



SAPC Sage Provider Communication

11/21/2022

Closing FY 19-20: Billing Deadline

SAPC is excited to announce that **billing for FY 19-20 will be closing on Saturday, December 31, 2022**. Providers should ensure all resubmissions of State denials are completed by this date. SAPC will accept and adjudicate services received through the end of 12/31/2022. Any services for FY 19-20 submitted on or after January 1, 2023 will be automatically denied by Sage with the reason, "Cost Reporting for Fiscal Year is Closed."

New KPI Sheets Available

SAPC has updated and published new sheets to KPI and MSO KPI. Training on the new sheets was provided to the network on 11/17/2022 and recorded. The recording will be published in Sage under Documentation> Help> Sage Training and Other Materials. SAPC will notify providers through the ProviderConnect Newsfeed when the recording is available in Sage in ProviderConnect as well.

Updated Sheets:

- Payment Reconciliation (MSO KPI Dashboards 2.0)
- Claim Denial View (MSO KPI Dashboards 2.0)
- Financial Eligibility for Providers (KPI Dashboards)

New Sheets:

- Financial Analysis by Year (MSO KPI Dashboards 2.0)
- Procedure Auth Review (MSO KPI Dashboards 2.0)

Job Aids for each sheet are published on the SAPC Website at: <http://publichealth.lacounty.gov/sapc/providers/sage/kpi.htm>.

New Form: Collateral Contact

SAPC added a new form to Sage on 11/9/2022 named Collateral Contact, which will show in the bottom section of the Forms menu in the patient's chart (in alphabetical order). This new form will allow providers to record collateral contact information for patients in a central location in Sage. The Collateral Contact form should be used to document any emergency contacts the patient has identified and can be used to document any contacts the patient wishes to be involved in their treatment.

To complete the form, follow these steps:

1. Click on the Collateral Contact form in the patient's chart.
2. Click the Add New Record button.
3. Enter the staff name who is completing the form in the "Form Completed by" field.
4. Click "Add New Record" button.
5. Enter all required fields marked in red.
6. If 'Yes' is selected for, "Was a Release of Information Signed," enter the date the release was signed in the corresponding field.
7. The following fields are optional:
 - a. Alternative Contact

- b. Contact Address
 - c. Comments
8. For multiple entries, select “Add New Record” for each contact needed.
 9. Once all contacts have been entered, click the “Save” button on the bottom of the form.

This form can be updated throughout the treatment episode by selecting the form to be modified on the pre-display screen, then selecting the row that needs to be edited or deleted, for example, if the contact is no longer applicable.

A new form should be created for each subsequent admission.

Courtesy Dosing Form Submissions

The process for submitting completed Courtesy Dosing Reimbursement forms has changed. For providers who need to submit the Courtesy Dosing Reimbursement Form, submit completed forms securely to SAPC-Finance@ph.lacounty.gov. Providers should no longer email nor fax the form to any individual SAPC staff member. For more information about the Courtesy Dosing process please review [SAPC Information Notice 22-06](#). Note that the contact information on the SAPC Information Notice is out of date for the form and is in the process of being updated.

Help Desk Reminders

Please note the following items when submitting or reviewing existing Sage Help Desk tickets. The Sage Help Desk manually moves all protected health information items into a secured data section of the ticketing system. Items that are moved include any identifiable information, such as PATID, names, Social Security Numbers, Client Index Numbers (CIN), etc. If you are unable to view the “Secured PHI Log,” please notify the Help Desk agent then they can update the security access to allow you to view the log.

SAPC has implemented a standardized process for addressing Financial related tickets, including local and state denial questions. Any questions sent via direct email to SAPC staff will be redirected to open a Help Desk ticket. Unsecured emails containing PHI will be deleted immediately. Please be sure to open a Help Desk ticket for Finance related issues and they will be routed to the most appropriate resource for timely resolution.

Additionally, when requesting medical record modifications, please note that requests to change Miscellaneous Notes from Case Management to Care Coordination are unnecessary and will not be processed.

Sage Help Desk Phone Number: (855) 346-2392

Sage Help Desk ServiceNow Portal: <https://netsmart.service-now.com/plexussupport>