Communication Release

06/24/2024

Changes to Available Options for Microsoft Authenticator Login 7/30/24

Due to recent Information Security events and Countywide policy updates, DPH is eliminating less secure Multi Factor Authentication (MFA) methods, including call in and SMS text authentication. The recommended authentication option will be the **Microsoft Authenticator app.**

SAPC Treatment Providers who access Sage and/or KPI will be required to make this change by **July 30, 2024**. This modification to the authentication process while logging into the County network will be implemented to help prevent unauthorized access.

What This Means for You

More Secure MFA Method:
• Voice calls and SMS text will no longer be permitted MFA methods after July 30th and providers will need to migrate to the Microsoft Authenticator app. Here are instructions on how to update your MFA method on your mobile device. Please note while these instructions were drafted for County staff, it applies broadly to providers accessing Sage using their c-number with single-sign on.

Why We're Doing This

• **Boosts Security**: Keeps your account safer.
• **Deters Unauthorized Access**: Reduces the risk of someone else accessing your account.

If you need further assistance or guidance with these instructions, please reach out to the DPH Service Desk by calling 213-462-1411.

Draft FY 24-25 Rates and Standards Matrix

Finance has released Fiscal Year 2024-2025 Rates and Standard draft document for provider review and comment:

- FY24-25 Rates and Standards Bulletin
- FY24-25 Rates and Standards Matrix
- FY24-25 Service Codes Rates and Standards Matrix Changes

Please submit all comments and/or questions to SAPC-Finance@ph.lacounty.gov by Friday, June 28, 2024.

Planned Downtime for ASAM CONTINUUM/Co-Triage Production Migration

FEI Systems plans to migrate the ASAM CONTINUUM production site to Amazon Web Services (AWS) on Saturday June 29th. They have indicated that this will cause the website to be temporarily unavailable. Providers may use the ASAM Tool-Adults (Paper Version) during the migration when the ASAM CONTINUUM is unavailable. Users will be notified when the migration is complete and use of the ASAM CONTINUUM may resume.

Job Aid Posted for Sage-PCNX Provide File Attach

The Sage-PCNX Provider File Attach Job Aid was posted on the SAPC website on June 17, 2024. This job aid describes the overall functionality of the Sage-PCNX Provider File Attach form and the newly updated/expanded File and Document Types. The job aid also provides guidance on the SAPC recommended file naming convention for files uploaded thru the Sage-PCNX Provider File Attach form to facility easier file tracking and viewing in a patient's chart.

Recovery Bridge Housing Location/Place of Service Billing

Effective July 1, 2024, all Recovery Bridge Housing (RBH) claims must use Place of Service code 99: Other Place of Service. Using this place of service will create consistency in reviewing where services are rendered. Claims for FY 23/24 that have not yet been submitted should also use Place of Service code 99: Other Place of Service. However, providers are not required to replace or void and resubmit FY 23/24 claims that have already been submitted and approved if a different Place of Service code was used.

Progress Note Error Resolved

The Progress Note error messaged on 6/11/2024 via emailed Sage Communication and Sage-PCNX system message has been resolved. The error was caused by an issue impacting how information from the Progress Note form was being pulled into the Progress Note Report causing the information to not populate correctly. To fix the issue Netsmart made changes to the Progress Note form to ensure information is pulling and displaying properly on both the form and the reports. Downtime procedures were required to prevent creating additional errors on the form and to update the form with the resolution.

 As the issue has been resolved, providers should resume using the Sage Progress Note form. Users will notice an additional field in the Service Detail subsection, "Procedure Codes (Historical)," which is grayed out.

This field is disabled but included on the form to provide visibility if there was a previously entered procedure code as in the image below.

Progress Notes created during this downtime should be uploaded to the patient chart in Sage using Provider File Attach.

Reminders From Prior Sage Provider Communications

Service Authorization Request New Fields: On 5/28/2024 the Service Authorization Request form was updated to add three new fields: **Clinical Contact**, **Phone Number**, and **Additional Contact Information** in the Doc Requested section**.** Currently these fields are not required; however, in early FY 24-25 they will become required in order to submit the form. When these fields are completed within the Service Authorization Request form, the Clinical Contact form will no longer need to be completed for the purposes of submitting or processing authorizations.

End Of Year – Fiscal Year 24-25: SAPC and NTST are diligently working to prepare Sage for FY 24-25. The following are key considerations to help providers prepare to navigate the EOY transition:

- **No Authorization Blackout during FY 24-25 Cut-Over:** Due to changes made last year to the authorization process, SAPC is happy to announce that an authorization blackout is not anticipated. As such, providers will be permitted to continue to submit authorizations as we transition into FY 24-25.
  - o Secondary Sage Users: If you are a secondary Sage User, please ensure your EHR is updated with the new split authorization numbers for the FY 24-25 in preparation for billing for the new fiscal year. New authorization numbers for split authorizations are available for providers to access via Sage PCNX using the Authorization Request Status Report. Claims for FY 24-25 submitted with a FY 23-24 authorization number will be denied for "Invalid authorization number" and denial code CO 284 M62.
- **Claim Submission Blackout for Dates of Service of 7/1/2024 and later:** There will be a claim submission blackout for services delivered on or after Monday 7/1/2024 until SAPC has notified agencies that the

rates and system configurations for FY 24-25 have been completed. If claims are submitted for services conducted on or after 7/1/2024 then these services will be automatically denied by Sage: "This service occurs during a claim processing blackout" and Denial Reason of "No active contract" under CARC/RARC CO 45 N640.

- **Providers can continue to submit claims for FY 23-24:** Providers can and should continue to submit claims from FY 23-24 with service dates through June 30, 2024, for adjudication during the EOY cut-over period.

SAPC is targeting to have the FY 24-25 Claims Blackout Period lifted before the end of July. As such, providers will be able to submit their claims to SAPC for processing by the August claim submission deadline to receive payments for submission without interruption in the regular monthly payment cadence.

KPI – Fiscal Year Cutover Data Truncation: KPI data is truncated every six (6) months, at the beginning of the calendar and fiscal year. KPI keeps a rolling history of two (2) full fiscal years (FY), two (2) full calendar years (CY) and the current FY and CY. On 7/1/2024 data will be truncated, limiting data to include 1/1/2022-present. As with previous truncation periods, providers who would like copies of KPI are encouraged to export relevant data from KPI on or before 6/30/2024.