



Communication Release

10/29/2024

Provider File Attach Uploaded Files Visibility

SAPC is aware that providers are not able to view files uploaded to the Provider File Attach form. Netsmart is investigating this issue for a fix for providers to be able to have visibility of what is submitted to Utilization Management. Please note that UM is able to access and view forms uploaded by providers via Provider File Attach form. Accordingly, providers should continue to upload required documents.



If providers need access to those uploaded attachments, please contact the Sage Help Desk at (855)346-2392 or create an online portal case at <https://oneteam.ntst.com>. The Help Desk team can download the attachment(s) from Sage-PCNX and attach to the case for providers to download and view.

Updated FY 24-25 Rates Matrix and Configuration

The FY 24-25 Rates and Standards Matrix and the Sage configuration have been updated with the changes listed below. The Rates Matrix is available on the [SAPC Bulletins webpage](#) under the 'Bulletins 2024' section. The changes are effective for service dates on or after 7/1/2024.

Version 2.1 of the Rates Matrix and the Sage configuration contain the following updates:

- **CENS**
 - H2017-CN was added with and without the HQ modifier
 - H2010M and H2010N were added as \$0 services available for all performing provider types
- H2010M and H2010N are now available to be billed when delivered by a Peer Support Specialist – the service remains a \$0 service.
- **Residential LOCs**
 - H2010S rates have been added for all tiers at the below flat rates. The rate is a per service rate, where one unit is one service instance. This code remains unbillable by Peer Support Specialists.
 - Tier 1: \$17.55
 - Tier 2: \$18.29
 - Tier 3: \$19.11

Document Routing and Append: Post Training Documents

A Document Routing and Appending training video is being posted to the SAPC website on Tuesday, October 29, 2024, and will also be available on the Sage PCNX Training page during the week of October 27, 2024. However, the following documents are all now available on the SAPC Sage website to help providers better understand these new functions in Sage.

Name	Description	Link
Sage-PCNX Document Routing and Appending Job Aid	This Job Aid will review the Document Routing and Appending functions in Sage-PCNX.	Sage-PCNX Document Routing and Appending Job Aid
Sage-PCNX Guide to Widgets	This guide describes all the widgets that are available within Sage-PCNX and details their functionality (e.g., intended use) to help providers efficiently access form data within the application.	Sage-PCNX Guide to Widgets
Sage-PCNX Guide to Reports	This guide provides a listing of available reports to providers. It explains the parameters, report output, and how to export.	Sage-PCNX Guide to Reports
Document Routing and Appending training video	A training video detailing the functionality of Document Routing and Appending	<i>Anticipated to be available on the Sage PCNX Trainings page during the week of 10/27/24</i>

Updated Checklist of Required Documentation for Utilization Management

The [QI and UM Checklist of Required Documentation \(Sage Version 7.1\)](#) has been updated to include Provider Site Admission information, Discharge and Transfer Form requirements for Recovery Incentives-Contingency Management and RBH extension from 180 days to 360 days.

Real Time Eligibility (270) Request Aid Code and County Code Fields

SAPC recently released an update to the Real Time Eligibility (270) Request form in Sage-PCNX to increase visibility for providers on key eligibility data. There was an issue which caused the aid code and county code to not display on the new fields. Netsmart released an update on Friday 10/25/2024 which corrected the issue. The aid code and county code are now visible directly on the Real Time Eligibility (270) Request form in the new 271 Eligibility Benefit Response Date field. This added visibility will make it easier for providers to determine eligibility instantly without needing to confirm from other sources.

Providers should note that the county code is the County of Responsibility, not the County of Residence. DHCS only transmits the County of Responsibility on the 271 response data. If the County Code is anything other than 19 on the 271 response, providers must confirm the County of Residence before determining eligibility. OHC data continues to be transmitted and displayed on the report and response data fields as well.

271 Eligibility Benefit Response Data
County Code: 19
Gender: F
Date Of Birth: 2000-01-01
Primary Aid Code: M4
Eligibility or Benefit Information 2: Active Coverage (1)
Service Type: Health Benefit Plan Coverage
Insurance Type: Medicaid

Historical File Attachments Pre-PCNX

Any attachment that was attached prior to the launch of Sage-PCNX is now available for viewing and downloading via the ProviderConnect File Attach form (this is a different form than the Provider File Attach form for attachments uploaded since the launch of PCNX in 9/2023). This includes docx, xlsx, pdf and any image file that was previously uploaded and unable to be retrieved. Providers no longer need to create helpdesk tickets to download those attachments as they should now be available.

Highlights From Previous Communications

Version 2.1 FY 2024-2025 Rates and Standard Matrix Published: The FY 24-25 Rates and Standards Matrix v2.1 and the Sage configuration have been updated with the changes listed below. The Rates Matrix is available on the [SAPC Bulletins webpage](#) under the 'Bulletins 2024' section. The changes are effective for service dates on or after 7/1/2024.

Updated Process to Request "Modify a Medical Record": SAPC has updated the form in the online Sage Help desk to Modify a Medical Record to include the current forms and documents, with more accurate field names. These updates will help to gather the correct information and more efficiently process these requests. SAPC encourages providers to review forms and documents prior to submitting as final to ensure all information is accurate. The addition of Document Routing and Appending features will also allow providers to view the document as a whole prior to finalizing and append certain information. Providers should incorporate those into their workflows to assist in reducing the need to submit a help desk ticket to modify a medical record.

State Denials for CO 97 M86: This code is not yet on the Denial Crosswalk (update coming soon). For assistance with this denial code, please review the [10/11/24 Sage Provider Communication](#) for complete instructions to submit a help desk ticket and Billing Manual updates. If agencies have specific questions on how to address the denials, then a Sage Help Desk ticket should be submitted indicating that the ticket is to be escalated to SAPC Finance as directed via this Sage Provider Communication.

SAPC Peer Certification Scholarships Announcement: SAPC is providing a limited number of scholarships to cover costs associated with the CalMHSA Medi-Cal Peer Support Specialist Certification process. Scholarships will be awarded on a first-come, first-served basis. Apply here starting October 14, 2024: <https://forms.office.com/g/VU5Vw5p2w5>

CalAIM Justice-Involved Initiative Update: In the upcoming weeks, SAPC will provide more information about CalAIM JII, including updates received from the State. For more information on CalAIM JII, please see the linked policy guide: <https://www.dhcs.ca.gov/provgovpart/pharmacy/Documents/CalAIM-JI-Policy-and-Operations-Guide-FINAL-October-2023-updated.pdf>. If you have questions related to how this treatment history request affects patient data entry into Sage, please contact Sage at Sage@ph.lacounty.gov.