the form was not routed and either is in draft or finalized by the original author, the status will reflect the form status of either 1. Draft, 2. Final.

To open a specific Problem List/Treatment Plan, click on the row, as highlighted in yellow below and then click "Open" at the bottom of the widget, also highlighted in yellow. To create a new record, click on "New Record," highlighted in red below. To view the file attachment in the Console Widget Viewer, click "View," highlighted in orange below under the Action column. Review Console Widget Viewer from the Enhanced Widget Functionality section.

Also review Sort Only and for sortability enhanced widget functionality.



Provider File Attach

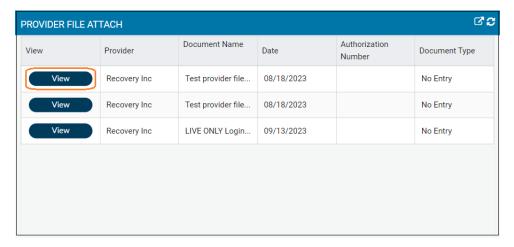
The Provider File Attach widget shows files that have been attached to a patient record using the Provider File Attach form in Sage-PCNX. The Provider File Attach form will accept any file type to be uploaded, however, only PDF and TIFF will be viewable or printable in the Provider File Attach widget. If other attachment types are uploaded, they cannot be retrieved, but their name will be displayed in the widget.

NOTE: The ProviderConnect File Attach form (different from the Provider File Attach form, which is used to attach files in Sage-PCNX), allows providers access to files that were attached in the previous iteration

of ProviderConnect Classic using the Attachments option. The ProviderConnect File Attach form allows for viewing and printing of PDF, txt and image files. These files, however, will not display in the Provider File Attach widget and cannot be downloaded.

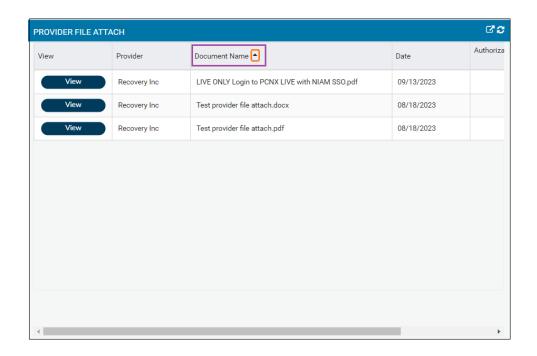
There are six (6) columns: Provider, Document Name, Date, Authorization Number, and Document Type.

To view the file attachment, click "View" highlighted in orange under the View column below. The file will open in the Console Widget Viewer on the right. Only files uploaded in Tiff and PDF formats will be visible and printable. Review Console Widget Viewer from the Enhanced Widget Functionality section.



NOTE: Column widths are adjustable. For example, if the user wants to see the document type extension, the width of "Document Name," highlighted in purple below, can be expanded by hovering the mouse between the "Document Name" and "Date" columns until the expand/shrink column image appears **!*.

In addition, the records are sortable. To sort, click on the column header by which you want to sort, and a little up arrow appears, as highlighted in orange below. Clicking on the column header will sort either in ascending or descending order. That functionality is available for each column.



All Doc/Chart View Widgets

The All Doc/Chart view is comprised of: ALL DOC/CHART PANEL, CLIENT INFORMATION/PATIENT HEADER, ALL DOC/CHART WIDGET, and CONSOLE WIDGET VIEWER.

NOTE: A patient must be selected from the search bar or recent clients list for the All/Doc Chart panel, Client Information/Patient header or All Doc/Chart widget to populate.

Patient Header

The Client Information/Patient displays information from the admission form and can be added/edited by any provider with an open episode for that patient. NOTE: Additions/edits will update the data throughout the system for all providers.

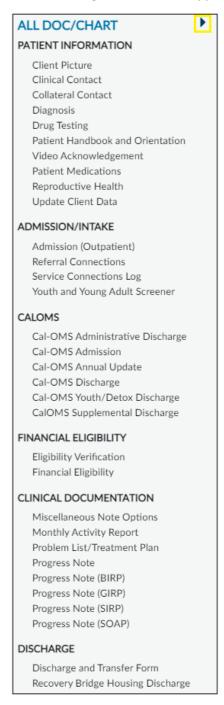
To collapse the Patient Header, click on the up arrow in the upper-right upper corner, highlighted in yellow below.



All Doc/Chart Panel

The All Doc/Chart Panel below works in conjunction with the All Doc/Chart widget and Console Widget Viewer. Available forms are organized under six (6) Sections: PATIENT INFORMATION, ADMISSION/INTAKE, CALOLMS, FINANCIAL ELIGIBILITY, CLINICAL DOCUMENTATION, DISCHARGE. This view is intended to mimic a typical patient chart index and workflow.

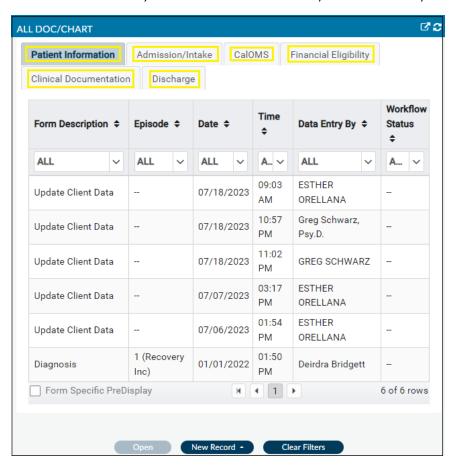
When the user clicks on any of the available forms under each Section, a listing of those forms, for that patient, populate the All Doc/Chart Widget, as explained below. To collapse the All Doc/Chart Panel, click on the right arrow in the upper-right hand corner, highlighted in yellow below.



All Doc/Chart Widget

The All/Doc Chart widget offer significant functionality to assist with more efficient workflows, as detailed below.

After a patient has been chosen, when the All Doc/Chart view is opened the All Doc/Chart widget displays six (6) tabs (see below) that are the six (6) sections displayed in the All Doc/Chart panel (see above). Each tab is populated with forms from that section in which information has been entered. The sections in the All Doc/Chart widget are PATIENT INFORMATION, ADMISSION/INTAKE, CALOMS, FINANCIAL ELIGIBILITY, CLINICAL DOCUMENTATION, and DISCHARGE, as highlighted in yellow below.



Displayed in the widget are:

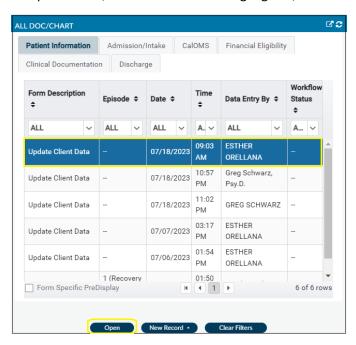
FORM DESCRIPTION	Name of the form
EPISODE	Agency with which the patient has had contact
DATE	Date of diagnosis
TIME	Time of diagnosis
DATA ENTRY BY	Form created by
WORKFLOW STATUS	From Status

NOTE: Each patient can have only one episode with a given provider.

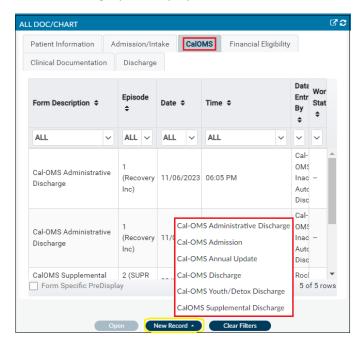
Each Section of forms is sortable. Review Sort Only and for enhanced widget functionality.

Tip: All column widths in each tab listed in the All Doc/Chart widget are adjustable. Simply hover the mouse between the two columns until the expand/shrink column image appears **ID*. NOTE: columns will re-set once you the user leaves the All Doc/Chart View or logs out of Sage-PCNX.

To open a form, click on the form to highlight it, then click "Open," both highlighted in yellow below.

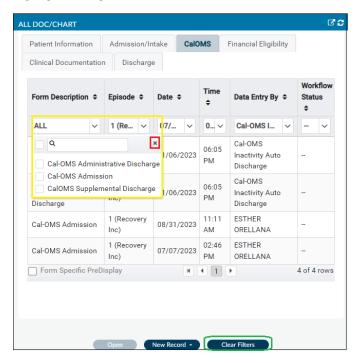


To create a new form, click "New Record," highlighted in yellow below. A box listing forms associated with that category are displayed. Click on the form for which the user would like to create a new record.

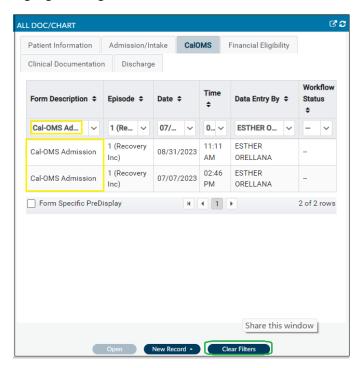


The user can also filter forms. Click on "ALL" in the column for which the user would like filtered forms, as highlighted in yellow below. Chose the filter(s), then click on the "X" highlighted in red below.

NOTE: The user can choose more than one column to filter. To clear all filters, click "Clear Filters" highlighted in green below.

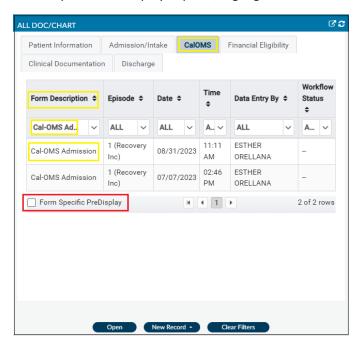


In the example below, the CalOMS Section was chosen, and the forms were filtered by Form Description, "Cal-OMS Admission," all highlighted in yellow. Again, to clear all filters, click "Clear Filters" highlighted in green below.



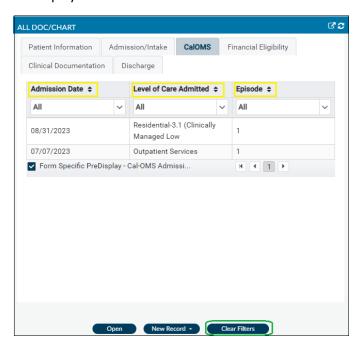
Form Specific PreDisplay

The User can view additional information in the All Doc/Chart widget for one (1) filtered form type. After one form type has been filtered the user checks the "Form Specific PreDisplay" box, highlighted in red below, to display additional information. NOTE: If more than one form type from is filtered, then the "Form Specific PreDisplay" option, highlighted in red below, will be grayed out.



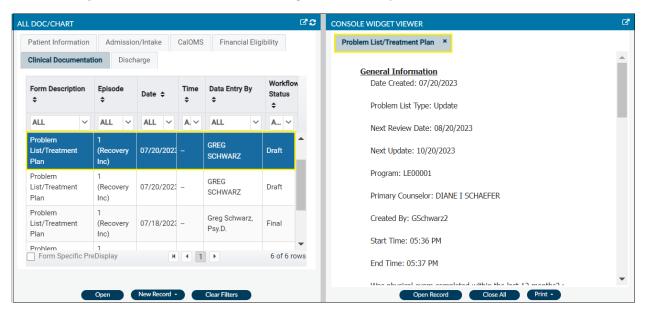
Additional information associated with that form is then displayed, highlighted in yellow below. NOTE: Each form will have its own specific additional information after clicking "Form Specific PreDisplay."

To clear all filters, click on "Clear Filters," highlighted in green below. Unchecking "Form Specific PreDisplay" will return the user to the default view.



Console Widget Viewer

Any record from any of the sections of the All Doc/Chart Widget can be viewed in the Console Widget Viewer by double clicking on the row in the All Doc/Chart, as highlighted in yellow below. Review Console Widget Viewer from the Enhanced Widget Functionality section.



Clinical Only View Widgets

The Clinical Only view is comprised of three (3) widgets: PROGRESS NOTE, PROBLEM LIST/TREATMENT PLAN, and PATIENT AUTHORIZATION STATUS.

NOTE: A patient must be selected from the search bar or recent clients list for the All/Doc Chart panel, Client Information/Patient header or All Doc/Chart widget to populate.

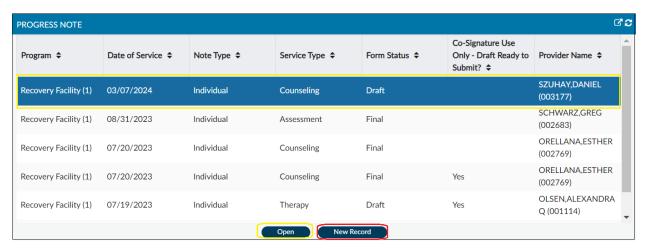
The Clinical Only view was designed for only those users who have access to clinical forms for quick compliance view (e.g., what's in draft, what has been finalized). Additional information can be found in the Client Dashboard, All Doc/Chart view or the form itself.

Progress Note

The Project Note widget lists all the Progress Notes that have been created for the patient selected.

There are seven sortable (7) columns: Date of Service, Note Type, Service Type, Form Status, Co-Signature Use Only- Draft Ready to Submit?, and Provider Name.

To open a record, highlight the record and then click "Open," highlighted in yellow below. To create a new record, click "New Record," highlighted in red below. Review <u>Sort Only</u> and for enhanced widget functionality.

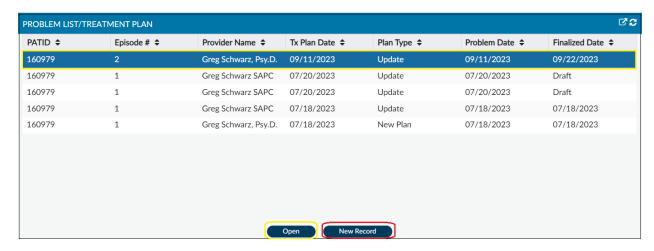


Problem List/Treatment Plan

The Problem List/Treatment Plan widget is helpful to quickly access an updated, or new Problem List/Treatment Plan so providers can check on what current issue(s) or treatment(s) a patient is working.

There are seven (7) columns: PATID, Episode #, Provider Name, Treatment Plan Date, Plan Type, Problem Date, Finalized Date.

To open a record, highlight the record and then click "Open," highlighted in yellow below. To create a new record, click "New Record," highlighted in red below. Review Sort Only and for enhanced widget functionality.



Patient Authorization Status

See <u>Patient Authorization Status</u> from the Client Dashboard Widgets section.

Financial Only View Widgets

The Financial Only view is comprised of four (4) widgets: CALPM ELIGIBILITY CHECK, AUTHORIZATION STATUS- LAST 3 MONTHS, PATIENT BILLING HISTORY, and PROVIDER AUTHS (PAUTHS).

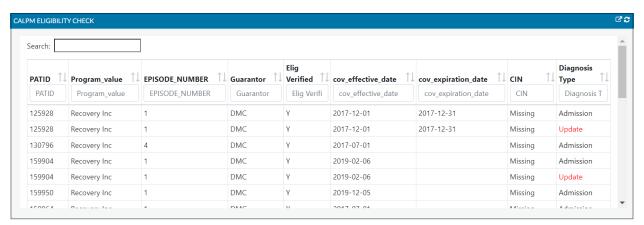
The Financial Only view was designed for only those users who have access to financial forms to enhance the billing workflow and provide visibility on potential errors that may result in denials before billing commences.

CALPM Eligibility Check

The CALPM Eligibility Check widget populates data for patients with missing or incorrect data on the Financial Eligibility and/or Diagnosis form that may lead to claim denials for "Eligibility Not Found/Verified in CalPM." Sage checks for certain data elements that are needed to bill Medi-Cal. If those elements are missing, Sage is set to deny those claims locally. This widget populates the most common errors found in Sage, including if: 1. Eligibility Verified is marked No, 2. Coverage Expiration Date is prior to the date of service, 3. Missing CIN on the DMC guarantor. If any of those are met, the patient will show on the widget, indicating the claim will deny. Additionally, the Diagnosis column is added to provide visibility on the current diagnosis type. All claims must have an Admission Type of Diagnosis in the record. If this column shows a diagnosis type other than Admission, providers should double check to ensure there is an existing admission diagnosis. Update diagnoses are permissible and best practice for each new treatment admission, however, cannot be the only diagnosis on record. Providers should review the Claim Denial Crosswalk and guides for more information about this and other denials. For additional information: Sage Trainings/Finance.

There are nine (9) sortable, searchable, and filterable columns: PATID, Program, EP#, Guarantor, Eligibility Verified, Coverage Effective Date, Coverage Expiration Date, CIN, and Diagnosis Type.

Review Sort, Search and Filter for enhanced widget functionality.



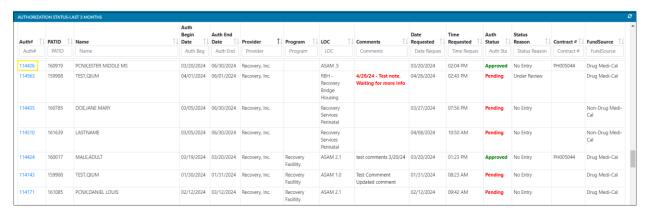
Authorization Status-Last 3 Months

The Authorization Status- Last 3 Months widget allows the user to view the authorization status for service authorizations that were submitted in the past three months. This information is also available on the Authorization Request Status Report for all authorizations; however, the widget provides visibility for the most recent authorizations for easy follow up and actions in cases where the authorization has been denied or remains pending.

There are fifteen (15) sortable, searchable, and filterable columns: Authorization #, PATID, Name, Authorization Begin Date, Authorization End Date, Provider, Program, LOC, Comments, Date Requested, Time Requested, Authorization Status, Status Reason, Contract #, and Fund Source.

The Comments field reflects comments from the authorization from the UM care manager. The widget contains embedded logic that will highlight the comment by bolding and changing the font to red for authorizations that have been updated by UM within the last seven (7) days. This will alert users to any updates from the UM care managers on the widget without users having to manually check the authorizations via the form, allowing users to make requested changes immediately and then inform the UM care manager to avoid authorization delays or denials .

To open a specific Authorization, click the "Auth#" hyperlink under the Auth# column, as indicated by the blue text number highlighted in yellow below. Review <u>Sort, Search and Filter</u> for enhanced widget functionality.



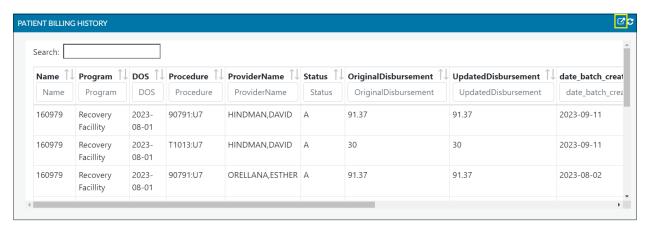
Patient Billing History

The Patient Billing History widget provides a concise view of a patient's billing history for any actions or reporting needs without the need to open a report to view a single patient.

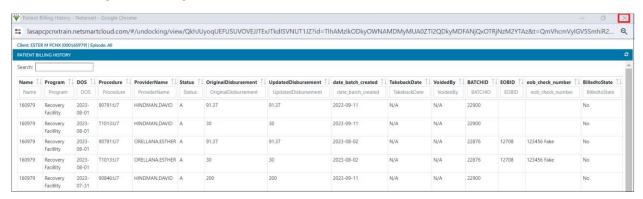
There are fourteen (14) sortable, searchable, and filterable columns: Name (PATID), Program, Date of Service, Procedure, Provider Name, Status, Original Disbursement, Updated Disbursement, Date Batch Created, Takeback Date, Voided By, BATCHID, EOBID, EOB Check Number.

Review Sort, Search and Filter for enhanced widget functionality.

For a full screen view, click on the pop out button in the upper right-hand corner, highlighted in yellow below.



Below is a pop-out view. To close the pop out view, click on the "X" highlighted in red below, which will re-dock the widget in the original location.

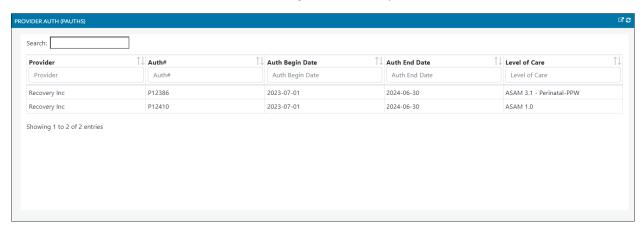


Provider Auth (PAuths)

The Provider Auth (PAuths) widget shows provider level authorizations. PAuths are preapproved authorizations for the agency to deliver specific services to all patients without the need to request a member authorization.

There are five (5) sortable, searchable, and filterable columns: Provider, Authorization #, Authorization Begin Date, Authorization End Date, Level of Care.

Review Sort, Search and Filter for enhanced widget functionality.



Financial + Clinical View Widgets

The Financial + Clinical view is comprised of eight (8) widgets: PROGRESS NOTE IN DRAFT- 1 MONTH, ASAM CONTINUUM IN DRAFT, PROBLEM LIST/TREATMENT PLAN COMPLIANCE, AUTHORIZATION STATUS- LAST 3 MONTHS, PENDING AUTHORIZATIONS- PREVIOUS 1 YEAR, PATIENT BILLING HISTORY, CALPM ELIGIBILITY CHECK, and PATIENT LIST/TREATMENT PLAN REMINDER

The Financial + Clinical Only view was designed only for those users who have access to both clinical and financial forms for quick compliance view (e.g., what's in draft, what has been finalized) and to enhance the billing workflow and provide visibility on potential errors that may result in denials before billing commences.

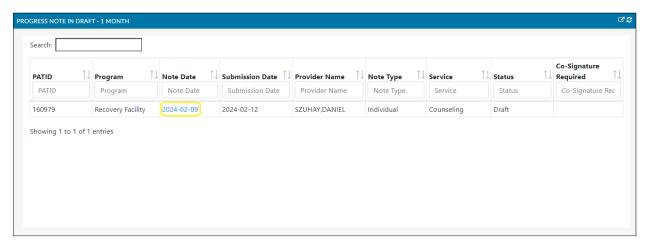
Progress Note in Draft—1 Month

The Progress Note in Draft- 1 Month widget is for LPHA's to quickly review Progress Notes that require the LPHA's signature and/or for supervisor to assure staff are finalizing notes. This widget will only show Progress Notes in draft for the last 30 days based on the submission date.

There are nine (9) sortable, searchable, and filterable columns: PATID, Program, Note Date, Submission Date, Provider Name, Note Type, Service, Status, Co-Signature Required.

If there is a Yes in the "Co-Signature Required" field, that indicates that the note requires LPHA review and signature.

To open a specific Progress Note in Draft, click the "Note Date" hyperlink under the Note Date column, as indicated by the blue text number highlighted in yellow below. Review <u>Sort, Search and Filter</u> for enhanced widget functionality.

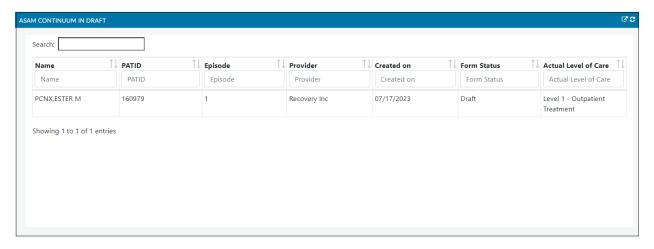


ASAM Continuum in Draft

The ASAM Continuum in Draft widget tracks the status of the ASAM Continuum in draft, which is helpful for users to easily review prior to finalization.

There are seven (7) sortable, searchable, and filterable columns: Name, PATID, Episode, Provider, Created On, Form Status, and Actual Level of Care.

Review <u>Sort, Search and Filter</u> for enhanced widget functionality.

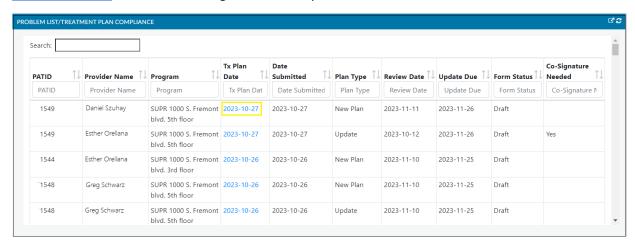


Problem List/Treatment Plan Compliance

The Problem List/Treatment Plan Compliance widget, like the The Progress Note in Draft- 1 Month widget above, is for LPHA's to quickly review Problem List/Treatment Plan(s) that require the LPHA's signature and/or for supervisor to assure staff are finalizing notes.

There are ten (10) sortable, searchable, and filterable columns: PATID, Provider Name, Program, Treatment Plan Date, Date Submitted, Plan Type, Review Date, Update Due, Form Status, Co-Signature Needed.

To open a specific Problem List/Treatment Plan thru the widget, click the "Tx Plan Date" hyperlink under the Tx Plan Date column, as indicated by the blue text number highlighted in yellow below. Review <u>Sort, Search and Filter</u> for enhanced widget functionality.



Authorization Status- Last 3 months

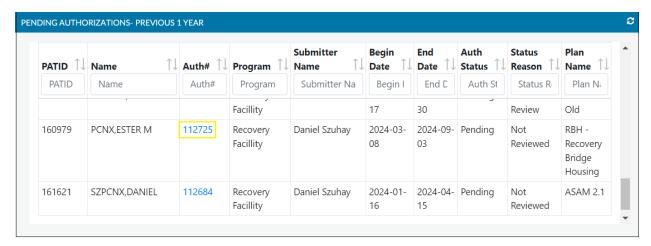
See Authorization Status- Last 3 months from the Financial Only View Widgets section.

Pending Authorizations- Previous 1 Year

The Pending Authorizations- Previous 1 Year widget display authorizations that are pending UM adjudication for the past rolling 1-Year period.

There are ten (10) sortable, searchable, and filterable columns: PATID, Name, Authorization # Program, Submitter Name, Begin Date, End Date, Authorization Status, Status Reason, Plan Name.

If the incorrect Benefit Plan was chosen, then in the "Status Reason" column "Wrong Benefit Plan Selected" will be displayed. To open a specific Service Authorization Request thru the widget, click the "Auth#" hyperlink under the Auth# column, as indicated by the blue text number highlighted in yellow below. Review Sort, Search and Filter for enhanced widget functionality.



Patient Billing History

See Patient Billing History from the Financial Only View Widgets section.

CALPM Eligibility Check

See CALPM Eligibility Check from the Financial Only View Widgets section.

Problem List/Treatment Plan Reminder

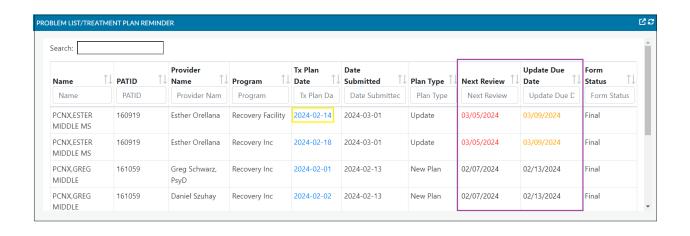
The Problem List/Treatment Plan Reminder Widget allows users to track upcoming review and update dates more easily for problem lists/treatment plans. The widget includes necessary fields to quickly assess due dates. The widget will populate all problem lists/treatment plans with a Tx Plan Date within the previous 45 days. There is additional logic for color coding of the Next Review and Update Due Date fields as follows, both highlighted in purple below:

- 1. To show as red if the dates are 7 days past due from the current date or due the following day.
- 2. To show as orange if the due dates are between 2 to 7 days from the current date.
- 3. To show as green if the due dates are between 8 days and 30 days from the current date.

The Problem List/Treatment Plan Reminder Report can be used to search for the complete list of PL/TPs by any date range for more thorough review.

There are ten (10) sortable, searchable and filterable columns: Name, PATID, Provider Name, Program, Tx Plan Date, Date Submitted, Plan Type, Next Review, Update Due Date, Form Status

To open a specific Problem List/Treatment Plan thru the widget, click the "Tx Plan Date" hyperlink under the Tx Plan Date column, as indicated by the blue text number highlighted in yellow below. Review <u>Sort, Search and Filter</u> for enhanced widget functionality.

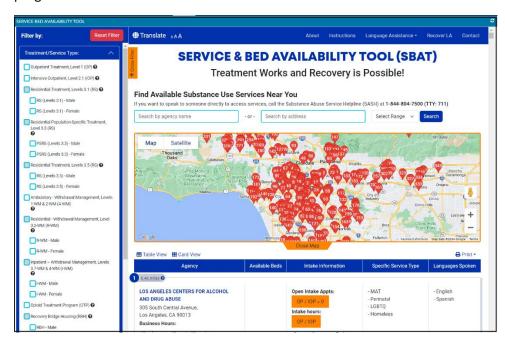


SBAT View Widgets

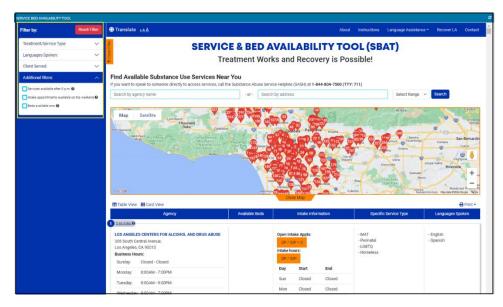
The SBAT view is comprised of four (2) widgets: SERVICE BED AVAILABILITY TOOL and SBAT LOGIN

Service Bed Availability Tool

The Service Bed Availability Tool (SBAT) widget provides direct access to the SBAT web-based tool that provides a dashboard of available substance use services throughout Los Angeles County, including: outpatient and intensive outpatient treatment, different levels of residential treatment, withdrawal management, Opioid Treatment Programs (methadone clinics), Recovery Bridge Housing, and DUI programs.

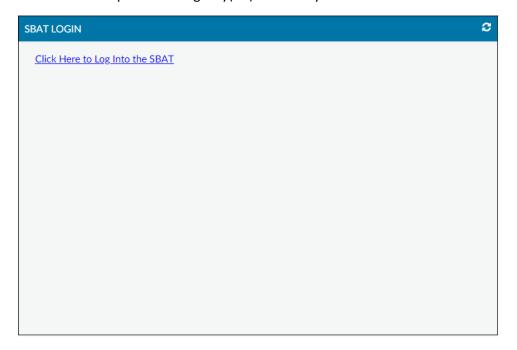


Filters Include Treatment Service Type, Languages Spoken, Client Served and 3 Additional filters highlighted below.



SBAT Login

By clicking on the "Click Here to Log Into the SBAT" in the SBAT Login widget, the Provider can directly access SBAT to update their agency(ies) availability.



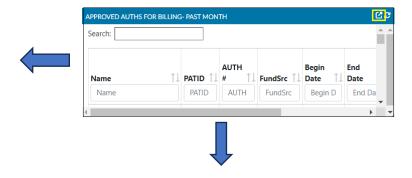
Fast Service Entry Submission Widget

Included with Fast Service Entry Submission there is one (1) widget: APPROVED AUTHS FOR BILLING-PAST MONTH. This widget appears in the upper right-corner hand corner when Fast Service Entry Submission is opened.

Approved Auths for Billing- Past Month

The Approved Auths for Billing- Past Month widget was requested by providers for easy, quick viewing while doing current billing of authorizations that have been approved during the previous month. With this widget, billers can see for whom they need to bill from the last month since billing is always one month behind.

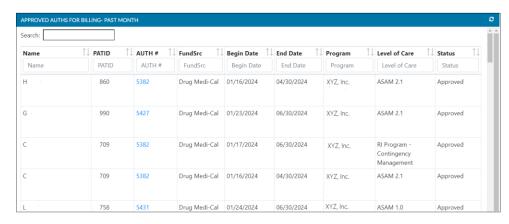
There are nine (9) sortable, searchable, and filterable columns: Patient Name, PATID, Authorization #, Fund Service, Begin Date, End Date, Program, Level of Care, and Status.



NOTE: The view can be expanding by dragging the bottom and/or right side, as indicated by the arrows above.

For a full screen view, click on the pop out button in the upper right-hand corner, highlighted in yellow above. Review Sort, Search and Filter for enhanced widget functionality.

Pop out view

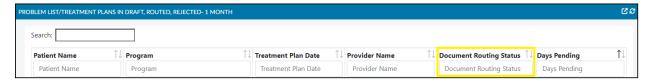


Documents in Draft and for Co_Signature

The Documents in Draft and for Co_Signature view is comprised of nine (9) widgets: PROGRESS NOTE IN DRAFT, ROUTED, REJECTED – 1 MONTH; PROBLEM LIST/TREATMENT PLAN IN DRAFT, ROUTED, REJECTED – 1 MONTH; DRUG TESTING IN DRAFT, ROUTED, REJECTED – 1 MONTH; DISCHARGE/TRANSFER IN DRAFT, ROUTED, REJECTED – 1 MONTH; RBH DISCHARGES IN DRAFT, ROUTED, REJECTED – 1 MONTH; YOUTH/YOUNG ADULT SCREENER IN DRAFT, ROUTED, REJECTED – 1 MONTH; PATIENT MEDICATIONS IN DRAFT, ROUTED, REJECTED – 1 MONTH; and SERVICE CONNECTIONS IN DRAFT, ROUTED, REJECTED – 1 MONTH.

The Documents in Draft and for Co_Signature view was designed so that supervisors and operations managers can quickly view information for any documents that are currently in draft as well as any documents that require an action by a supervisor. This includes documents that have been 1) left in draft, 2) left in draft and the "ready to submit" option was checked (indicating need for LE-LPHA/LPHA review and finalization), 3) routed for signature and pending approval, and 4) routed for signature but rejected by the supervisor.

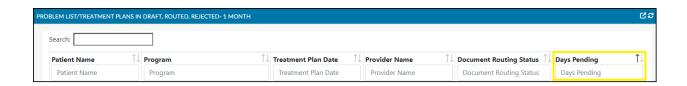
All widgets in this view will indicate the specific status of the document in the "Document Routing Status" column (highlighted below).



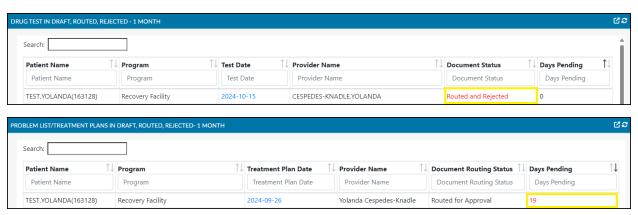
The "Document Routing Status" column has four possible entries:

- "Draft" indicates that the document was left in Draft form status by the originating author and has not been finalized nor routed to a supervisor.
- "Co Signature- Draft-Ready to Submit" indicates that the document was left in draft by the
 originating author, and the "Co-Signature Use Only Draft Ready to Submit?" checkbox was
 marked, indicating the need for LE-LPHA/LPHA review and finalization.
- "Routed for Approval" indicates that the document was finalized by the originating author and routed to a supervisor, and that the document is pending approval by the supervisor.
- "Routed and Rejected" indicates that the document was finalized by the originating author, routed to a supervisor for approval, and rejected by the supervisor.

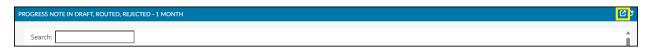
All widgets in this view will indicate the number of days that have passed since the original date of service in the "Days Pending" column (highlighted below).



To help users quickly identify documents that need prompt attention, documents that have been Routed and Rejected will be marked in red (highlighted below) and documents that have been pending for more than three (3) days will also be marked in red (highlighted below).



Note that all widgets in the Documents in Draft and for Co_Signature view have a full screen view which can be accessed by clicking on the pop out button in the upper right-hand corner (highlighted below).



Also, for all widgets in this view, the specific document can be opened by clicking the hyperlinked Date, indicated by dates with blue text number (highlighted below).



A brief description follows for each of the widgets contained in the Documents in the Draft and for Co_Signature view with a listing of each widget's columns.

Progress Note in Draft, Routed, Rejected – 1 Month

The Progress Note in Draft, Routed, Rejected – 1 Month widget allows users to quickly review Progress Note documents that have been left in draft and/or that need action by a supervisor. This widget will

only show Progress Note documents for the last 30 days, as calculated from the original date of service of the note.

There are eight (8) sortable and searchable columns: PATID, Program, Note Date, Provider Name, Note Type, Service, Document Routing Status, and Days Pending.

Problem List/Treatment Plan in Draft, Routed, Rejected – 1 Month

The Problem List/Treatment Plan in Draft, Routed, Rejected – 1 Month widget allows users to quickly review Problem List/Treatment Plan documents that have been left in draft and/or that need action by a supervisor. This widget will only show Problem List/Treatment Plan documents for the last 30 days as calculated from the original date of service of the note.

There are six (6) sortable and searchable columns: Patient Name, Program, Treatment Plan Date, Provider Name, Document Routing Status, and Days Pending.

Drug Testing in Draft, Routed, Rejected – 1 Month

The Drug Test in Draft, Routed, Rejected – 1 Month widget allows users to quickly review Drug Testing documents that have been left in draft and/or that need action by a supervisor. This widget will only show Drug Testing documents for the last 30 days, as calculated from the original date of service of the note.

There are six (6) sortable and searchable columns: Patient Name, Program, Test Date, Provider Name, Document Routing Status, and Days Pending.

Discharge/Transfer in Draft, Routed, Rejected – 1 Month

The Discharge/Transfer in Draft, Routed, Rejected – 1 Month widget allows users to quickly review Discharge and Transfer Form documents that have been left in draft and/or that need action by a supervisor. This widget will only show Discharge and Transfer Form documents for the last 30 days, as calculated from the original date of service of the note.

There are six (6) sortable and searchable columns: Patient Name, Program, Discharge Date, Provider Name, Document Routing Status, and Days Pending.

RBH Discharges in Draft, Routed, Rejected – 1 Month

The RBH Discharges in Draft, Routed, Rejected – 1 Month widget allows users to quickly review Recovery Bridge Housing Discharge documents that have been left in draft and/or that need action by a supervisor. This widget will only show Recovery Bridge Housing Discharge documents for the last 30 days, as calculated from the original date of service of the note.

There are six (6) sortable and searchable columns: Patient Name, RBH Program, Discharge Date, Contact, Document Routing Status, and Days Pending.

Youth/Young Adult Screener in Draft, Routed, Rejected – 1 Month

The Youth/Young Adult Screen in Draft, Routed, Rejected – 1 Month widget allows users to quickly review Youth/Young Adult Screener documents that have been left in draft and/or that need action by a supervisor. This widget will only show Youth/Young Adult Screener documents for the last 30 days, as calculated from the original date of service of the note.

There are six (6) sortable and searchable columns: Patient Name, Program, Screening Date, Screened By, Document Routing Status, and Days Pending.

Patient Medications in Draft, Routed, Rejected – 1 Month

The Patient Medications in Draft, Routed, Rejected – 1 Month widget allows users to quickly review Patient Medications documents that have been left in draft and/or that need action by a supervisor. This widget will only show Patient Medications documents for the last 30 days, as calculated from the original date of service of the note.

There are six (6) sortable and searchable columns: Patient Name, Program, Form Date, Provider Name, Document Routing Status, and Days Pending.

Referral Connections in Draft, Routed, Rejected – 1 Month

The Referral Connections in Draft, Routed, Rejected -1 Month widget allows users to quickly review Referral Connections documents that have been left in draft and/or that need action by a supervisor. This widget will only show Referral Connections documents for the last 30 days, as calculated from the original date of service of the note.

There are six (6) sortable and searchable columns: Patient Name, Screening Site, Contact Date, Provider Name, Document Routing Status, and Days Pending.

Service Connections in Draft, Routed, Rejected – 1 Month

The Service Connections in Draft, Routed, Rejected -1 Month widget allows users to quickly review Service Connection Logs documents that have been left in draft and/or that need action by a supervisor. This widget will only show Service Connection Logs documents for the last 30 days, as calculated from the original date of service of the note.

There are six (6) sortable and searchable columns: Patient Name, Screening Agency, Contact Date, Provider, Document Routing Status, and Days Pending.