



Communication Release

4/23/2021

Update on Real Time 270 Request Error

Last week, SAPC noted that providers were having intermittent errors with the Real Time 270 Request and were unable to post data or view the report. SAPC has been working closely with Netsmart to resolve this issue. The resolution for this error is a high priority for SAPC and Netsmart and is actively being investigated. Until this issue is resolved, providers should continue to utilize the Medi-Cal AEVS, P.O.S. device or the eligibility website (<https://www.medi-cal.ca.gov/MCWebPub/Login.aspx>) to check eligibility for all patients.

Provider Activity Report Issue Resolved as of 4/13/2021

On 4/9/2021, SAPC noted in the Sage Provider Communication that there was a known issue some primary providers were encountering that did not allow them to access the Provider Activity Report. SAPC and Netsmart worked to resolve this issue and it was announced during the All Provider Meeting on Tuesday, 4/13/2021, that the issue had been resolved and providers should be able to access the report in ProviderConnect without issue. It is recommended that the report is run for no more than one month at a time for best report functionality.

Accessing KPI Dashboards via Chrome Update

SAPC has been aware that some providers are experiencing challenges when trying to access the KPI Dashboards while utilizing the Chrome browser. This issue is due to an update that Google has pushed out to some Chrome users that is unable to be removed or rolled back to a previous version of Chrome. Given that Google pushed this beta code to a small minority of Chrome users, this issue should only be affecting a very small number of Chrome users. Due to the nature of the rollout of Google's update, SAPC and Netsmart are unable to resolve the access issue with the Chrome browser for users encounter this issue. If providers are experiencing issues utilizing Chrome to access the KPI Dashboards, SAPC recommends using the Microsoft Edge or Internet Explorer browsers.

Please contact the Sage Help Desk for further assistance – (855) 346-2392 - if you are encountering challenges while using an alternate browser.

ASAM Continuum Release 3.3

On Tuesday, April 20, 2021, the ASAM CONTINUUM was updated by the ASAM CONTINUUM developers. Details on the updates are listed below. The language is provided directly from ASAM. Per ASAM, these enhancements were made to **increase accuracy** of responses.

- **Question and Report Updates:**
 - In the Interview Completion Section, the Clinical Summary Notes field (IntCompN) now includes **guidance** on the type of patient information to report in this field. It now reads, "Clinical Summary Notes (Any additional information and/or an overall formulation of the patient's status, needs, strengths, etc.)". This information now can be viewed in the Narrative Report under "Psychiatric Section – Interviewer Comments." This update appears in both the standard version of CONTINUUM and the RISE.
 - In the Alcohol & Drug Section, **refinements** have been made to questions regarding prescribed substances:
 - In each of the alcohol/other drug subsections, questions about whether the patient responded to efforts to maintain prescribed substances at prescribed doses (e.g., ASd03Qa) have been reworded to ask whether the prescribing provider tried to help the patient maintain the prescribed dose and frequency. These questions are now asked directly to the patient.

- In the Heroin and Fentanyl Use subsection, a new question asks whether the patient used heroin, fentanyl, or both (ASd03U).
If fentanyl is endorsed, another new question (Asd03X) asks whether fentanyl was prescribed.
If fentanyl was prescribed, question ASd03Q now asks whether the patient took fentanyl at the prescribed dose (or “Less” or “More”).
If the response is “More,” new question ASd03Qa asks whether the prescribing provider tried to help the patient maintain the dose and frequency that were prescribed.
- In the Nicotine and Tobacco Use subsection, a new question has been added to determine whether the patient used tobacco, other nicotine products, or both (ASd13aU).
If use of other nicotine products is endorsed, question ASd13aX now asks whether nicotine products (no longer “**tobacco and** other nicotine products”) were prescribed, and ASd13aQ now asks whether nicotine products (no longer “**tobacco and** other nicotine products”) were taken at the prescribed dose. New **info icon guidance** is available to assist the interviewer on these updates. The Narrative Report Problem List now presents responses to the new and re-worded questions that indicate problem use.
- In the Alcohol & Drug Section substance-specific subsections, an error has been **corrected** in the response options under the heading, “Have you given up or cut back in any important activities because of the drug you previously described?”
Previously, the response option “Job” was included under this header, but it has now been moved to the correct header below, which reads, “Have you continued your use of the previously described drug despite having problems again and again with...”?
- **Response Updates:**
 - In the Family and Social History section, the numerical response format for question ASf09 (“How many close friends do you have?” in standard CONTINUUM; “How many close friends will you have when you re-enter the community?” in RISE) has **changed** from a text field to a dropdown menu. The response options range from “0” to “5 or more”. In RISE, ASf09 now includes “Unknown” as a possible response option for this question.

(Updated) SFTP File Retention Policy Change

SAPC increased the duration files are available on the SFTP from 7 days to 14 days, based on requests from providers. This change will allow providers to access files uploaded to the SFTP by SAPC for 14 days from the date it was uploaded. The following SFTP folder files are affected by this increase: 277, 835, EOB, Remittance_Advice, Contracts_Audits\ToProvider folder files. The files will be deleted from the SFTP after the 14 days are reached. This change is effective as of Tuesday, April 6, 2021.

The STFP will play an increased role in compliance monitoring, information sharing and file transfers in the coming fiscal year. Providers should take steps to train the appropriate staff on how to access and navigate their SFTP to ensure timely access to the information stored.