



SAGE UPDATES

All Provider Meeting January 07, 2025

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

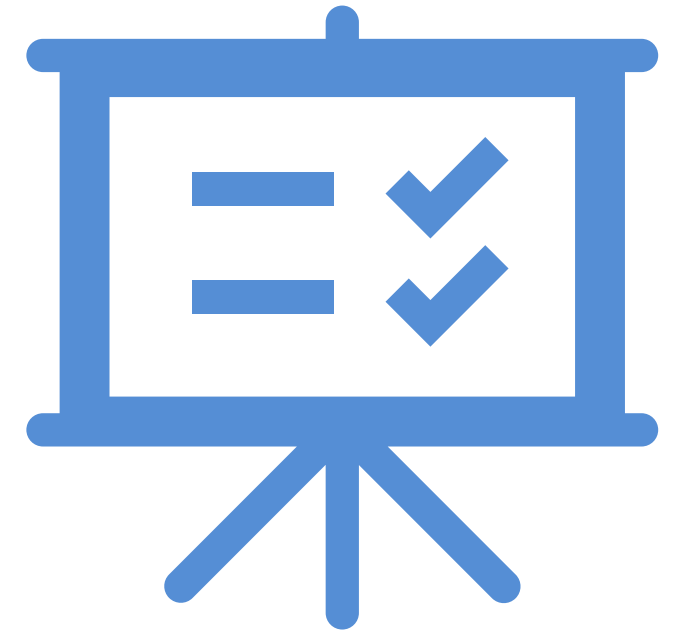


Sage Updates- Reports and Forms

Sage Help Desk Billing Request form

Sage Release of Information

Clinical Trainings





Sage Updates- Reports and Forms



Replacement Claim Assignment form

This form will allow users to:

- Replace a locally or state denied claim,
- Replace an approved claim if information is inaccurate.



Replacement claims allow for additional processing time to resubmit a denied claim. Providers have 6 months from date of service to submit the original and an additional 6 months to submit the replacement.



Finance has been working with pilot providers on functionality and workflows prior to releasing.



Finance will be offering a webinar training on use of the form and workflows on 1/16/2025.

[Registration Link](#)

Expected to go live on 1/20/2025

Documents in Draft and for Co Signature Drug Test section

Provider File Attach widget visibility

CalOMS Discharge Error

Items that have
been resolved:



Progress Note Status Report

- Report is not currently displaying data in the “Finalized By/Date Finalized” column.

Items pending
resolution from
Netsmart





Sage Help Desk- Request Billing Assistance form



Purpose and Functionality

Similar process as the Modify Medical Record Request


Streamline billing and finance inquires


Bypasses the Help Desk and is assigned directly to the corresponding Finance team.

Each selection has required fields to enter necessary information to assist the team investigate your issue as efficiently as possible.

Request Billing Assistance Form





 **Open a Case**
Contact support to report a problem, or open a Case.

 **Request Something** **Step 1**
Browse the Service Catalog for services and items you need




Search for any or all of the form name: SAPC Request Billing Assistance

Step 2 

 SAPC Request **Billing** Assistance

SAPC Request Billing Assistance **Step 3**


Use this form to request billing assistance



Request assistance from SAPC with local denials, state denials, general billing questions, and payment related questions.

* Indicates required

* Billing Assistance Request Type

-- None -- 

-- None --

Local Denial

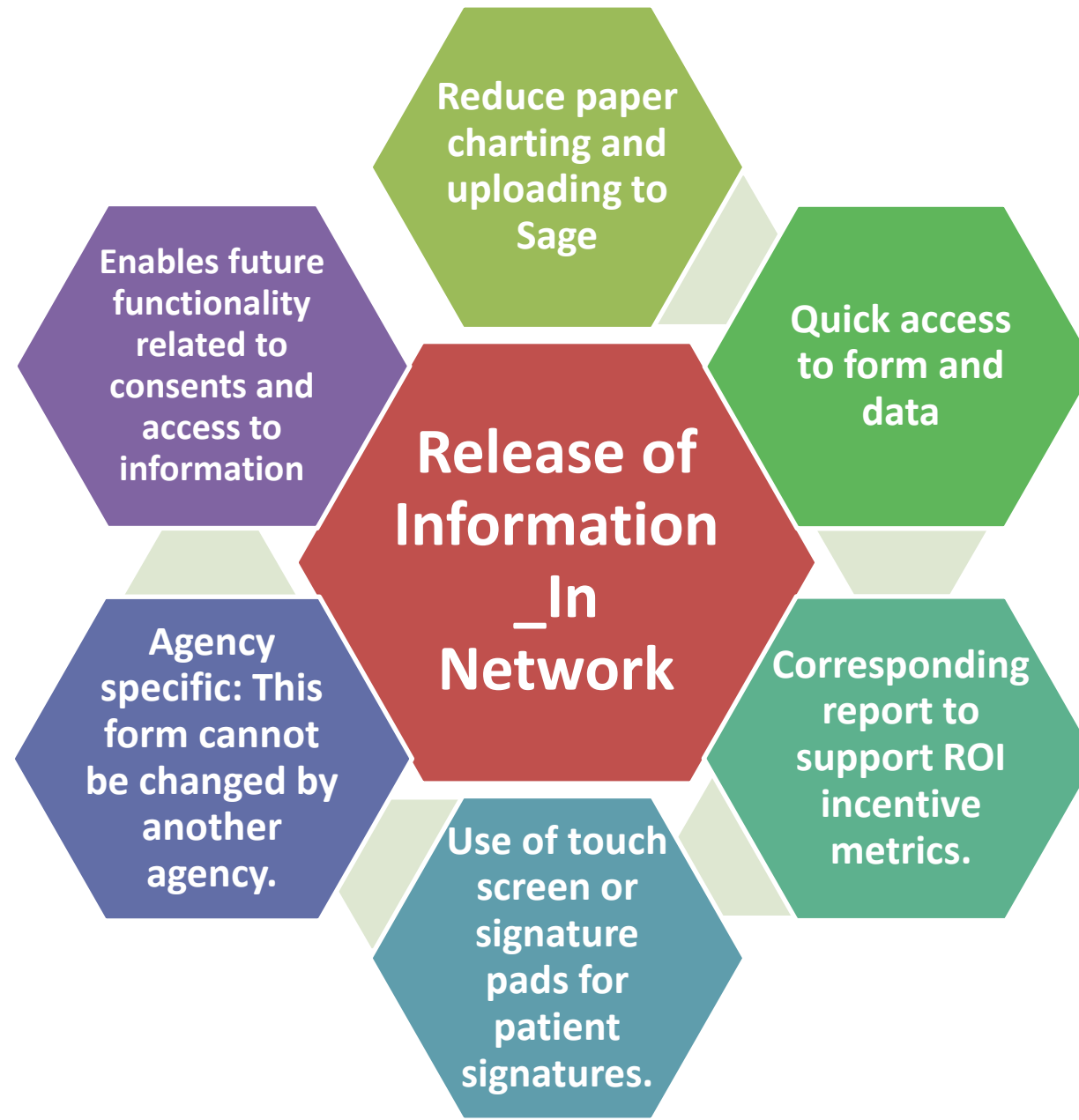
State Denial

General Billing Question

Payment Inquiry

Sage Release of Information Form





Current “Internal Client Consents” in Sage

- Unable to track history and revocation
- Non-Episodic and allowed other providers to change permissions.
- Purpose was to note that a release was signed rather than as a Sage based release of information.

New Release of Information Form

Form is finalized and completed by each agency-
Cannot be updated once finalized.

Tracking of previous consents via pre-display,
corresponding widget and report.

Developed to match the SAPC Release of Information
form.

Contains all necessary fields for a detailed release.

**Future functionality that will enable providers to
view documentation from other providers with
proper ROI on file.**

Live webinar
scheduled for
01/21/2025

Providers send
feedback to
sage@ph.lacounty.gov
Before 02/07/2025

Enabled in
TRAIN and
published Job
Aid by
01/21/2025

Implement in
LIVE on
02/14/2025

[Click Here to Register](#)



Clinical Trainings



CST Training Highlights



Name of Training	Date & Time	Link to flyer for registration
Fortifying Your Strength: Promoting Self-Care for Substance Use Treatment Providers	Wednesday 1/8/25 9:00am-11:45am	Click here for registration link
Making the Most of the ASAM CONTINUUM Assessment Tool	Tuesday 1/14/25 9:00am-12:15pm	Click here for registration link
Engaging & Assessment of Individuals with Co-Occurring Mental Health and Substance Use Conditions	Thursday 1/16/25 9:00am-12:15pm	Click here for registration link
Can You Hear Me?: Providing Substance Use Telehealth Treatment Services	Wednesday 1/22/25 9:00am-12:15pm	Click here for registration link
Clinical Documentation for Substance Use Treatment Providers: CalAIM Requirements and Best Practices	Wednesday 1/29/25 8:30am-12:30pm	Click here for registration link
Substance Use Treatment with Justice-Involved Populations	Thursday 1/30/25 9:00am-12:15pm	Click here for registration link
Understanding the ASAM Criteria in the Context of the California Treatment System (ASAM-A)	Wednesday 2/5/25 9:00am-12:15pm	Click here for registration link
Understanding the ASAM Criteria in Action from Assessment to Treatment Planning (ASAM-B)	Wednesday 2/5/25 1:15pm-4:00pm	Click here for registration link



For a list of more trainings available and the SAPC Training Calendar please visit or scan QR Code:
[LA County Department of Public Health - Substance Abuse Prevention and Control - SAPC Trainings](#)