



Sage: Announcements and a Year in Review



Substance Abuse Prevention and Control
County of Los Angeles Department of Public Health

Sage Provider Advisory Meeting: November 27, 2018



OUTLINE

- **Sage-Related Announcements**
 - Sage Update Emails – Every Other Week
 - Companion Guide – HIPAA 837
 - ASAM CO-Triage and CONTINUUM
 - High Utilizer Alerts
 - Notice of Adverse Benefit Determination (NOABD) and Grievance Notifications
 - Signature Pads
- **Sage: A Year in Review**



Substance Use Disorder Information System



Sage Update Emails – Every Other Week

- Given the need to continue enhancing and evolving Sage, improvements and updates to the system are made on a regular basis.
- **Emails summarizing these Sage Updates are sent out to SAPC’s provider network every other week.**
 - **Sent out the 2nd and last week Wednesday of the month;** look out for emails with the subject line, “Sage Update.”

Please make sure these Sage Update emails and all information contained within them are shared with ALL of your staff, particularly the frontline staff that use the system most frequently!



Companion Guide – HIPAA 837

- **Version 2.0**
 - Available on Sage website;
contains updated
information on electronic
claims transactions.



NEW - Sage Launched December 4, 2017!

sage Los Angeles County's Substance Use Disorder Information System, known as Sage, just launched for all primary and select secondary users. Sage will enable network providers to manage patient-related information such as delivered services, data and claims within one electronic system. Improved information management contributes to improved patient care, outcomes, and service coordination. We thank our provider network for demonstrating the dedication and commitment needed to support the successful implementation of Sage.

Sage Provider Enrollment Information

There are four unique processes required to get access to Sage. For detailed information, please see the "[Sage User Onboarding/Offboarding and Privilege Management](#)" guide.

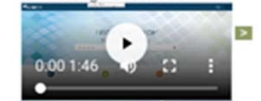
- **C Number Creation**
 - Submit a request for a C Number at dhs.lacounty.gov/cef.
- **C Number Registration**
 - Click on "[Set an Initial Password](#)" to reset your temporary password and create a permanent password.
 - Click on "[Enroll your C Account](#)" to set up three security questions to authenticate your C Number.
- **Device Enrollment**
 - Click on "[Enroll your user profile with Microsoft Intune](#)" to enroll your device and allow you access once your Sage account is created.
- **Sage Registration**
 - Complete the Sage ProviderConnect User Creation form to create your Sage Account and submit to sageforms@ph.lacounty.gov

Click on  to download the Sage ProviderConnect User Creation form

Sage FAQ

Sage Support

- Sage Help Desk >
- Sage Help Desk Service Now Portal Instructions >
- Download 'How to Create an Online Sage Case' Video >



Sage Trainings and Meetings

- Sage Webinar Trainings >
- Sage Provider Meetings (New) >
- ASAM Training Video >

Sage Documentation

- Sage Attachment Naming Convention (Revised - October 2018) >
- Password Manager User Guide >
- Sage Taxonomy >
- Companion Guide HIPAA 837 (Revised - October 2018) >
- Data Collection User Guide >
- LACPRS/CalOMS Tx >
- Sage Sample LACPRS/CalOMS Data File >



ASAM CO-Triage and CONTINUUM

- **Minor bug fixes and enhancements**
 - Enhanced user interface
 - **Free text comment boxes are now virtually unlimited**
 - Clarifications in wording of questions/answers
- **Once an assessment is submitted, buttons to access reports (CONTINUUM Summary, CO-Triage Report, Narrative Report) will appear in the lower right hand corner of the screen**

continuum
THE ASAM CRITERIA DECISION ENGINE

Q & A Knowledgebase and Training
asam@feisystems.com
Change Password Log Out
ASAM-David Edit

Home Assessment Patient

Medical History
Employment and Support History
Drug and Alcohol
Legal Information
Family and Social History
Psychological

Section	% Complete
Psychological History	100%
Psychological Interviewer Rating	100%

Terms and Conditions

Created By: apagano@PREV.org

Psychological History

Print

"How many times have you been treated for any psychological or emotional problems..."

In a hospital?

As an outpatient or private patient?

"What psychological or emotional problems have you had, of any kind?"

- Anxiety Disorder
- Panic Disorder
- Agoraphobia
- Post Traumatic Stress Disorder
- Social Phobia
- Obsessive-Compulsive Disorder
- Eating Disorder
- Depressive Disorder

< Prev Next >

View Summary Report View Narrative Report



High Utilizer Alerts

- County CEO's Office is leading a countywide initiative to identify high utilizers with the goal of better supporting these individuals with necessary services.
- Sage will provide alerts whenever a patient has been flagged as a high utilizer in the CEO's database.
 - **Phase 1 Implementation** → Alert for a particular high utilizer patient will appear in the "Alert" section of Sage:

Main Menu - Provider		
<u>B</u> illing	<u>L</u> ookup Client	<u>P</u> rovider
<u>R</u> eports	A <u>A</u> d New Client/Client Search	C <u>H</u> ange Password
D <u>O</u> ocumentation	N <u>E</u> ws	<u>A</u> lerts
L <u>O</u> gout / E <u>X</u> it		

- **Phase 2 Implementation** → A **pop-up alert** will appear on the screen whenever Sage users open the chart of a high utilizer so this immediately becomes apparent.
- **The high utilizer alert is an indication that a particular patient may require more intensive support, case management services, and/or care coordination with other health providers (e.g., physical/mental health) → Should result in changes in provider practice.**



Notice of Adverse Benefit Determination (NOABD) and Grievance Resolutions

- **DHCS Information Notice 18-010E:** https://www.dhcs.ca.gov/provgovpart/Pages/FAQs_Fact_Sheets.aspx
- NOABD and Grievance Resolutions are federally required written notifications to patients informing them of their rights when certain actions are taken regarding their care:
 - Applies to patients under the Medi-Cal program and, within SAPC’s network, applies to **all** patients served.
 - Primary responsibility lies with the County plan.
- **Key aspects of the NOABD and Grievance process**
 - DHCS requires County plans to use specific **unmodified** templates for these written notifications.
 - Notices must include the following three (3) attachments: **“Your Rights” Notice, Non-Discrimination Notice, and Language Assistance Taglines.**
 - DHCS outlines specific timelines that County plans must adhere to when sending these notices.
- **Why providers should familiarize themselves with this new NOABD and Grievance process:**
 - Providers will receive notices from SAPC and if patients have questions, should inform them of the process.
 - Providers may be required to send Termination NOABDs on behalf of SAPC for involuntary terminations of treatment.
- **SAPC training on NOABD and Grievance Resolution Process to be provided.**



Notice of Adverse Benefit Determination (NOABD)

- **NOABD (previously known as Notices of Action)**

- The following are actions that may be taken by SAPC:

1. The denial or limited authorization of a requested service, including determinations based on the type or level of service, medical necessity, appropriateness, setting, or effectiveness of a covered benefit.
2. The reduction, suspension, or termination of a previously authorized service.
3. The denial, in whole or in part, of payment for a service.
4. The failure to provide services in a timely manner.
5. The failure to act within the required timeframes for standard resolution of grievances and appeals.
6. The denial of a beneficiary's request to dispute financial liability.

- **NOABD notifications provide a clear and concise explanation of the reason for the adverse benefit decision and a description of the patient's rights (including details on the appeals process).**
- **BOTH the patient and provider receive notification when SAPC takes the NOABD actions noted above.**

- **Appeal Process**

- Appeals at the County level are between patient/provider/authorized representative and SAPC
- State Fair Hearing process is available only when patient has exhausted their local appeals process



Grievance Notifications



- **Grievances (including complaints)**
 - An expression of dissatisfaction about **any** matter other than an Adverse Benefit Determination.
 - May include, but are not limited to:
 - Quality of care or services provided.
 - Aspects of interpersonal relationships, such as rudeness of a provider or employee.
 - Failure to respect the patient’s rights regardless of whether remedial action is requested.
 - Patient’s right to dispute an extension of time requested by SAPC in making an authorization decision.
- **Only pertains to grievances submitted to SAPC by patients or their authorized representative**
 - Patients must always have the ability to contact SAPC directly with grievances.
 - SAPCMonitoring@ph.lacounty.gov
 - May also either call SAPC directly at 626-299-4532 or the SASH at 844-804-7500
 - Providers **MUST** post and inform patients of the right to file a grievance to SAPC.
 - Providers may maintain their own internal grievance process, but are encouraged to involve SAPC, as needed.



Signature Pads

- **SAPC will be convening a stakeholder meeting soon to outline the process for implementing signature pads across all Sage users (primary and secondary) and get provider feedback.**
 - SAPC would like to better understand workflows related to signature pads at provider sites.
 - Provider application process to propose # of needed signature pads.
- **Anticipated implementation of signature pads in Spring 2019**





Sage: A Year in Review

- **Year One of Sage – Laying the Foundation**

- Lots to be proud of
- Lots to build on

- **Key Challenges**

- Change Management
 - Evolution of the Sage system
 - Evolution of provider workflows and staff responsibilities
- Technical – FY cutover, claims, authorizations, etc
- **Information Dissemination**
 - SAPC → Provider leadership → Front-line provider staff

- **Focuses for the Coming Year**

- Implementing items on the Enhancement List to address key needs expressed by providers and SAPC staff
- Establishing a regular cadence and workflow for financials in Sage (billing & cost reporting)



Substance Use Disorder Information System



The secret of change is to focus
all of your energy, not on fighting
the old, but on building the new.

Socrates

quotefancy