Sage
Substance Use Disorder Information System

Communication Release
5/7/2021

Publication of Crosswalk 3.0

SAPC is releasing the latest iteration of the Sage Claim Denial Reason and Resolution Crosswalk, version 3.0. This crosswalk along with the Guide to Claim Resolution and Crosswalk v3.0, are intended to assist providers in recognizing the cause of a denial and the necessary resolution steps to correct the claim. This Crosswalk is set up differently than past iterations.

Crosswalk 3.0 is separated into a State Denial section and Local Denial section to help differentiate causes and resolutions for denials that share the same Claim Adjustment Reason Code (CARC)/Remittance Advice Remark Code (RARC). As there are thousands of CARC/RARC combinations, only the most frequently occurring denial codes were included in Crosswalk 3.0. For additional information on CARCs and RARCs please refer to X12.org.

The Crosswalk and Guide will be available on the SAPC website by Wednesday, 5/12/2021, under the Finance Related Forms and Documents section of Provider Manual and Forms page: http://publichealth.lacounty.gov/sapc/NetworkProviders/Forms.htm.

Real-Time 270 Eligibility Request Issue Resolved

SAPC and Netsmart received notification from various providers noting issues running the 270 Request in Sage. Netsmart was able to isolate and resolve the issue as of Friday, 05/03/2021. Providers should be able to run the 270 in Sage without further disruption. Please note that providers may continue to receive 'error' messages if the information entered on the Financial Eligibility is incorrect and/or does not match the patient information on file with the State. These 'error' messages are not related to the any system functionality issues and are meant to indicate issues that should be corrected by providers that can be contributing to the denials. For more information about these types of errors, SAPC will be posting a pre-recorded training on interpreting the results of the Real-Time 270.

If providers encounter any additional errors, not related to data entry issues, please contact the Sage Help Desk immediately for resolution, at (855) 346-2392 or submit a ticket online at https://netsmart.service-now.com/plexussupport.

Real-Time 270 Eligibility Request Pre-recorded Training

To assist providers in better understanding the results of the 270 Request, which is required to verify Medi-Cal eligibility and a contractual requirement, SAPC has recorded a short training that will be posted to the SAPC website by Wednesday, 5/12/2021. The pre-recorded training will review the formatting of the report and how to interpret the most common results. This recorded training can be downloaded and shared with staff at your agency who are tasked with verifying eligibility, such as intake staff and finance staff.

The recording and the slide deck will be posted to the SAPC website in the Finance Related Forms and Documents section of Provider Manual and Forms page. Additionally, it will be posted to the Sage section of the SAPC website under Sage Webinar Trainings.

For reference, the slide deck reviewed in the presentation is attached to this communication. The presentation can be reviewed prior to release of the video. The video will provide additional explanation of the information contained on the slides.