



## Communication Release

2/24/2023

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### New Certified Peer Support Specialist User Roles in Sage

On May 6, 2022 through [BHIN 22-026](#), DHCS provided guidance for the claiming requirements of Certified Peer Support Specialist. Accordingly, SAPC has implemented two new user roles to Sage and the Sage ProviderConnect User Creation form for Certified Peer Support Specialist:

Access Group 14: Certified Peer Support Specialist: Allows these staff to conduct nonclinical treatment services including, Educational Skill Building, Engagement Services, Therapeutic Activity, view and edit the problem list/treatment plans and the documentation of those services.

Access Group 15: Financial + Certified Peer Support Specialist: For Certified Peer Support Specialists who conduct nonclinical treatment services as well as submit billing claims or are involved in financial matters.

To request Sage access for a Peer Support Specialist, follow the steps outlined on the [Sage User Enrollment](#) page.

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### Financial Eligibility for Intercountry Transfers

Intercountry Transfers (ICT) require a slight modification to the Financial Eligibility workflow to minimize errors and state denials. Providers frequently enter a generic date of 7/1/2017 or 12/01/2017 in the Coverage Effective Date field for the DMC or Non-DMC guarantors. However, for ICT cases, the Coverage Effective Date must reflect the date of transfer to LA County residence or responsibility. Once the provider receives verification that the patient's county of residence or county of responsibility has been transferred to LA, providers should enter the date of transfer as the Coverage Effective Date. Any date entered prior to that date may result in claims for dates of service prior to the transfer being sent to the State then denied.

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### ProviderConnect Pending Bills

SAPC has identified an issue in ProviderConnect where some bills submitted by agencies since late January/early February are showing in a "Pending" status on the Billing screen. This is due to a database syncing issue in Sage where the adjudication data is not being aligned between ProviderConnect and the system that SAPC uses for adjudication. SAPC is working with Netsmart to determine a resolution and allow the correct adjudication statuses for the bills to appear in ProviderConnect. To confirm the accurate current adjudication status of a service, providers should utilize the KPI Payment Reconciliation View to locate the services on the bill to view or confirm the approved/denied status if needed.

In order to check the adjudication status of a claim:

1. In ProviderConnect, view the submitted bill information on the Billing screen by clicking on the Bill Enum number and then clicking the red Bill Details button at the bottom right of the Billing Summary screen.
  - a. The Bill Details screen will provide the details of the services submitted on the bill.
2. In MSO KPI Dashboards 2.0, navigate to the Payment Reconciliation View.
  - a. Utilize the filters on the view to begin narrowing down the data to only show the services viewed on the Bill Details screen from ProviderConnect.

- i. SAPC recommends starting with the Member ID (PATID) shown in ProviderConnect, then filtering for the treatment dates included in the bill, and then the CPT code billed.
- b. Once the procedures have been filtered on the KPI view, view the data in the Claim Status column of the Procedure Overview table to identify if the service was approved or denied.
- c. The EOB ID the service is included on can be viewed in the Original EOB Summary and Check Summary tables. EOBs are available in the SFTP and can be reviewed to also identify and confirm the services submitted on bills via ProviderConnect were adjudicated.

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### Closing FY 20-21: Billing Deadline

SAPC would like to remind providers that the **billing deadline for FY 20-21 is Tuesday, February 28, 2023**. Providers should ensure all resubmissions of State denials are completed by this date. SAPC will accept and adjudicate services received through the end of the day on 2/28/2023. Any services for FY 20-21 submitted on or after March 1, 2023 will be automatically denied by Sage with the reason, "Cost Reporting for Fiscal Year is Closed."

Providers are reminded that the 28<sup>th</sup> is the final date for billing and after the 28<sup>th</sup> no corrections or resubmissions of claims will be approved. To ensure that rejected or denied claims are able to be worked and resubmitted for processing, SAPC recommends that billing be submitted at least one week before the deadline to allow the agency to fix any claims.

It is strongly recommended that Primary Sage Users check the Audit Log Report in ProviderConnect to ensure that bills submitted in Sage were sent successfully to SAPC and not held by a system process so the bill can be resent prior to the 2/28/2023 deadline. If assistance is needed in using the Audit Log Report, please contact the Sage Help Desk by phone at (855) 346-2392.