



# SAGE UPDATES

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

All Provider Meeting December 15, 2020



1. State Denial Investigation and Resolution

2. Updating Financial Eligibility Status

3. Correcting Diagnosis Error

4. Sage Provider Communications

5. DHCS NPI Requirements BH-IN 20-063

6. Secured Transfer File Protocol



# Overview



# STATE DENIAL INVESTIGATION AND RESOLUTION



## Billing with Sage

- **Resubmit** a new Claim
- This is the same process for any denied claim, local or state.
- State denied claims are voided in the Treatment History and original Bill Enum. As such, they will not show in the replacement claim drop-down.

## Bill with 837P/I files

- **Replace** the service keeping the PCCN identifier provided by SAPC on the 835 (REF\*F8)
- CLM05-03 Must be '7' to indicate replacement claim and the PCCN from the 835 must be listed in REF02
- See SAPC's 837p Companion guide page 36 for an example.

## Patient Eligibility- CO 177 (N424)/CO 96 N424

Patient is not Eligible for DMC Services- Does not have full scope Medi-Cal or benefits not assigned to LA County

Providers **MUST** verify the patients Aid code and County code to ensure they are DMC eligible

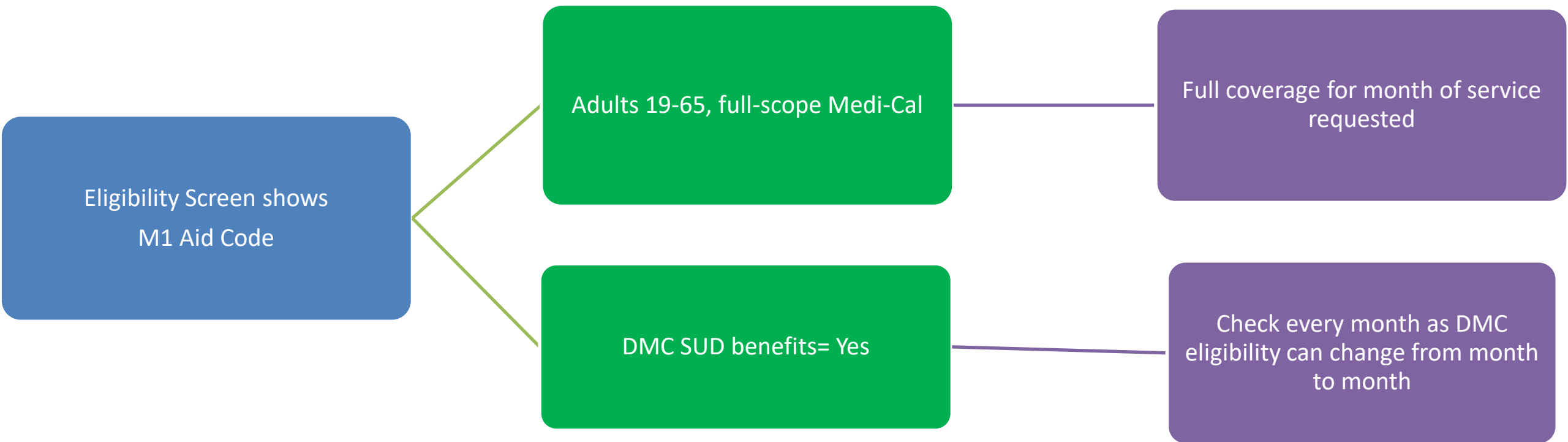
Aid Code Master Chart- Updated 11/24/2020

<https://www.dhcs.ca.gov/services/MH/Documents/MedCCC/Library/Aid-Code-Master-Chart.pdf>

# Verifying Aid Codes for DMC SUD Benefits- Example



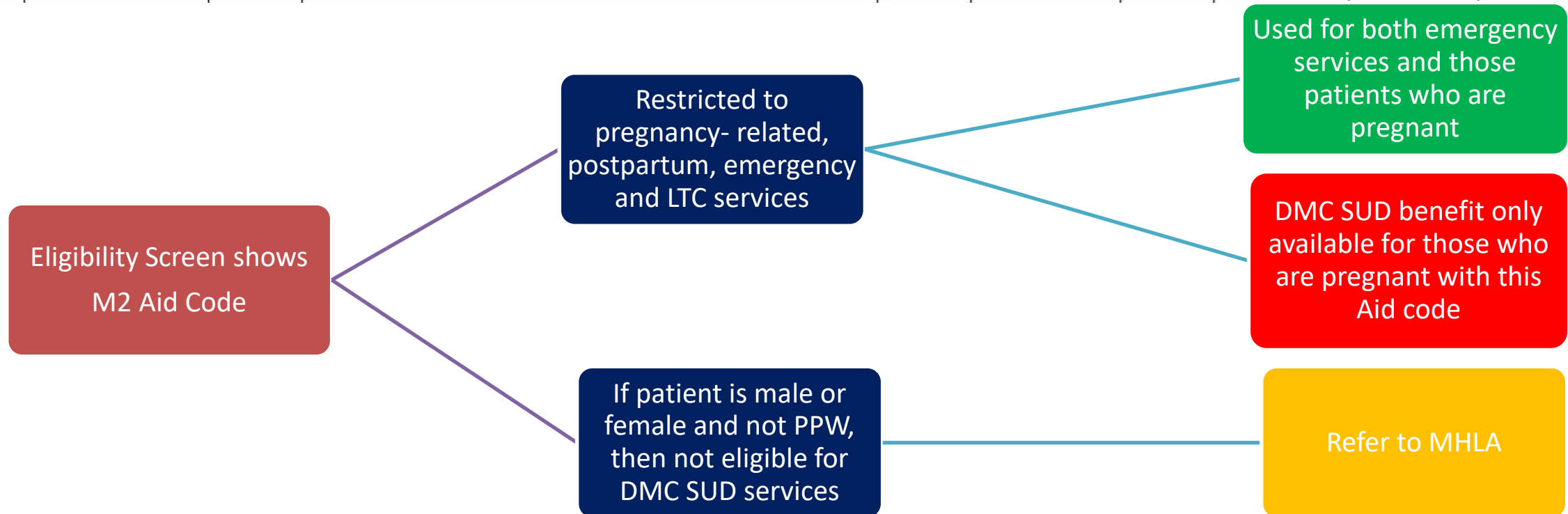
Code	Benefits	SOC	Program/Description	MHS	MEG	DMC	SD/MC	Inactive in MEDS	EPSDT
M1	Full	No	Adults ages 19 up to 65. Provides full-scope, no-cost Medi-Cal coverage to adults with income at or below 138 percent of the FPL.	Yes	Medicaid Expansion	Yes	1/1/14		Yes



# Verifying Aid Codes for DMC SUD Benefits- Example



Code	Benefits	SOC	Program/Description	MHS	MEG	DMC	SD/MC	Inactive in MEDS	EPSDT
M2	Restricted to pregnancy-related, postpartum, emergency and LTC services	No	Adults ages 19 up to 65. Provides pregnancy-related services, including services for conditions that may complicate the pregnancy, postpartum services, emergency services and LTC services to undocumented adults with income at or below 138 percent of the FPL.	Yes	Medicaid Expansion	Yes	1/1/14		No



## Incorrect Date of Birth- CO 16 N327

Date of Birth on Financial Eligibility does not match state eligibility file (FAME system)

Top Reasons for Discrepancy:

1. Typo on F.E.
2. DMC has different DOB
3. Wrong CIN listed on F.E.

**SAPC held a majority of the claims from not being recouped and will be correcting the DOB and replacing to the state without recouping.**

**SAPC is working to develop a list of patients with their correct DOB according to the MEDS/FAME system to send to providers for those SAPC was unable to replace before recoupment.**



## Missing Pregnancy Indicator- CO 96 N30

Claim was billed for PPW patient with an HD modifier correctly

Client Condition- Pregnancy form was not completed for the provider episode or current pregnancy.

**All patients being billed with the HD modifier for PPW services, must have a completed Client Condition- Pregnancy form.**

**If the patient has a new pregnancy, a new form must be completed.**

**Each provider must complete their own Client Condition- Pregnancy form for the patient.**



# UPDATING FINANCIAL ELIGIBILITY STATUS



Patients who initially admitted as Applying for Medi-Cal/MHLA

Applying for Medi-Cal Guarantor

LA County- Non DMC Guarantor



Patient is approved for DMC during treatment

Enter New Primary Guarantor of DMC

Move Applying for Medi-Cal to Tertiary Guarantor



Update Coverage Effective Dates and Expiration Dates

Enter Coverage Effective Date for DMC as the effective date assigned by DMC

Enter Coverage Expiration Date for Applying for Medi-Cal as the date before DMC was effective

Patients who initially admitted as Medi-Cal enrolled

DMC- Primary Guarantor

LA County- Non DMC- Secondary Guarantor



After Performing Required Monthly Eligibility Check, Patient Lost Coverage

Determine if Other County Partners are Applicable

Work with patient to have DMC Reinstated or assist in finding alternative treatment options if unable to continue treatment



Update Coverage Effective Dates and Expiration Dates

Enter Coverage Expiration Date for DMC Guarantor as Date of Expiration (Usually first day of the following month)

If Patient Qualifies Under Another County Partner, Move LA County- Non DMC to Primary Guarantor- Verify CalOMS data

## Patients Who Initially Admitted as Self-Pay

Financial Eligibility is not Required for Self Pay Patients

The state requires Cal OMS for these patients, but no other documentation is required in Sage.



## Patient Becomes Medi-Cal or MHLA Enrolled During Treatment

Determine Effective Date of Coverage and ensure patient has not paid for those services

If Patient Self-Paid for services retro-actively covered by DMC or MHLA, providers must refund the money, upload proof of refund to Sage, before claiming



## Create Financial Eligibility in Sage

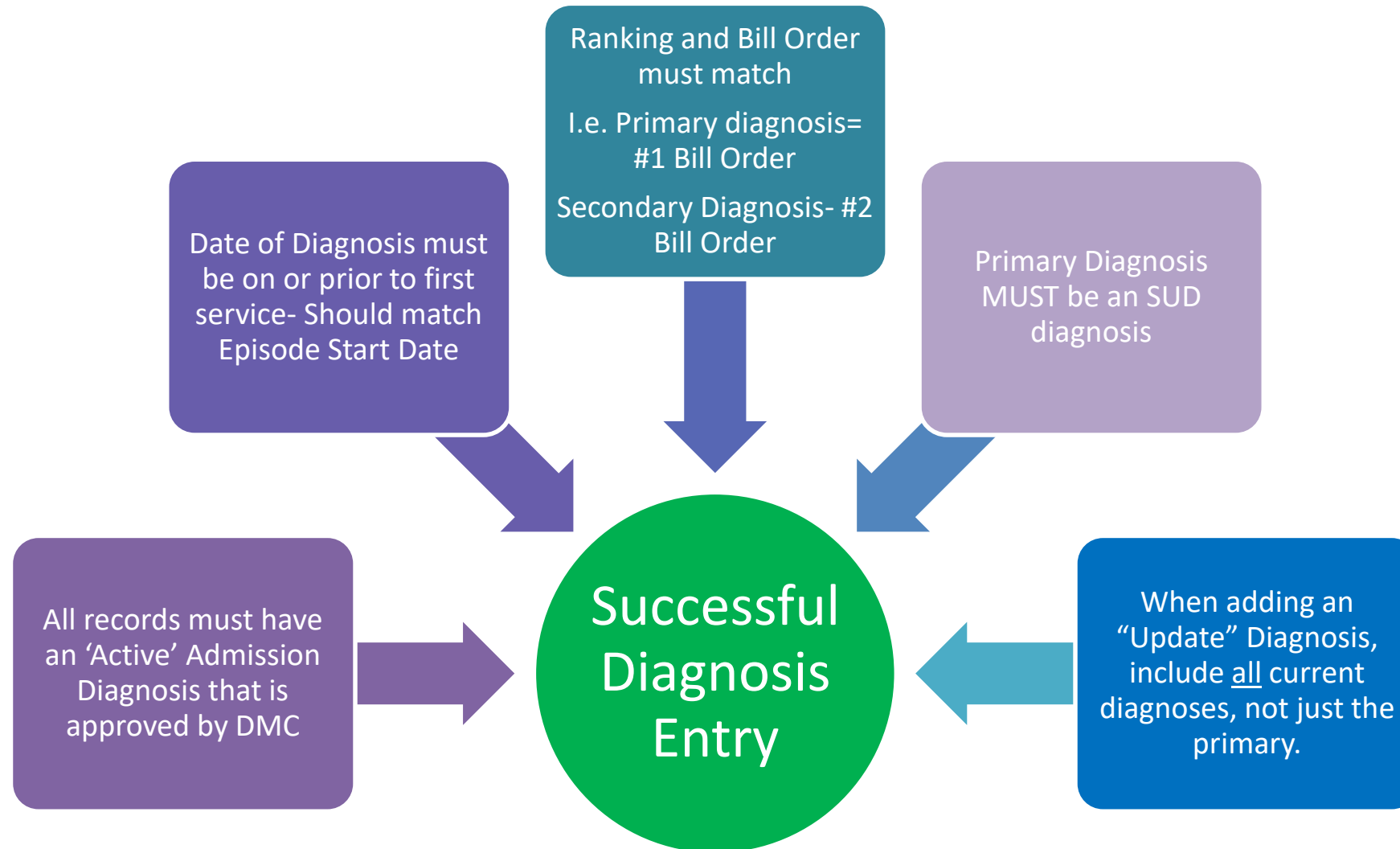
Enter either a DMC or LA County Non DMC as the primary guarantor depending on insurer. And LA County Non DMC guarantor as either primary or secondary.

Ensure Coverage Effective Date reflects actual eligibility date.  
Add final guarantor of Self-Pay with Coverage Effective Date and Expiration Date that matches period of time under Self-Pay



# CORRECTING DIAGNOSIS ERRORS



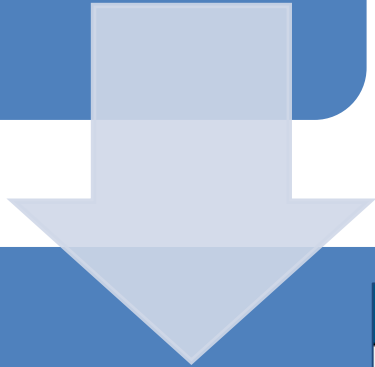




## Do not void the Admission Diagnosis

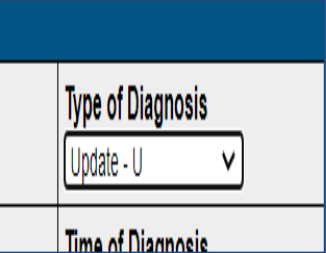


- This was the previous instruction by SAPC and Helpdesk



## Instead of Voiding, simply add an “Update” Diagnosis with correct dates

- Include all relevant diagnoses, making sure to include the correct dates to match the services.
- When entering a new diagnosis record, it will override the previous records.





# Previously Voided Admission Diagnosis Correction



If the Admission Diagnosis was previously voided, it cannot be “unvoided.” To correct this issue:

- From the main diagnosis page, select “edit” to the far right of the Admission diagnosis line

Principal Diagnosis	Episode Number	
Diabetes mellitus type 2 with ketoacidosis, uncontrolled	1	Edit
Stimulant dependence	1	Edit

From the next page of the diagnosis form,

- Select “Add Diagnosis Entry” in the middle of the page
- Re-Enter the previously voided diagnosis with an “Active” status
  - This will reactivate the admission diagnosis



Type of Diagnosis  
Update - U  
Time of Diagnosis

After saving the diagnosis entry, create a new Diagnosis Record from the main diagnosis page (Same as step 2 above)

- This is required to correct the original issue regarding any date discrepancies
  - Select “Add Diagnosis Record”
  - Select “Update” as Type of Diagnosis



## Per MHSUDS Information Notice NO. 17-034 and 17-063:

“A beneficiary receiving recovery services will be in a state of “remission” due to the chronic nature of substance use disorders.”

ICD-10 Code	ICD-10 Code Descriptions
F1021	Alcohol dependence, in remission
F1121	Opioid dependence, in remission
F1221	Cannabis dependence, in remission
F1321	Sedative, hypnotic or anxiolytic dependence, in remission
F1421	Cocaine dependence, in remission
F1521	Other stimulant dependence, in remission
F1621	Hallucinogen dependence, in remission
F1821	Inhalant dependence, in remission
F1921	Other psychoactive substance dependence, in remission
Z87898	Personal history of other specified conditions



# PROVIDER COMMUNICATIONS



# New Sage Page Menu Option- Provider Communication



Program Home About FAQ Comment Contact

**anytime.**  
We have a team available  
24 hrs a day, 7 days a week.  
**24/7**  
SUBSTANCE ABUSE SERVICE HELPLINE  
**1.844.804.7500**

Prevention First, Treatment Works, and Recovery is Possible!

**Prevention**  
Prevention Systems of Services and Links  
Learn more

**Sage**  
Information and Resources  
Learn more

Back to Top

Not secure | publichealth.lacounty.gov/sapc/Sage/ProviderCommunication.htm

LA County Departm... Avatar LIVE Avatar SBOX Avatar Train PCONN LIVE PCONN SBOX SSO PCONN TRAIN SSO SAPC Registration

**Provider Communication**

Sage Home  
Sage FAQ

## Provider Communication

- [December 3, 2020 - Sage Provider Communication](#)
- [November 6, 2020 - Buprenorphine Rate Changes](#)
- [November 6, 2020 - Instructions for Documenting "Applying for Medi-Cal"](#)
- [October 8, 2020 - Issue Affecting Resubmission of Voiced Claims for Primary Providers, RESOLVED](#)
- [October 5, 2020 - Resolution Identified for Issue Affecting Resubmission of Voiced Claims by Primary Providers](#)
- [October 1, 2020 - Sage Provider Communication](#)
- [October 1, 2020 - Provider Internal Tracking of State Denial and Correction Suggested Workflow](#)
- [September 30, 2020 - Sage Provider Connect Single Sign-on Announcement](#)
- [September 30, 2020 - Sage Provider Connect Single Sign-on Chrome Login Procedure](#)
- [September 30, 2020 - Sage Provider Connect Single Sign-on Internet Explorer Login Procedure](#)

Not secure | publichealth.lacounty.gov/sapc/Sage/Sageinfo.htm

LA County Departm... Avatar LIVE Avatar SBOX Avatar Train PCONN LIVE PCONN SBOX SSO PCONN TRAIN SSO SAPC Registration

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.

• Sage Registration

- Complete the Sage ProviderConnect User Creation form to create your Sage Account and submit to [sageforms@ph.lacounty.gov](mailto:sageforms@ph.lacounty.gov)

Click on to download the Sage ProviderConnect User Creation form

**Sage Trainings and Meetings**

- Sage Webinar Trainings >
- Sage Provider Meetings (New) >
- ASAM Training Video >

**Sage Provider Communication**

- Provider Communication >

**Sage Documentation**



# DHCS BH-IN 20-063

## New NPI State Verification



# New Policy to Verify Provider Status on State Claims



**Information Notice 20-063- Effective 90 days from November 25, 2020 (~February 23, 2021)**

<https://www.dhcs.ca.gov/formsandpubs/Documents/BHIN-20-063.pdf>

**All state claims will validate the Provider (Agency and Rendering Provider) NPI against the National Plan and Provider Enumeration System (NPPES).**

- All Medi-Cal providers must have an active NPI to claim through SDMC.

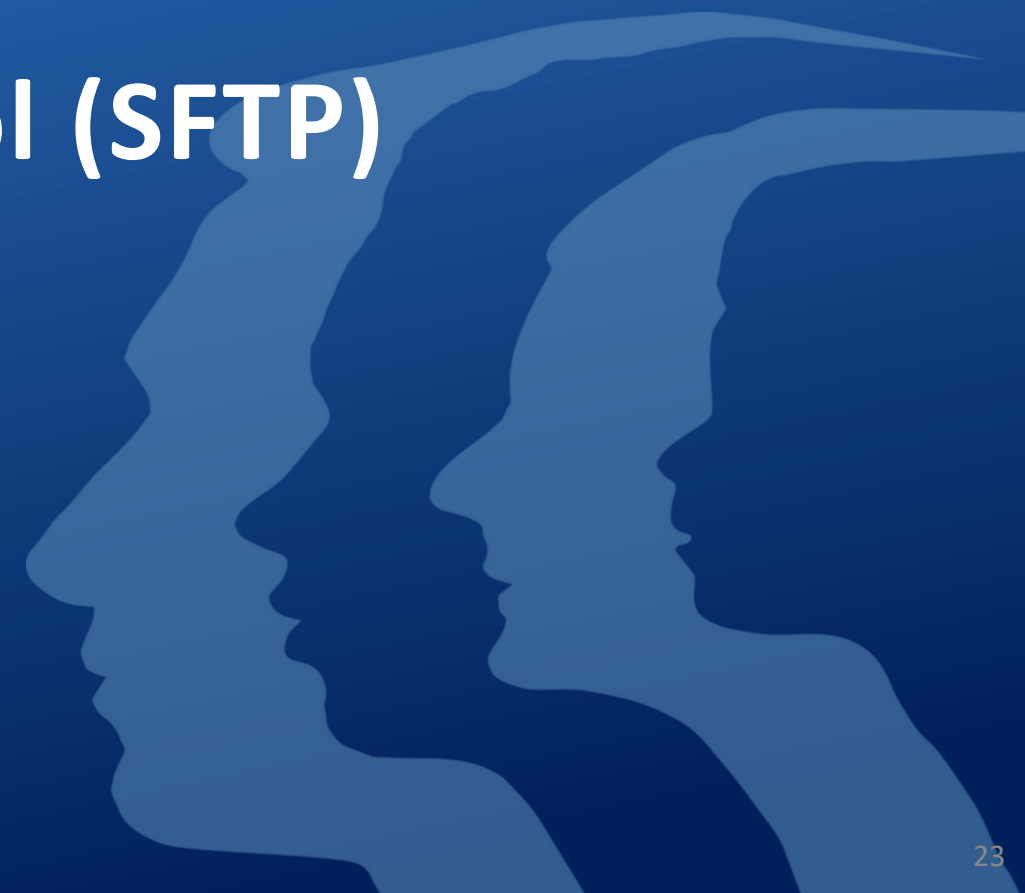
**If the included NPI on the claim has been deactivated for the date of service and shows on the NPPES list downloaded by DHCS, the claim will be denied, which will be recouped by SAPC.**

**There will be new denial codes depending on the exact NPI discrepancy that will be included in the next version of the Denial Crosswalk.**

- All related denials will be CO 208, with various RARC to point to the specific NPI issue.



# Secure File Transfer Protocol (SFTP) Day Increase



- **What is a SFTP?**

- This is the secure portal that SAPC provided to all contracted providers in order to securely share sensitive information.
- Routinely used for sending providers their EOBs, 835 files, and other critical documents.
- For security reasons, this information is only available via the SFTP for 7-days when it is automatically removed.

- **Why are the days being increased?**

- Providers have requested SAPC consider increasing the number of days files stay on the SFTP due to providing more time to be able to retrieve these items.
- SAPC has developed a process where this time will be increased to 14-days.

- **When will this be implemented?**

- SAPC-IT is finalizing implementation details, with plan to pilot in Jan 2021 and Implement Feb-April 2021.



To support provider requests for files to be reuploaded to the Sage Secure File Transfer Protocol (SFTP) site, SAPC has created a file request form and process for providers to utilize should the need arise. If providers need to request 277, 835, EOB, or Remittance Advice files to be reuploaded to the agency's SFTP site, the Reupload File Request Form must be completed and email to SAPC-IT at SapcProviderReq@ph.lacounty.gov. The form is located on the SAPC webpage at the following URL:

<http://publichealth.lacounty.gov/sapc/NetworkProviders/ITForms/SapcITProviderRequestForm.pdf>

The steps for the process to request the reupload of files are outlined below:

1. Requestor completes the Reupload File Request Form.
2. Requestor emails the completed form to SapcProviderReq@ph.lacounty.gov.
3. SAPC-IT will upload the requested files to the agency's SFTP site.
4. SAPC-IT will notify the requestor the files have been uploaded.

[November 6, 2020 - Buprenorphine Rate Changes](#)

❖ <http://publichealth.lacounty.gov/sapc/Sage/Communication/BuprenorphineRateChanges.pdf>