



Communication Release

9/8/2023

SCHEDULED DOWNTIME during Cut-Over to Sage ProviderConnect NX

Sage will be unavailable to providers on Monday September 11th as part of the conversion to PCNX: SAPC and Netsmart have updated Sage ProviderConnect Classic (PCON) to Sage ProviderConnect NX (PCNX) for clinical use. During the downtime, Netsmart will be moving PCON data to PCNX. *Once the PCNX go-live has occurred, providers will no longer have access to Sage-PCON Classic.* Additionally, during this period of Sage unavailability/downtime, providers should utilize their Sage downtime procedures. Providers are encouraged to use this downtime to log into PCNX TRAIN environment to become more familiar with PCNX.

Sage-PCNX is expected to go live and be available for use on Tuesday September 12th at which time the new link to Sage PCNX will distributed: SAPC will notify providers via the current PCON URL on what the new PCNX URL is. Additionally, your Contract Program Auditor will also provide this URL to your agency's Sage liaison when Sage-PCNX becomes available.

Continue to Complete Clinical Documentation

During the blackout, providers are expected to continue to document care, which includes all assessments, progress notes, level of care justification notes, problem lists and/or treatment plans, discharge notes, and all other clinical documentation in accordance with established documentation timeframes described within the Provider Manual. While Utilization management (UM) will grant exceptions to submission of authorizations within 30-days of admission that were delayed due to the authorization blackout period, UM will not grant exemptions for untimely documentation for when making determinations of medical necessity for care during authorization adjudication due to the authorization blackout.

In anticipation of Sage-PCNX cut over for clinical use, providers are reminded of the following Utilization Management Practices:

- During scheduled downtime, providers should use paper-based documentation. UM is accepting paper-based ASAMs during scheduled downtime. Alternatively, providers may wait for Sage PCNX go-live to complete ASAMs electronically.
- Reminder: QI/UM will not grant exemptions for untimely medical necessity documentation. For non-residential authorizations, provider can request an initial engagement authorization to allow time to engage the patient in treatment and extend the timeframes for which medical

necessity needs to be established (30 days for adults and 60 days for youth or persons experiencing homelessness).

- The downtime is expected to be limited to 1 day. Given the brevity of the scheduled downtime, providers will need to enter clinical information, via upload and/or directly into Sage forms, from the downtime once SAPC PCNX notifies that PCNX is available.
- Providers will be able to resume clinical documentation (admissions, notes, and auth requests and billing for FY 22-23) in PCNX for dates of service before and after the cut-over period.
- Providers are reminded to follow the [Sage - File Attachment Standardized Naming Convention](#) for paper forms. Sage is able to accept uploads in .PDF and .TIFF formats.