Training Pre-Registration

- Complete information for each trainee that has been requested by SAPC is required to attend training:
  - C-#s
  - Access Group
  - Discipline (if a clinical Practitioner)
- Review staff names you have provided to attend training
  - Is it accurate? – Is everyone included?
- Each trainee will need a distinct email address

Given the time needed to complete enrollment to get a C#, it will be difficult to add staff “on the fly” for this training
Training Registration

• Registration will be on a “first-come” basis
• There will be training for providers:
  – With an Electronic System and
  – Without an Electronic System
• Registration period will be open for a short time period
• Training location maps will be provided for all classes
• Why register early?
  – There will be Practice / Refresher sessions where staff who have successfully completed training can practice
Training

• Training will be hands-on
• Training will be specific to a typical role
• Training will include competency checks
  – Ensure that trainees are practicing Sage transactions
• Training is required

Access to Sage will NOT be given until trainings are completed
Training for Providers without an EHR

• Training must include staff who you are planning to work with Sage:
  – CENS
  – Admissions
    • Front desk staff or anyone who will be entering CalOMS/LACPRS data
  – Clinical staff
    • Anyone who will assess level of care, create treatment plan, enter progress notes or any clinical data
Training for Providers without an EHR (cont.)

• Training must include staff who you are planning to work with Sage:
  – Billing
    • Anyone who will be entering services and submitting or reconciling claims with SAPC
  – Management
    • Anyone who will be viewing KPI Dashboard (analysis) reports and/or needs to understand the data in the system
Training for Providers with an EHR

Training should include staff (who will using Sage):

– CENS

– Admissions

  • Front desk staff (a client must be admitted into Sage)

  • Anyone who will need to enter CalOMS / LACPRS data until the provider EHR system is aligned to send data electronically
Training for Providers with an EHR (cont.)

Training should include staff (who will using Sage):

– Clinical staff who will:

  • Perform an ASAM Assessment
  • Need to capture required Treatment Plan, Progress Notes or other data required for authorization approval
Training for Providers with an HER (cont.)

Training should include staff (who will using Sage):

– Billing

  • Anyone who will be submitting or reconciling claims within Sage

*Note: If your system has been certified to send 837 transactions with Sage, a Financial Super User must have been trained on Sage for billing

– Management

  • Anyone who will be viewing KPI Dashboard (analysis) reports and/or needs to understand the data in the system
Training for Super Users

• Super User role is a critical role for YOUR organization
• Understands the “big picture” through cross training
• Your Super User should be assisting you NOW in understanding changes to your process flows
• Point of internal contact and accessing the Help Desk
• Ongoing resource for evaluating internal process improvements
• Assist in working with users to reduce anxiety, keep attitudes positive, bring clarity
Sage at Startup

• Converted Data:
  – Client demographic
  – Provider organization information
  – Program information for each Provider
  – Provider staff information provided to SAPC
    • Information must be complete to be included
Sage after Startup

• After Startup
  – The Sage Help Desk will set up Users on an ongoing basis
  – Requests are to be made through the provider SAPC focal point (normally the Super User)
  – Users must have a C-# and provide all data requested in the format requested
Sage Cutover

• There will be a data entry cutoff for the current system
• There will be a few days to cutover to the Sage
• During this time the data conversion will occur - data will be populated into Sage
Sage Cutover (cont.)

- During this “cutoff” period, no new client data or users will be converted to Sage
- Providers will have hold admission data and services during this time period and then enter them into Sage
- Specific instructions will be provided by SAPC on what data to collect during this short “cutoff” period
Sage Helpdesk

• Sage Netsmart Help Desk is operational and “Live”
• For the first few weeks after initial Productive Use:
  – Call volume is expected to the highest
  – Use your Super User first to answer questions
  – Super User should call Sage Help Desk if possible
  – If not, a User can call the Sage Help Desk
Sage Helpdesk (cont.)

• The Sage Help Desk goal is to work to answer / resolve questions quickly

• For some issues, if needed, the ticket will be routed to other help desk levels

• The Sage Help Desk will change key/restricted data not available to be changed by a User
  • Examples - date of admission - a birthdate