EQUITABLE AND TIMELY ACCESS UPDATES

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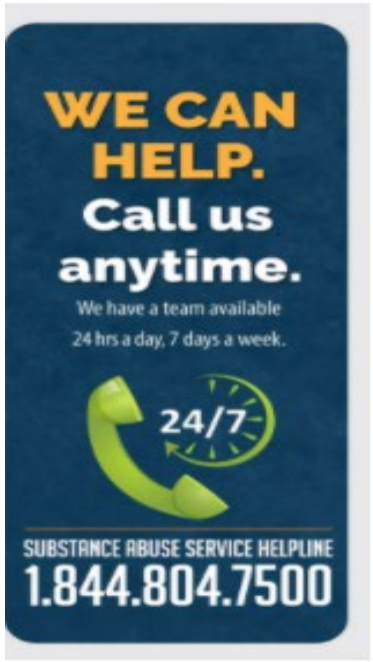
SAPC WEBSITE REDESIGN

sage Webpage

Commission on Alcohol and Other Drugs

Safe Med LA



Find Treatment

I Want To ...

- Learn About Substance Abuse
- Become A SAPC Provider
- Find Provider Trainings/Events
- Go To Sage

Patients and Public

Locate a Provider, Patient Handbook, Patient Rights, Resources and More

Learn more

Network Providers

Find Service Standards, Data Reports, Forms, Training Resources and More

Learn more

Prevention

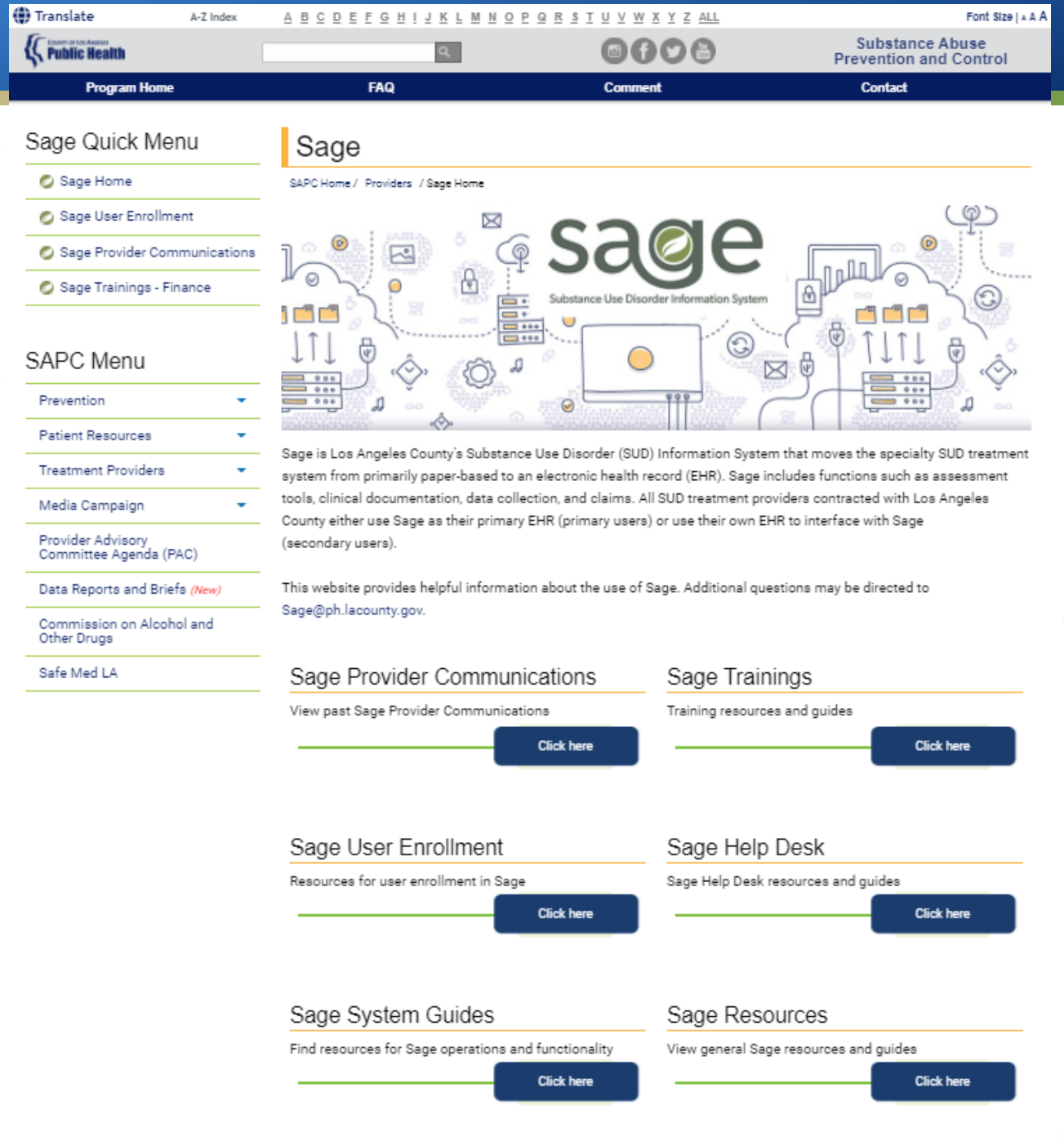
Prevention Systems of Services and Links

Learn more

Sage

Information and Resources

Learn more



http://ph.lacounty.gov/sapc/providers/sage/

Sage Provider Communications

SAPC Home / Providers / Sage Home / Sage Provider Communications

Expand All

Fiscal Year 20-21 +

Fiscal Year 19-20 +

Expanded:

Collapse All

Fiscal Year 20-21 –

Subject	Description	Date
May 21, 2021 - Sage Provider Communication	Topics: FY17-18 Claiming Blackout, Provider Activity Report Reminder, Updated 837P Companion Guide, Redesigned Sage Webpages, ASAM Continuum Update	05/21/21
May 7, 2021 - Sage Provider Communication	Topics: Publication of Crosswalk 3.0, Real-Time 270 Eligibility Request Issue Resolved, Real-Time 270 Eligibility Request Pre-recorded Training	05/07/21

http://ph.lacounty.gov/sapc/providers/sage/provider-communications.htm

Sage Trainings

Finance

Resources related to claims, billing, and denials

Click here

KPI

Resources on navigating and utilizing KPI

Click here

ASAM

Resources on utilizing ASAM

Click here

General System Information

Resources on Sage updates, enhancements, and eLearnings

Click here

Other Training Resources

Resources on initiatives such as screening, Referral Connections, and telehealth

Click here

http://ph.lacounty.gov/sapc/providers/sage/trainings.htm

Sage User Enrollment

SAPC Home / Providers / Sage Home / Sage User Enrollment

There are four unique processes required to get access to Sage. For detailed information, please see the "Sage User Onboarding/Offboarding and Privilege Management" guide. For detailed information on the Sage Access Groups, please see the "Sage Access Group Descriptions" guide.

Step 1

C Number Creation

- Submit a request for a C Number at dhs.lacounty.gov/cef.

Step 2

C Number Registration

- Click on "Set an Initial Password" to reset your temporary password and create a permanent password.
- Click on "Enroll your C Account" to set up three security questions to authenticate your C Number.

Step 3

Sage Registration

- Complete the Sage ProviderConnect User Creation form to create your Sage Account and submit to sageforms@ph.lacounty.gov.

Click on to download the Sage ProviderConnect User Creation form.

Step 4

Sage Training

- Complete the necessary Sage Training as required for the user.
- Access to the system will not be provided until training is completed.

http://ph.lacounty.gov/sapc/providers/sage/enrollment.htm

Sage Help Desk

Sage Help Desk Contact Information

Sage Help Desk Phone Number: (855) 346-2392

Sage Help Desk ServiceNow Portal: https://netsmart.service-now.com/plexussupport

Sage Help Desk Resources

Subject	Description	Date
Sage Help Desk Service Now Portal Instructions	Instructions for submitting online Sage Helpdesk tickets	06/15/18
How to Create an Online Sage Case Video	Video demonstration of submitting an online Sage Helpdesk ticket	12/21/17
Sage Help Desk	Instructions for engaging the Sage Helpdesk	12/06/17

http://ph.lacounty.gov/sapc/providers/sage/help-desk.htm

Sage System Guides

SAPC Home / Providers / Sage Home / Sage System Guides

CalOMS

Subject	Description	Date
Data Collection User Guide LACPRS/CalOMS Tx	This user's guide is intended to provide data collection rules and guidelines to Los Angeles County (LAC) provider staff who collect and report admission and discharge data on clients admitted to publicly funded substance use disorder (SUD) treatment programs for the California Outcomes Measurement Services (CalOMS)/Los Angeles County Participant Reporting System (LACPRS) via the Sage electronic health record system	12/06/17
Los Angeles County Participant Reporting System (LACPRS) and Billing within Sage	LACPRS/CalOMS overview within Sage	10/11/17

Document Requests

Subject	Description	Date
Reupload File (277, 835, EOB, RA) Request Form	This form is required to be filled and sent to SAPC if providers need to request 277, 835, EOB, or Remittance Advice files to be reuploaded to the agency's SFTP site	11/04/20

http://ph.lacounty.gov/sapc/providers/sage/system-guides.htm

Sage Resources

Subject	Description	Date
Sage Attachment Naming Convention	Describes the SAPC required format for naming files submitted as attachments in Sage	10/18/18
"Digital" vs. "Wet" Signatures in Sage	This document is to explain which documents are required to have a wet signature and which documents with a digital signature are acceptable in Sage	01/09/18
Sage Taxonomy	Glossary of Sage related terms	12/06/17

http://ph.lacounty.gov/sapc/providers/sage/resources.htm

2021 Network Adequacy Certification Submission

Updates to SAPC Network Adequacy Certification Application

Updates to NACT Requirements

❑ State

- In May, the State sent updated guidelines for how to submit network adequacy data.
- This was intended to allow DHCS to analyze the network capacity of the DMC-ODS plan:
  - the list of contracted providers
  - Each site location's maximum number of beneficiaries **separated by age group** (i.e., 0-17, 18-20, and 21+) and modality
  - Service modality that can be served at any given time.

Updates to NACA Database

❑ SAPC

- To address this new requirement, SAPC updated the NACA to obtain new data sets:
  - **Site Location**: expanded current and maximum number of beneficiaries by modality and age group
  - **Rendering Provider (Practitioners)**
    1. Moved age group and modality served to General Practitioner Information
    2. Expanded current and maximum number of beneficiaries by age group and modality served.

Updated Timelines

County of Los Angeles Public Health

June 1 & 2, 2021 - on-line training for the new requirements

April 23-June 18, 2021 - Review and Update data

June 11th 9am – Technical Assistance Webinar on Accessing Current/Max data

June 9th -June 18th – Optional 30-minute Open Teams Live Event to ask questions and get technical assistance. More information on specific dates and times will be sent to agency-identified NACT point persons)

June 18, 2021 - Updated Submission Deadline **HARD DEADLINE!!**

June 18- 25, 2021 Data validation and State submission preparation.