

Los Angeles County

START-ODS

System Transformation
To Advance Recovery
and Treatment



Updating Financial Eligibility for Self-Pay Patients Who Establish Benefits

Sage Patient Management System:
Services, Data, and Claims

August 2022 | Version 2.0

Patients Who Are Admitted as Self-Pay and Later Establish Benefits

Updated August 2022

Providers are able to accept patients who were initially admitted to an agency under Self-Pay, where the patient is fully responsible for payment to the provider for services rendered. These patients cannot be eligible for Medi-Cal or any other county funding at the time of admission to be considered for Self-Pay. For these patients, providers are not required to enter anything other than a Cal-OMS Admission and Discharge into Sage. SAPC is not responsible for authorizations or overseeing the care of any patients who are fully Self-Pay. However, if during the course of treatment, the patient becomes Medi-Cal, MHLA or other County funding partner enrolled, the patient then needs to be fully entered into Sage with a corresponding authorization.

Providers will need to complete the Financial Eligibility, Provider Diagnosis (ICD-10), Authorization Request, and other forms/documentation as any other SAPC patient. Additionally, in some cases the Medi-Cal is retroactive, where patients may have already paid for those services. Providers must refund the self-paid amounts that can be billed to Medi-Cal and upload the receipt that the funds have been refunded prior to billing SAPC. Providers should follow the same steps as above for updating the Financial Eligibility when patients establish benefits during treatment.

For accuracy in the record, the Self-Pay guarantor should be added with the exact "Coverage Effective Date" and "Coverage Expiration Date" that corresponds to the period of self-pay as the last guarantor. If the patient enrolls in Medi-Cal, then the primary guarantor would be DMC, followed by LA County-Non DMC, then followed by Self-Pay. If enrolling in MHLA or other county funding, then the primary guarantor would be LA County-Non DMC, followed by Self-Pay.

The dates for the primary guarantor should not overlap with the dates of Self-Pay. Meaning, the Self-Pay guarantor should end prior to the effective date of the primary guarantor.