



SAGE UPDATES

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

All Provider Meeting September 12, 2023

Sage-PCNX Updates

Authorization and Claim Blackout Information

Form Updates

Training Resources

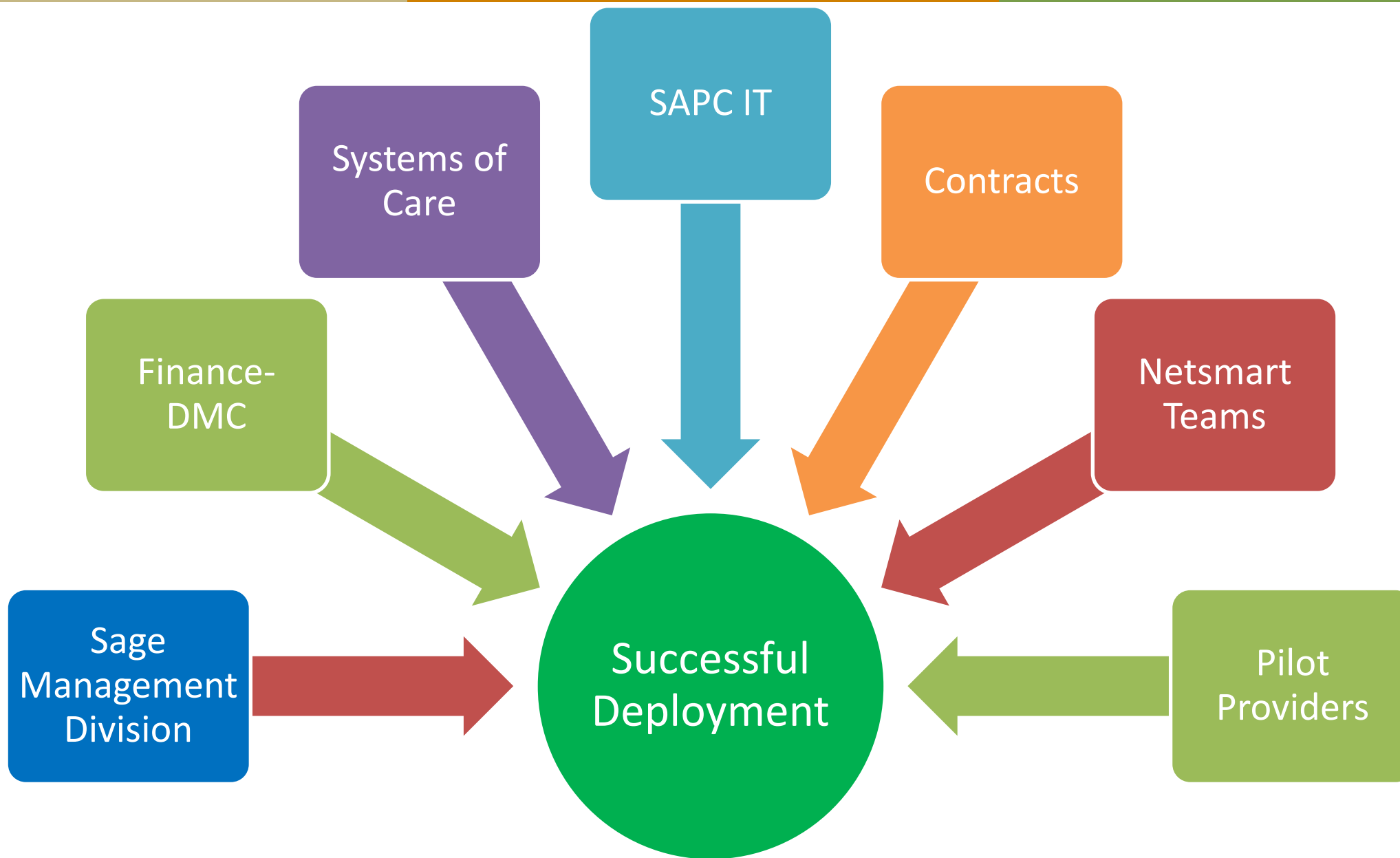




PCNX is Officially LIVE

Substance Use Disorder Information System

PCNX is Officially LIVE





PCNX is LIVE

Effective 9/12/2023 @6am, SAPC upgraded Sage ProviderConnect replacing it with the new and improved PCNX.

SAPC and Netsmart worked collaboratively to create a PCNX environment that provides enhanced workflow capabilities, while continuing to offer standard data reporting elements.

Thousands of user accounts were updated to the more secure single sign on procedures, including updating primary license types for CalAIM requirements.

User Roles were recreated and crosswalked to new labels and functionality.



PCNX is LIVE

Multiple forms were redesigned for enhanced user experience.

Progress Notes were consolidated into one all purpose Progress Note

Multiple reports were recreated from ProviderConnect and enhanced to better meet the needs of the network.

- New reports were created for PCNX as requested by providers via enhancement requests.
- Additional reports are in process



PCNX is LIVE

New forms were created and are being created based on provider feedback.

Widgets were created to allow providers quick access to necessary information related to clinical documentation, billing and quality assurance.

Unique user views were designed based on the user roles

Hours of validation to ensure appropriate access to information is separated by each organization.



AUTHORIZATION AND CLAIMS BLACKOUTS





AUTHORIZATION BLACKOUT IS LIFTED

Effective today, 9/12/2023, all providers can submit authorizations for FY 23/24 via PCNX Service Authorization Request.

UM is ready to process authorizations.

Authorizations delayed due to the blackout are exempt from 30-day submission policy

UM will not grant authorization blackout exemptions for untimely required documentation related to medical necessity determinations.

Regardless of the authorization blackout, documentation requirements remained intact.

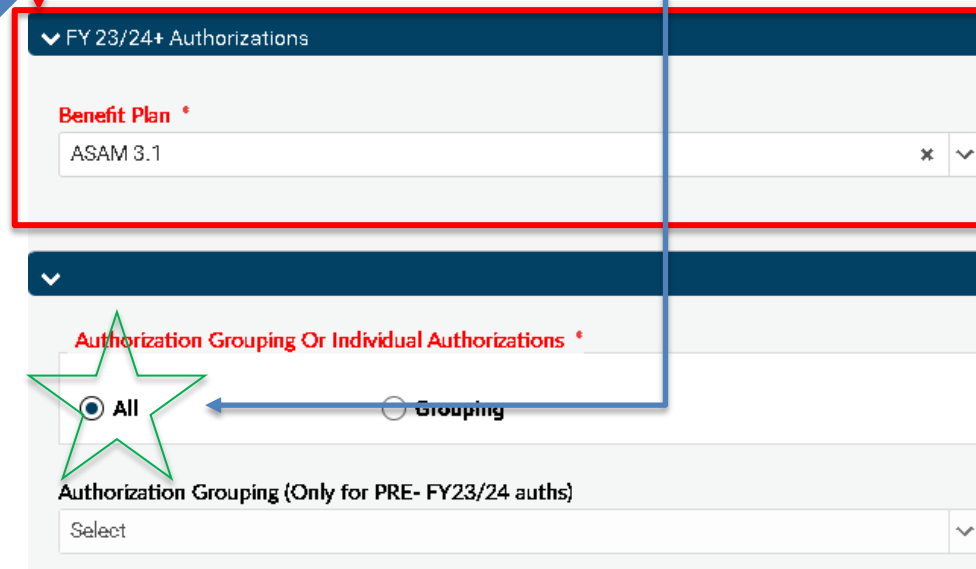
Authorization and Documentation Reminders

- Providers need to enter all paper-based documentation that was completed during the downtime on 9/11/23 either by attaching or recreating on form itself.
 - UM preference is to directly enter on the form if possible.
- All progress notes must be written on the new Progress Note form only
 - BIRP/GIRP/SIRP/SOAP templates are available within PCNX should providers wish to continue using those formats.

The screenshot displays a software interface for entering notes. On the left, there is a section labeled "Note" with a red asterisk. In the center, a dropdown menu is open, showing four options: BIRP (with a red '3' next to it), GIRP, SIRP, and SOAP. To the right of this menu, another dropdown menu is open, showing three options: System Templates (with a red '2' next to it), User Defined Templates, and Widget Templates. At the bottom right, a red arrow points to a document icon with a red '1' next to it.

SERVICE AUTHORIZATIONS

- All Authorizations with begin date of 7/1/2023 and beyond MUST use the Benefit Plan to indicate the requested level of care
- The field entitled “Authorization Grouping or Individual” MUST be ALL to indicate that the authorization is for all services under the Benefit Plan selected.



▼ FY 23/24+ Authorizations

Benefit Plan *

ASAM 3.1 x ▼

▼

Authorization Grouping Or Individual Authorizations *

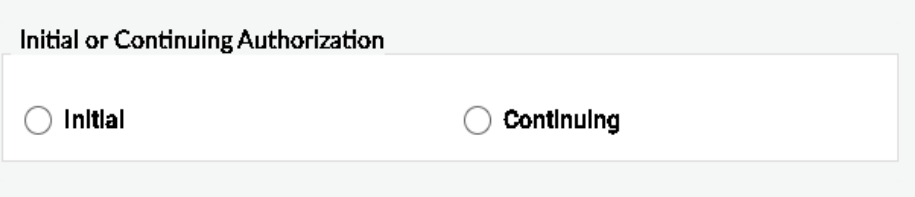
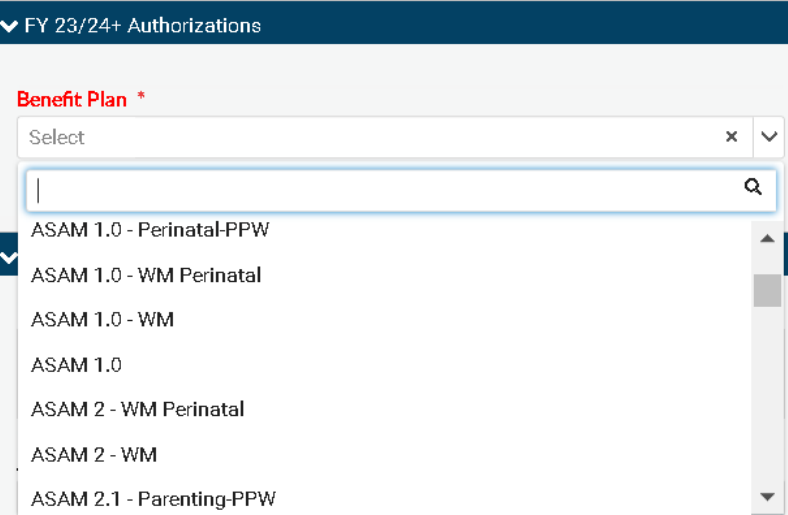
All Grouping

Authorization Grouping (Only for PRE- FY23/24 auths)

Select ▼

Service Authorization Request



Authorization Field	Description	Snip
<p>Initial or Continuing Authorization</p>	<p>For all authorizations, select either</p> <ol style="list-style-type: none"> <i>Initial</i>- if the authorization is the first authorization for the current treatment admission. <i>Continuing</i>- if the authorization is a re-authorization to continue the current treatment and level of care 	 <p>Initial or Continuing Authorization</p> <p><input type="radio"/> Initial <input type="radio"/> Continuing</p>
<p>Benefit Plan</p>	<p>For all authorizations with begin date 7/1/2023 or later, providers MUST select a Benefit Plan for the appropriate level of care being requested. This is replacing the authorization grouping.</p> <p>For all previous authorizations, the Benefit Plan field must either be DMC SUD Services or NonDMC SUD services and an authorization grouping must be selected.</p>	 <p>▼ FY 23/24+ Authorizations</p> <p>Benefit Plan *</p> <p>Select x v</p> <p>ASAM 1.0 - Perinatal-PPW</p> <p>▼ ASAM 1.0 - WM Perinatal</p> <p>ASAM 1.0 - WM</p> <p>ASAM 1.0</p> <p>ASAM 2 - WM Perinatal</p> <p>ASAM 2 - WM</p> <p>ASAM 2.1 - Parenting-PPW</p>

Service Authorization Request



Authorization Field	Description	Snip
<p>Authorization Grouping or Individual Authorization</p>	<p>For all FY 23/24 authorizations (begin dates 7/1/2023 and beyond), this field MUST be “ALL”.</p> <p>For all previous authorizations, this field must be “Grouping” and an authorization grouping must be selected.</p>	
<p>Initial Engagement</p>	<p>This required field is located on the Doc Request Date section and is used to indicate:</p> <ol style="list-style-type: none"> <i>Yes</i>- This is an initial engagement auth for the 30 or 60 day time period used to engage the patient in treatment. <i>No</i>- This is a regular authorization and medical necessity has been established. 	

FY 22/23 Billing

- Fast Service Entry Submission
- This form must be submitted before you log out for the day.
- You can leave it open and add additional services to the batch throughout the day, but if your computer freezes or crashes, you will lose the services you entered.



SAPC is targeting the **WEEK of 9/18/23** to lift the claims blackout

SAPC will confirm the specific date when providers can start to submit claims for FY23-24 through a Sage Communication.



PCNX FORM UPDATES



The following fields have been added or modified on the Progress Note based on provider feedback:

Field Name	Description
Was Client Present?	Yes or No- For documentation accuracy and to help billers determine the appropriate procedure code
Service Type	<ol style="list-style-type: none">1. Contingency Mgmt- UDT Stimulant Negative2. Contingency Mgmt- UDT Stimulant Positive <p>These were added exclusively for Contingency Management providers to assist in documenting and billing the correct diagnoses and procedure codes.</p>
Service Type	<ol style="list-style-type: none">1. Recovery Service- Community Support2. Recovery Services- Psychosocial Rehab <p>Added to assist in identifying the correct procedure code used for Recovery Services.</p>
LPHA Specific Procedure (Only for LPHA use of CPT procedures)	<p>Only for LPHA delivered services.</p> <p>LPHA select the appropriate service description to better document the service and assist billers determine the appropriate CPT code</p>

As suggested by the Business Technology PAC, SAPC created the Client Picture form to capture the client's picture and other relevant information to identify the client.

Before taking and uploading the picture, you should obtain consent to photograph your patient.

- Each agency is responsible for creating and maintaining their own consent to photograph forms, which can be uploaded to Sage via Provider File Attach.

The Client Picture form does not access a camera directly but allows the user to upload picture files to the form and can **ONLY** accept JPG/JPEG files.

- The picture can be viewed from the All Doc/Chart view in the Patient Information section.

Client Picture



▲ PCNX,FC (000161088)



PCNX,FC (000161088)
F, 46, 04/11/77, Female
Preferred Name: -
Personal Pronouns: -

Ep: 1 : TARZANA TREATMENT CENTERS, INC.
DX P: F11.10 Codeine use disorder, mild
Facility Chart#: -

Location: 1000 S FREMONT AVE, ALHAMBRA, CA
Communication Pref: Cell Phone -
Phone #: -

▲ Allergies (0)

CLIENT PICTURE

Submit

Backup

Discard

Add to Favorites

Client

Client Picture *

Acquire Image

Clear Image

Restore Image

Legal Name *

Preferred Name

Medi-Cal #

Client Alerts

PATIENT CHART FORMS

Patient Info	Admission/Intake	Di-CMS	Financial Eligibility	Clinical Documentation	Discharge
Form Description	Episode	Date	Time	Data Entry By	Workflow Status
Client Picture	ALL	ALL	ALL	ALL	ALL
Client Picture	1 (TARZANA TREATMENT CENTERS, INC.)	08/21/2023	1451	Greg Schwarz, PsyD	-
Client Picture	1 (TARZANA TREATMENT CENTERS, INC.)	08/21/2023	1452	Greg Schwarz, PsyD	-

Form Specific PreDisplay

2 of 2 rows

CONSOLE WIDGET VIEWER

Client Picture

Client

Client Picture:

Legal Name: PCNX,FC (000161088)

Preferred Name: PCNX

Medi-Cal #: 9999999C

Client Alerts:

Withdrawing from opiate



Training Resources



Request C Number

- Same process
- Request, set password and register C number

Sage Registration

- Complete User Creation form with updated PCNX user roles.
- Practitioner should match specific license/credential
- Discipline: For Masters level clinicians, should remain either LPHA or LE-LPHA
- Sage will be set up with both the generic term and the specific credential.

New Free Training Videos

- Users will no longer use the Learning Pointe or pay \$10 to view the trainings.
- The required Sage trainings are on the Sage website and will be posted directly in PCNX to view.
- Users must view the relevant PCNX videos and user guides then,
- Pass the post test at 80% (16/20)

Attestation

- Users must sign the attestation.
- Users can complete everything ahead of time and submit User Creation form and attestation at the same time.
- Once SAPC verifies the process is complete, it will take no more than a week to complete.

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!

LEARN MORE GET HELP

Patient Information
Find a Provider, Patient Handbook, Patient Rights, Resources and More

Sage
Information and Resources

Learn more **Learn more**



Sage Provider Communications

View past Sage Provider Communications

Click here

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>



PCNX Overview: Tips, Updates and Workflows

Purpose:

This virtual training is intended for all PCNX users as a general overview of the system. The training will cover Tips and Tricks to making the most of PCNX, new reports and forms that are specific to PCNX and recommended workflows for optimal efficiency (including use of widgets).

Who Should Attend:

This training should be attended by any user role or staff that will be using PCNX.

Training Logistics:

SAPC will offer this training via Teams Meeting. This training will be recorded and posted to the SAGE-PCNX Training page along with an FAQs document. Participants must register to receive the training link. The login is unique and should not be shared with others. If you lose the training link, you will have to re-register.

Trainers: Esther Orellana, Ph.D., and Greg Schwarz, Psy.D.

Training Date	Training Time	Registration Link
Wednesday September 13, 2023	2:00 pm – 04:00 pm	Click Here to Register



Name of Training	Date & Time	Link to flyer for registration
Introduction to Motivational Interviewing: A Journey Through Meaningful Change	This is an IN-PERSON Training (see flyer for location) Wednesday 9/27/23 9:00 am – 4:30 pm	http://publichealth.lacounty.gov/sapc/calendar/Sep2023/MI092723.pdf
Best Practices in Engaging and Delivering Services to People Experiencing Homelessness	Thursday 9/28/23 8:30 am – 11:45 am	http://publichealth.lacounty.gov/sapc/calendar/Sep2023/Homelessness092823.pdf
Substance Use Recovery Oriented Housing: Assisting Our Neighbors Experiencing Homelessness	This is a NEW training Tuesday 10/10/23 8:30 am – 11:45 am	http://publichealth.lacounty.gov/sapc/calendar/Oct2023/Homelessness101023.pdf
Clinical Documentation for Substance Use Treatment Providers: CalAIM Requirements and Best Practices	This is an IN-PERSON Training (see flyer for location) Thursday 10/12/23 9:00 am – 4:30 pm	http://publichealth.lacounty.gov/sapc/calendar/Oct2023/Clinical101223.pdf
Enriching Substance Use Treatment with Certified Medi-Cal Peer Support Services	Thursday 11/2/23 9:00 am – 11:15 am	http://publichealth.lacounty.gov/sapc/calendar/Nov2023/PeerSupport110223.pdf

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