



SAGE UPDATES

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

All Provider Meeting July 11, 2023



End of Year

ProviderConnect NX (PCNX) Updates/Reminders

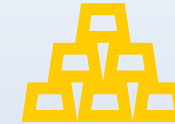
Training Resources





FISCAL YEAR REMINDERS

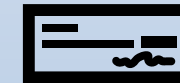




End of Fiscal Year Processes

10... 9... 8... 7... 6... 5...

4... 3... 2... 1...



Happy New (Fiscal) Year!!!





New Fiscal Year, Same Process

Secondary Sage Users should update their EHR systems with the new auth numbers from split authorizations

Using prior fiscal year's authorization number for the new fiscal year will result in denials for "Invalid authorization number" and denial code CO284 M62.

Continue to work State denials and submit replacement or new claims.

The end of year blackout will not impact state denials from being re-submitted.

Secondary Sage Users should ensure all updated fees and any new CPT/HCPCS codes are configured in their EHR systems during this cutover period.

Ensure that your configuration is based on the [Rates and Standards for FY 23-24](#)

Claims Blackout

- Claims should not be submitted for dates of service 7/1/2023 or beyond until the blackout is lifted.
- SAPC anticipates the CLAIM blackout to be lifted by early to mid-august. More details will be provided when available.

Authorization Blackout

- Authorizations should not be submitted for start dates of 7/1/2023 and beyond until the blackout is lifted.
 - UM will immediately deny any auths submitted with these dates
- SAPC anticipates the authorization blackout to be lifted by mid July.



PROVIDERCONNECT NX (PCNX) UPDATES



SAPC and Netsmart have been working on configuring the PCNX Train environment for provider use.

- There have been some delays in the process to ensure provider data is managed properly.
- PCNX is using more advanced technology and configurations than the current ProviderConnect application, which requires more extensive coding and validation.

The Train environment will be launched in mid July for provider use.

The Train environment is primarily to become familiar with the new layouts, functionality and navigation of PCNX. Not all rates are configured in Train and rates may be different than the Rates/Standards matrix.



There will be differences in the Train and Live environments that are unavoidable.



Providers may notice form layout differences specifically as SAPC is still configuring forms and reports.



Widgets will be present, but some may not display properly all information in Train due to resources and data that is only available in Live.



The RealTime 270 Inquiry will not work in Train as it can only connect to the DHCS database in Live.

Each agency has been minimally configured for levels of care and rates.

- Each provider will only have ASAM 1.0 and/or ASAM 3.1 configured.
- OTP providers will have OTP configurations.

Primary Sage Users will not be assigned to their actual agency.

- Each Primary provider will be assigned to one of two fake agencies to practice in Train.
- Either (1) SUPR Services or (2) Primary Services.

All Primary Sage Users will have the same performing providers to select from in the various forms and claiming.

- SAPC is configuring the same 12 fake performing providers to be assigned to both SUPR Services and Primary Services
- This will equal one performing provider per allowable discipline.
- This will allow providers to bill for all provider types in a standardized way.

Users accounts were crosswalked from current configurations.

- Users will log in using the current c-number@ph.lacounty.gov and password.
- Current access groups were crosswalked to the PCNX version of those access groups.
- Users will have the same form and report access as they currently have.

Each agency has been minimally configured for levels of care and rates.

- Each provider will only have ASAM 1.0 and/or ASAM 3.1 configured.
- OTP providers will have OTP configurations.

Secondary Sage Users have been given access to their actual agency.

- This was required to facilitate the 837 claiming process.
- TRAIN will eventually be available to secondary provider agencies to configure and test their billing processes.
- SAPC will notify secondary providers when they are ready to test.

Minimal performing providers were configured.

- Providers will be sent a list of the performing providers that were created to be used for billing.
- The performing providers were selected based on disciplines to bill from each rate category. I.e. Peers, SUD Counselor, Masters level LPHA, Psychologist, Physician (only disciplines that currently exist at the provider).

Users accounts were crosswalked from current configurations.

- Users will log in using their current c-number@ph.lacounty.gov and password.
- Current access groups were crosswalked to the PCNX version of those access groups.
- Users will have the same form and report access as they currently have.

PCNX Train Availability

- SAPC is anticipating the Train environment will be implemented for provider use by mid-July.
- Throughout the week, providers will be sent information about how to log in, user accounts and other guides.

PCNX Live Implementation

- SAPC is targeting mid July (after the Train environment)
- Current ProviderConnect/Sage will need to be “taken down” 1-2 days prior to PCNX go live.
- SAPC will communicate these dates and procedures multiple times over the coming weeks.

Once the Train environment is ready, please practice as much as possible.

- Clinical documentation, clinical reports and widgets will be available immediately.
- Billing and claiming will be available before the claims blackout is lifted to give providers time to practice billing in Train.

Primary Sage billers should attend the [PCNX For Primary Sage Users: Financial and Billing](#)
([Training on 7/11/2023 from 2-4 & 7/13/2023 from 1-3pm](#))

- If unable to attend, the recording and guides will be posted to the website next week.
- [Today at 2pm](#) or on [Thursday at 1pm](#)

The new Progress Note was needed to adequately document CalAIM and Payment Reform changes for documentation and billing.

SAPC has added sections to the note to indicate supplemental/additional services to be billed with the primary service (Interactive Complexity, Sign Lang/Oral Interpretation, etc.).

SAPC is transitioning to a single comprehensive progress note that will replace both the miscellaneous notes and the progress notes in Sage.

The Progress Note incorporates all Note Types from the BIRP/GIRP/SIRP/SOAP notes and the Service Types from the Miscellaneous Notes and Service Types.

The combination of Note Type, Service Type, and Supplemental Service will give the billers the precise information to appropriately claim the service.

To ensure documentation is accurate in PCNX

Once PCNX is live, providers will not be able to edit or finalize previous notes in the old formats.

All Misc and BIRP/GIRP/SIRP/SOAP will be available as READ only.

It is crucial that all notes are finalized before PCNX is live.

Old notes that need to be finalized after implementation, will need to be recreated in the new note format.

SAPC is aware that the Documentation in Draft report is not functional for some providers. SAPC will be sending a report of all progress notes and misc notes in draft to each provider via the SFTP by the end of the week of 7/10/2023.



Training Resources



Program Home FAQ Comment Contact

SAPC About ▾ Prevention ▾ Treatment ▾ Recovery Harm Reduction ▾ Providers ▾

- Prevention
 - Prevention Services
 - Prevention Providers
 - Resources
- Treatment
 - Manuals, Bulletins & Forms
 - Provider Meetings
 - Network Adequacy Certification Tool
 - Programs and Initiatives
- Trainings and Events**
 - Sage**
 - How to Become a Provider

Prevention possible!

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Sage
Information and Resources

Learn more **Learn more**



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Sage Trainings
Training resources and guides
[Click here](#)

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](#)

Sage-PCNX
Resources on the upgraded PCNX environment
[Click here](#)

<http://publichealth.lacounty.gov/sapc/providers/sage/sage-pcnx.htm>

Clinical Training Opportunities



Name of Training	Date & Time	Link to Flyer
Care Coordination: Maximizing Success in SUD Treatment Through Integration and Coordination of Care	Wed 7/12/23 8:30 am – 12:30 pm	http://publichealth.lacounty.gov/sapc/calendar/Jul2023/Care071223.pdf
Recovery Incentives Program: California's Contingency Management Benefit	Fri 7/21/23 10:00 am – 1:15 pm	http://publichealth.lacounty.gov/sapc/calendar/Jul2023/LectureSeries072123.pdf
Utilizing Naloxone and Other Harm Reduction Strategies for ADULT Providers	Mon 7/24/23 9:30 am – 12:15 pm	http://publichealth.lacounty.gov/sapc/calendar/Jul2023/Naloxone072423.pdf
Substance Use Treatment Screening Tools & SBAT: What They Can Do for You	Tues 7/25/23 9:00 am – 11:30 am	http://publichealth.lacounty.gov/sapc/calendar/Jul2023/ASAM072523.pdf