



Communication Release

5/4/2022

Provider Meeting Sage Update

During the Provider Meeting on Tuesday, 5/3/2022, the Sage Management Branch provided updates and information on the following items:

- Financial Eligibility Workflow with Applying for Medi-Cal and DMC Guarantors
- Denial Resolutions
- Help Desk Progress Note Modification Workflow
- Fiscal Year Cutover Reminders
- Bonus Content

The slides can be viewed by clicking on the following link: [Sage Provider Meeting Updates](#).

Other Health Coverage State Billing Delay Update

As noted in the Sage Provider Communication on 4/22/2022, SAPC encountered a system issue that was preventing OHC information from being produced on SAPC's outbound 837s to DHCS for adjudication. This is affecting claims with OHC information from both Primary and Secondary Providers. SAPC is working with Netsmart to resolve this issue in Sage. This issue is causing delays in SAPC submitting 837s to the State as the OHC information has to be manually reviewed and added to each individual claim on the file.

As of the last communication, SAPC was able to fix one file that was affected by this issue will allowed a significant sum of billing to be submitted to the State. However, there are additional files pending adjustment and additional updates on the resolution of these files will be provided when available.

Telehealth Services Denied by the State

SAPC has been monitoring the State adjudication of telehealth services submitted by providers. During this monitoring, SAPC found two common denial reasons that are affecting telehealth claims. Through this analysis, SAPC has found two system configuration errors that have led to these denial reasons. If providers have received the two denial reasons noted below for telehealth services, please follow the resolution information indicated.

- **CO 26 N650**
 - **Cause:** This State denial reason was caused by a Sage system configuration error that has been resolved.
 - **Resolution:** Providers do not need to make any corrections to these services as it was caused by a system error. These services should be replaced/resubmitted by providers.
- **CO 96 N362**
 - **Cause:** This State denial reason was caused by a Sage system configuration error that **has not yet been** resolved in the system.
 - **Resolution:** Claims denied for this reason should **not** yet be replaced/resubmitted by providers. SAPC is working with Netsmart to address the error and will update providers when the issue has been resolved and the claims can be replaced/resubmitted.

Expired National Drug Codes

SAPC has been in communication with DHCS regarding National Drug Codes (NDCs) that have been expired but where no new code has been issued by DHCS. Per DHCS, an updated listing of NDC Codes will be published in May 2022. Providers may have received State denials with code CO 26 N650 which indicates that, "This policy was not in effect for this date of loss. No coverage is available." Based on SAPC's investigation, this denial code was received for services where an expired NDC was used. Until DHCS publishes the updated listing of NDCs, SAPC encourages providers to withhold replacement/resubmission of these denied claims as well as submission of original claims for these medications until the new codes are issued. Once the updated list is published, SAPC will update the Rates and Standards Matrix with the new codes, publish it to the network, and update Sage to reflect these changes.

The NDCs affected can be found in the table below.

Medication	NDC	Dosage	Expiration Date
Buprenorphine-Naloxone S5000BN	43598058230	8-2 MG SL FILM	Expired as of 7/12/2020
Buprenorphine-Naloxone S5000BN	00406192403	8-2 MG SL	Expired as of 03/01/2020
Disulfiram S5000C	00054035613	250 MG TABLET	Expired as of 08/23/2020
Disulfiram S5000C	00054035625	250 MG TABLET	Expired as of 08/23/2020
Disulfiram S5000C	00054035713	500 MG TABLET	Expired as of 08/23/2020
Disulfiram S5000C	00054035725	500 MG TABLET	Expired as of 08/23/2020