



Communication Release

6/23/2023

Sage End of Year Key Dates for Billing Submission Blackout, Service Authorization Request Blackout, and PCNX Cut-over

In anticipation of the annual Sage End of Fiscal Year cut over period, SAPC is providing the following overview of key dates and activities to enable providers to plan accordingly.

Billing Submission Blackout Period-Starts 7/1/2023: As has been the case in previous years, SAPC will be implementing a billing submission blackout period for dates of service (DOS) starting 7/1/2023 to allow for rates configuration and validation for FY23-24. As such, providers should not submit claims for dates of service on or after 7/1/2023 until notified by SAPC that the Billing Submission Blackout has been lifted. If you do submit claims with these dates of service prior to the lifting of the billing submission blackout, these claims will be denied with the denial reason CO45 N650 "This service occurs during a claim processing blackout."

Providers can and are encouraged to continue to submit claims for dates of service on or before 6/30/2023 and can continue to work to resolve and resubmit your denied claims for dates of service on or before 6/30/2023 during this period.

Service Authorization Request Blackout Period: As part of the end of year conversion activities, SAPC will be implementing a Service Authorization Request Blackout period. We realize that these service authorization blackout periods can be disruptive, SAPC is working diligently to minimize the duration of as much as possible. To aid providers to best prepare, SAPC is providing the following guidance for service authorization request submissions.

Key dates:

- **The Service Authorization Request Blackout Period is anticipated to be from Saturday 7/1/2023 through approximately Saturday 7/15/2023**
 - During this time period, providers must hold all submission of all service auth requests from 7/1/2023 until the blackout is lifted on or around 7/15/2023. Otherwise, starting 7/1 new service auth requests with DOS 7/1 and after submitted during blackout (7/1 – 7/15/2023) will be automatically denied by UM.
 - Once the Service Authorization Request Blackout is lifted, providers may submit service auth requests and QIUM will begin processing these requests.

- Service auth requests with DOS prior to 7/1/2023 must be submitted using the Auth Grouping information.
 - Service auth requests with start dates of 7/1/2023 and on must use the new Benefit Plan authorization submission process. More information about how to submit these Benefit Plan authorizations will be provided in the Sage PCNX trainings and in future Sage Communications.
- SAPC will notify providers once the Service Authorization Request Blackout Period has been lifted.

QI/UM will continue to review authorizations submitted prior to 7/1/2023 during the Service Authorization Request Blackout including split authorizations that cover dates of service for the new fiscal year.

Planned Sage Downtime during PCNX Cut-Over: Mid-July 2023: As part of our conversion to PCNX, SAPC anticipates a brief period of Sage unavailability to providers. SAPC has scheduled this conversion to minimize interference with primary providers' submission of their claims to meet the SAPC-Finance deadlines for payments in June. Additionally, SAPC has worked diligently to keep the duration of Sage down-time due to this conversion to a minimum. During this period of Sage unavailability, providers should utilize their Sage downtime procedures including use of paper-based documentation and ASAM Assessments.

Once the PCNX Go-Live has occurred, Providers will no longer access to Sage-Provide Connect Classic. Providers will be provided a new URL to PCNX in a future Sage Communication.

SAPC will provide additional details on the above referenced blackouts, including any updates related to timing as needed.