



Communication Release

05/10/2024

REMINDER

Incorrect Claim Status Reason: Duplicate Service Found

SAPC and Netsmart are investigating an invalid explanation of coverage message that pops up on the Fast Service Entry Submission form when entering certain procedure codes. We recognize that this can cause some confusion for primary Sage users when entering their billing and are providing the following issue summary and guidance. Sage appears to be showing an approval warning of "Duplicate Service Found" for services with a maximum of one unit, such as residential day rates and room and board. During investigation, we have found that there are no duplicate services for those claims. Additionally, SAPC confirmed that the claims are still being approved as the message indicates "The service was approved with the following notices: Duplicate Service Found" which means the claim is approved and can be viewed by the claim status.

This warning is populating in error and will NOT result in denied claims. The claims should be approved if no other denial messages are shown on the Explanation of Coverage box and the Fast Service Entry Submission form shows the claim status as approved. If you notice an unexplained denial, please submit a Sage Help Desk ticket for further investigation.

SAPC will continue to communicate updates to the network as they become available.

FY 22-23 Group Counseling

SAPC has worked with Netsmart to resolve an issue with group counseling services for FY 22-23 that were billed with the incorrect measurement code on the service leading to increased denials when billed to DHCS. This issue is now resolved and providers can resume submitting or resubmitting previous denials or new original services that were being held while this issue was resolved.

If provider agencies submitted services for group counseling during the time period while this was on hold, the services are unable to be adjusted and will likely be denied by DHCS when submitted for being over the maximum units allowed. Providers will need to void and resubmit those claims.

As a reminder, group counseling services for FY 22-23 should be submitted in minutes and in 15-minute unit increments for FY 23-24.

Sage-PCNX Form, Report, and Widget Updates

The SAPC Sage Team would like to announce the following updates:

Form/Report/Widget	Changes	Environment	Date Available
Batch Status Report	The Batch Status Report was updated to support future workflow implementations. It now has updated formatting and updated fields including Performing Provider, ADP message, and EOB.	TRAIN	Available Now
Service Authorization Request	<p>Form Updates</p> <p>Three (3) new fields were added to the Doc Request Date subsection. These fields are in preparation for a workflow transition in FY 24/25. Due to the Clinical Contact form not being completed and/or updated appropriately, UM Care Managers have trouble reaching the correct person with whom to address concerns. The Clinical Contact, Phone Number, and Additional Contact Information fields have been added to the Service Authorization Request form, so the most appropriate person to address authorization concerns is listed.</p>	TRAIN	Available Now
Discharge and Transfer Form	<p>Form Updates</p> <p>This form was updated to remove questions that are no longer relevant and substituted to align with current policies. A correction was made that prohibited users from selecting other Providers when the patient was transferred. A new field, Level of Care Discharged, was added. These changes are in preparation for new reports.</p> <p>This form is to be completed within Sage by all Providers.</p>	TRAIN	Available Now
Provider Site Admission	<p>New Form</p> <p>A new form was created with only three (3) fields to indicate when a patient was admitted to a specific site and specific LOC. This form in combination with the Discharge and Transfer Form and Recovery Bridge Housing Discharge Form will help generate reports related to the number of admissions in a given period, a census count, and length of stay. Additional documentation will be provided once Providers have the opportunity to provide feedback.</p> <p>This form is to be completed within Sage by all Providers (Primary and Secondary).</p>	TRAIN	Available Now
Progress Note Printout	<p>New Report</p> <p>This report is a printout of the Progress Note record(s). Like the Problem List/Treatment Plan Printout, this report will show the electronic signatures for Draft and Final Submission.</p> <p>This will be added to the Report Guide when it is promoted to LIVE.</p>	TRAIN	Available Now

For questions/feedback/comments regarding the updated forms, reports, and/or widgets, please email Sage@ph.lacounty.gov.

Reminders From Prior Sage Provider Communications

Updates to Auth Status - Last 3 Months Widget to Improve Provider Visibility: At the request of providers via the enhancement process, SAPC has updated the Auth Status – Last 3 Months widget to include comments on the authorization from the UM care manager and funding source as of Monday 4/29/2024. Additionally, the widget contains embedded logic that will highlight the comment by bolding and changing the font to red for authorizations that have been updated by UM within the last seven (7) days. This will alert providers to any updates from the UM care managers on the widget without providers having to manually check the authorizations via the form. Providers should make the requested changes immediately and inform the care manager to avoid authorization delays or denials. Please contact UM directly if you have questions about the comments at 626.299.3531.
