



## Communication Release

08/27/2026

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### ROI for Payment and Operations and Service Authorization Requests

Effective 9/1/2026, Utilization Management (UM) will begin reviewing if a valid ROI for Payment and Operations (PO ROI) is filed as part of the Service Authorization adjudication process. If an electronic PO ROI is not on file, they will verify one was uploaded through Provider File Attach with no revocation through Document Types:

- ROI-Payment and Operations
- ROI-Revoke Payment and Operations

If a valid record is not found, providers will have 7 days to address the missing documentation, or the Service Authorization Request will be denied.

Providers using Provider File Attach to upload paper ROI are reminded to use the appropriate naming conventions to aid in clarity finding a file and ensuring it is uploaded to the correct document type.

**File Naming Convention:** [Type of Document][Date (MM-DD-YY)]-[Client's First & Last Initial][Client ID]

- ROI for Payment and Operations-07-01-26-AB-123456
- Revoke ROI for Payment and Operations-08-15-26-AB-123456

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### ROI for Payment and Operations Compliance Report

SAPC released the ROI for Payment and Operations Compliance Report on 8/26/2026 to support compliance tracking. This report displays Payment and Operation ROIs that were either submitted directly in Sage via the ROI for Payment and Operations form or any uploaded versions that were labeled at Payment and Operation ROIs to Provider File Attach.

The Payment and Operation ROI is a non-episodic form, meaning that the same ROI record can be used across all providers and each provider is not required to complete a new Payment and Operations ROI if one has already been completed, even by a different provider. If a Payment and Operations ROI is completed electronically, Sage will prevent overlapping and duplicate ROIs from being submitted so that only one PO ROI is active for the network. Paper ROIs uploaded with Provider File Attach require identification of an agency; therefore, providers would not have visibility of records outside of their own agency. As such, SAPC recommends that each Secondary Sage Provider complete and upload a signed Payment and Operations ROI for their agency if they choose not to use the Sage electronic version.

An updated [PCNX Guide to Reports](#) detailing how to run, interpret, and export the ROI for Payment and Operations Compliance Report will be available by 8/31/2026.

**NO PHI.  
Test Data.**

## ROI for Payment and Operations Compliance Report

Providers: Recovery Inc

PATID:

Date Range: 7/1/2026 to 8/25/2026

| Provider     | Client Name (PATID)      | Electronic PO-ROI                             | Electronic PO-ROI Date Consented | Electronic PO-ROI Date Revoked | Uploaded PO-ROI                                 | Date Consent Uploaded | Date Revocation Uploaded | Submitted By              |
|--------------|--------------------------|-----------------------------------------------|----------------------------------|--------------------------------|-------------------------------------------------|-----------------------|--------------------------|---------------------------|
| Recovery Inc | SAGEMD,GREG (289332)     | Signed ROI for Payment and Operations on File | 7/15/2026                        | 7/14/2026                      | Uploaded ROI for Payment and Operations on File | 7/15/2026             | 7/14/2026                | Greg Schwarz, PsyD        |
| Recovery Inc | SAGEMD,YOLA NDA (289233) | Revoked Electronic PO-ROI                     | 6/25/2026                        | 7/15/2026                      | Not Found                                       |                       | 7/15/2026                | Yolanda Cespedes-Knadle 2 |
| Recovery Inc | SAGEMD,YOLA NDA (289233) | Revoked Electronic PO-ROI                     | 6/25/2026                        | 7/15/2026                      | Not Found                                       |                       | 7/15/2026                | Yolanda Cespedes-Knadle 2 |

For questions or feedback on the report please email [Sage@ph.lacounty.gov](mailto:Sage@ph.lacounty.gov). **Do NOT send PHI.**

## SAPC ROI Paper Forms Available in Threshold Languages

The paper versions of the three (3) SAPC Release of Information (ROI) forms are available in English and 11 other threshold languages on the SAPC website under the Clinical tab on the [Manuals, Bulletins, and Forms](#) page.

Other Languages include:

- Spanish
- Arabic
- Armenian
- Cambodian (Khmer)
- Chinese Simplified
- Chinese Traditional
- Farsi
- Korean
- Russian
- Tagalog
- Vietnamese

Providers should use the ROI form in the client's preferred language whenever available to help ensure clients understand the information and make informed decisions regarding the authorization and disclosure of their information. Thank you for your continued commitment to providing client-centered services.

## Claim Submission Timeliness Deadlines

SAPC Finance is preparing an Information Notice (IN) to formalize the upcoming claim submission deadlines. Effective January 1, 2027, provider agencies will be held to the claim deadlines below across all fiscal years. Services submitted after the deadline will be automatically denied by Sage.

- Original claims: 9 months/270 days from date of service
- Replacement claims: 12 months/365 days from date of service

Agencies should not delay in the submission of outstanding claim submission nor delay in correcting and resubmitting all Local and State denials by the deadlines above.

## Other Health Coverage Billing

Recently, SAPC has received coverage denial letters from various Other Health Coverage insurance plans where SAPC was listed as the billing agency. Agencies who are billing OHC plans must ensure that SAPC is not anywhere on the claims submitted to the OHC, to ensure that the agency receives the appropriate denial letters and any payments that may result from claim approvals. Agencies are advised to follow the steps below:

- For agencies who bill via 837 to the insurance plan, ensure Loop 1000A Submitter Name, Loop 2000A Billing Provider Hierarchical Level, and the various 2010 Loops only contain the agency's information and does not include SAPC's details.
- For agencies who bill via CMS 1500 form to the insurance plan, ensure the "Billing Provider Info & PH #" field (#33) includes the agency's information and not SAPC's details.

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## Women's Health History Form Correction

An update went into Sage on 8/26/2026 that corrected a navigation issue on the Women's Health History form. When the "Edit" function was selected and a client had multiple records, the fields associated to the records did not populate as expected if navigating between the records. Users had to re-enter the client information each time a record was selected.

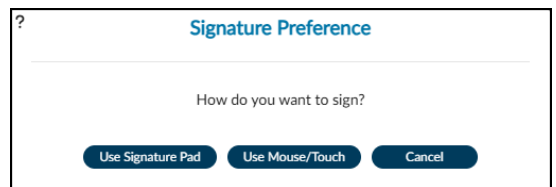
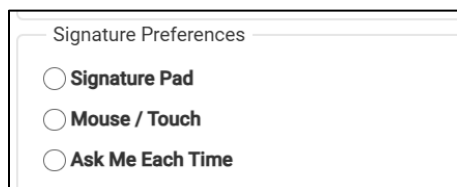
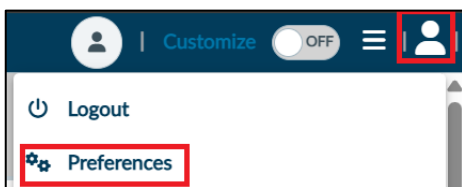
The update fixed this issue. Users may now navigate between records of the same client without clearing out the client's name.

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## Topaz Device for Electronic Signatures

When obtaining signatures in Sage-PCNX, users have the option of using the device's mouse/touch pad or may elect to use a signature pad, such as a Topaz Device. Providers using a Topaz Device need to have installed the appropriate SigWeb drivers available here: <http://www.topazsystems.com/software/sigweb.exe>

Additionally, in Sage-PCNX users must update their Preferences and select a Signature Preference. If Signature Preferences are left blank, users will be asked if they will be using a Signature Device or Mouse/Touch pad.



Selecting either "Signature Pad" or "Mouse/Touch" will automatically use that option each time a signature is required. Users must update their preference should they need to use the other option or select "Ask Me Each Time" if the preference varies.

For troubleshooting support please open a Sage Help Desk ticket.

- Sage Help Desk ServiceNow Portal: <https://netsmart.service-now.com/plexussupport>
- Sage Help Desk Phone Number: (855) 346-2392

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## Cancellation of FY 26-27 New Fiscal Year Billing Office Hours

Due to minimal participation by provider agencies in the last two Office Hours, SAPC Finance will be cancelling the September and October Office Hours. The monthly Billing & Denial Resolution Tutoring Lab will continue as normal and important reminders and technical assistance for FY 26-27 specific findings will be discussed in the Tutoring Lab.

## 9/3 SAPC Finance Billing & Denial Resolution Tutoring Lab

The September Billing & Denial Resolution Tutoring Lab is scheduled for *Thursday, September 3rd, from 1:00-2:30pm*. If providers have requests for procedures or policies to review during the lab, please email [SAPC-Finance@ph.lacounty.gov](mailto:SAPC-Finance@ph.lacounty.gov).

**Meeting Name:** Billing & Denial Resolution Tutoring Lab

**Date and Time:** First Thursday of every month from 1:00-2:30 pm

**Meeting Link and Call-in Information (via Microsoft Teams):** [Billing & Denial Resolution Tutoring Lab Meeting Link](#)

Meeting ID: 278 929 667 194

Passcode: shijHi

### Dial in by phone

+1 323-776-6996,743250887# United States, Los Angeles

Phone conference ID: 743 250 887#

**\*\*\*The recorded presentation, slides, and FAQ for the prior Finance Billing & Denial Tutoring Lab are available at [Sage Finance under Billing and Denial Resolution Tutoring Lab](#).**

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## 9/2 Justice Involved Youth Pre-Release Billing Office Hours

The SAPC Finance Services Division is hosting Office Hours where providers can hear updates on the upcoming Justice Involved (JI) Youth Pre-release Program (only for Juvenile Justice SUD treatment providers). The Office Hours are not mandatory but are recommended to receive updates and ask questions. Please add the meeting to your calendar so that you don't miss it. We hope to see you there!

**Meeting Name:** JI Youth Pre-Release Billing Office Hours

**Upcoming Dates:** Wednesday, September 2, 2026

**Time:** 1:00-2:00 PM

**Meeting Link (via Microsoft Teams):** [JI Youth Office Hours Link](#)

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## Highlights from Previous Communication

**Peer Support Service Codes Added to Recovery Services PAuths:** SAPC Finance recently confirmed with the Department of Health Care Services that Peer Support Services can be delivered to clients in Recovery Services. As such, Peer Support Service codes H0025 and H0038 have been added to the Recovery Services PAuths. The Rates Matrix has been updated and published to the SAPC website under the Manuals, Bulletins, and Forms page, under the [Bulletins section](#). Sage was updated on Tuesday, August 18, 2026, to include the H0025 and H0038 codes for the FY26/27 Recovery Service PAuths. If provider agencies encounter any challenges with billing these codes against the Recovery Services PAuths, please open a Sage Help Desk ticket using the [Request Billing Assistance](#) form.

**New CIFP Logic in Financial Eligibility Form:** On Monday, August 10, 2026, to support provider agencies in completing the Financial Eligibility form for Clients Ineligible for Federal Funding (CIFP), SAPC enabled logic on the form to ensure information is correctly entered. The new logic on the form does two things:

1. Ensures that the dummy CIN is entered in the Subscriber Client Index Number field for the CIFP guarantor: If anything other than the dummy CIN – 99999999X – is entered in the field, an error will occur upon submission of the form.
2. Ensures that the DMC and Non-DMC guarantors have a Coverage Expiration Date that is prior to the Coverage Effective Date of the CIFP guarantor.
  - If the client's Financial Eligibility form also contains the DMC and/or Non-DMC guarantors, the system will compare the Coverage Effective Date of the CIFP guarantor with the Coverage Expiration Date of the DMC and/or Non-DMC guarantors.

- If the Coverage Expiration Date of the DMC and/or Non-DMC guarantors is not prior to the Coverage Effective Date of the CIPF guarantor, an error will occur when the form is submitted.

**National Drug Code Updates:** Effective Tuesday, August 18, 2026, updates to the National Drug Codes (NDCs) are available in Sage. The updated Rates Matrix for FY 25-26 and 26-27 is available on the SAPC Website on the [Bulletins webpage](#) under the appropriate year section. The following items will be updated for FY 25-26 and FY 26-27:

- Added column for Drug Type Code
    - The Drug Type Code is useful for Medi-Medi clients as Medicare does not cover drug types 3, 6, 7, and 10. These can be billed directly to SAPC instead of billing Medicare first and receiving a denial.
  - S5000B: Corrected NDC 00228315603; added NDCs 00054017713, 00228315303, 00904715404, 00904715504
  - S5000BN: Removed duplicate/invalid NDCs 00000540188, 00000540189, 00002283154, 00002283155
  - S5001BF: Corrected NDC and Effective From Date - updated to 12496120201 and 12496120203; added NDCs 12496120403, 12496120801, 12496120803, 12496121203; added Effective To Date for NDCs 12496120401 and 12496121201
  - S5001BI: Corrected Dosage/Form information for both NDCs; added new NDCs for Brixadi brand
  - S5000C: Removed invalid NDCs 00000540356 and 00000540357; added NDCs 42794002808, 62135043130, 62135043190, 62135043230, and 62135043290
  - S5000D: Moved NDC 00093216568 from S5001D section to this section
  - S50001D: Removed duplicate NDCs 69547035302, 00781717612, and 45802081184
  - All updates to the NDCs also apply to H0033:U9
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