



Communication Release

10/5/2020

Resolution Identified for Issue Affecting Resubmission of Voided Claims by Primary Providers

SAPC and Netsmart have identified an issue affecting primary Sage users' ability to resubmit some voided claims. Specifically, while the claims have been voided by providers or have been denied by the state and recouped by SAPC, some providers are encountering the denial reason of "Maximum Number of Units of Procedure Code Per Day Exhausted" when they resubmit. Netsmart has identified a resolution to this issues that we will be implementing from October 5-7, 2020.

In order to correct this issue, the ability for primary Sage users to submit 'Void Treatments' in Sage ProviderConnect will be disabled for all users beginning Monday, October 5, 2020 through close of business on Wednesday, October 7, 2020. During this time, you will be unable to void treatments entered in Sage ProviderConnect. Additionally, please do not resubmit or replace voided claims during this time period. Should you do so, you will continue to be denied due to "Exceeding Max Units" until the system has been updated. You may resume resubmission or replacement of claims on or after Thursday, October 8, 2020. **Primary providers will be able to continue to enter and submit new claims for services delivered as part of your monthly billing operations during this period.**

The current issue does not affect secondary Sage users, as it is unique to Sage ProviderConnect. Secondary providers can continue to submit claims using normal processes during this time.
