

## **Billing Office Hours**

August 29, 2024

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





### **Open Discussion Expectations**

- Please submit questions to <u>sapc-finance@ph.lacounty.gov</u> prior to the meeting indicate it's for discussion in the next billing office hours
- Submit questions in the chat during the meeting and we will address them as time permits
- Keep your microphone on mute unless speaking
- Use the raise hand feature to request to speak
- Do not share PHI in the chat or on your screen



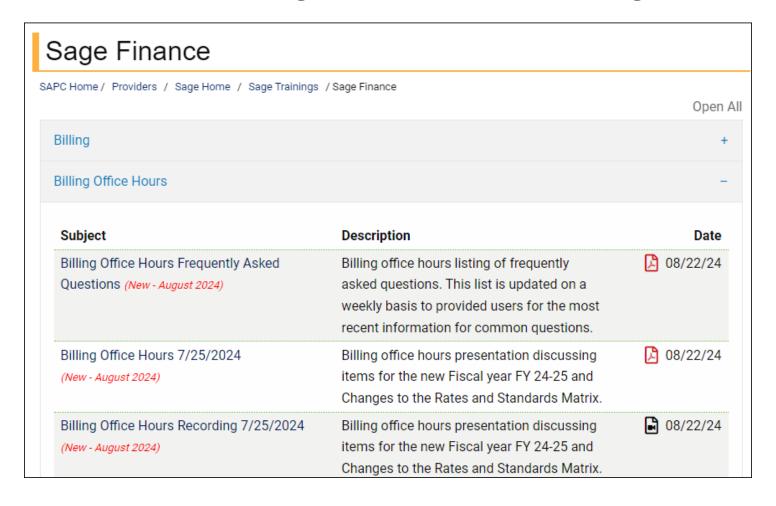
## **Agenda**

- Announcements
- FY 24-25 Billing Updates and Reminders
- Open Discussion



#### **Announcements**

#### FAQ, slides, and recordings are available on the Sage website!





#### **Announcements**

# H0050 for Contingency Management is available to be billed

 Remember that the primary diagnosis for the patient must be: R82.998 or Z71.51 or the services will be denied

#### **Meeting Change Proposal**

 Extend this session another 30 minutes every other week for those interested in reviewing case studies on billing scenarios and potentially working in small groups to review



## FY 24-25 Billing as of 8/27/2024

#### Billing Highlights

- Total Charged: \$30M (\$2M billed since last week)
- Total Approved: \$28.9M 96.2% (up 0.1% from last week)
- Total Denied: \$1.1M 3.8% (down 0.1% from last week)
- 66 agencies have billed (up 1 from last week)

#### Top Denials

- Eligibility not found/verified in Cal-PM
- Performing Provider is blank
- Procedure not on fee schedule

## **Billing Monitoring Findings**

#### Financial Eligibility

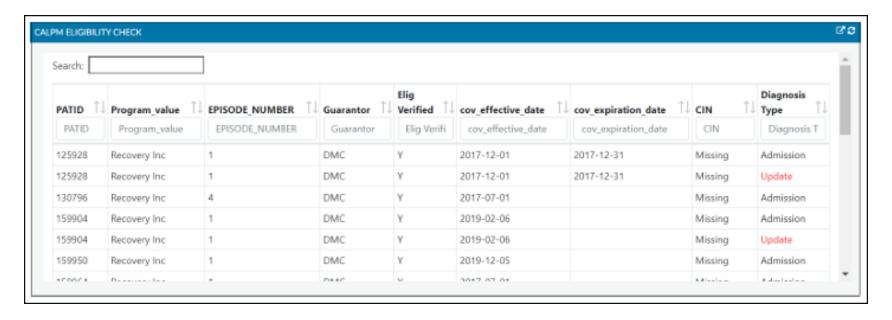
- DMC guarantors should not be removed, even if the patient has lost benefits
  - Use the <u>Documenting Changes in Financial Eligibility Status job aid</u> to assist in updating the patient's Financial Eligibility record
  - If the DMC guarantor is removed but SAPC has not yet billed services that were covered, the service may be taken back as they are no longer able to be billed to DMC.
- Patients experiencing homelessness should have their address entered as either the local DPSS office or the program site
- Ensure the three fields in the images below are completed

Subscriber Release Of Info *
Informed Consent To Release Medical Info
Yes, Provider Has Signed Statement Permitting Release

Eligibility Verified *	Coordination Of Benefits * (REQUIRED)	
○ Yes	○ Yes	



## **CalPM Eligibility Check Widget**



- Populates data for patients with missing or incorrect data on the FE and/or Diagnosis form that leads to denials for "Eligibility not found/verified in CalPM"
- Check this widget before entering services for a patient and update any missing information
- See the <u>PCNX Guide to Widgets</u>, page 32 for more information



## **Billing Monitoring Findings**

#### Authorization Numbers

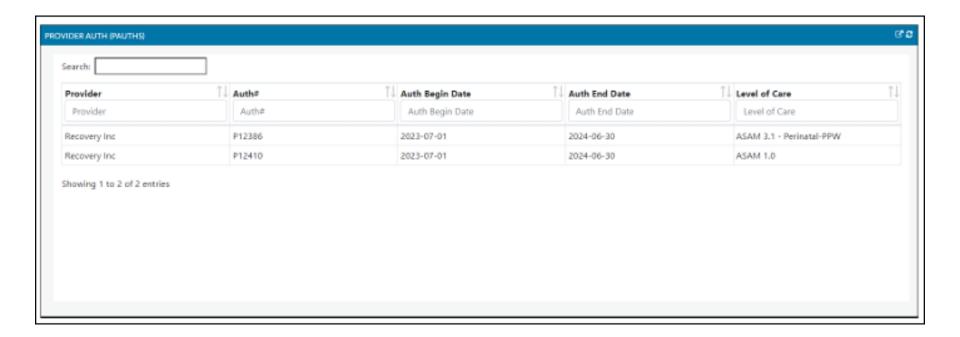
- For authorizations spanning FY 23-24 and 24-25, please double check the correct authorization is being used
- These authorizations are split meaning two are created, 1 for FY 23-24
   and 1 for FY 24-25 with different authorization numbers
- Secondary Providers may need to update your EHR with the split authorization numbers if not done already
- Primary Providers should double check the authorization dates before billing

#### Provider Authorizations (P-Auths)

- Services billed via P-Auth: H0049-N, CENS, Recovery Services
- See the <u>PCNX Guide to Widgets</u>, page 34 for information on using the Provider Auth (PAuths) widget to identify agency PAuths (example on next slide)



## **Provider Auth (PAuths) Widget**









UNIT/BRANCH Contact	E-mail	Description of when to contact
		All Sage related questions,
	Phone Number: (855) 346-2392	including billing, modifications,
	ServiceNow Portal: https://netsmart.service-	system errors, and technical
Sage Helpdesk	now.com/plexussupport	issues.
		Sage process, workflow, and
Sage Management Branch (SMB)	sage@ph.lacounty.gov	general questions.
		All authorization related
		questions, questions to the
		Medical Director, medical
QI and UM	sapc.qi.um@ph.lacounty.gov	necessity
		Questions about policy, the
		provider manual (youth, PPW,
Systems of Care	sapc_asoc@ph.lacounty.gov	criminal justice, homelessness)
•		All questions regarding Sage
		CalOMS including forms,
Health Outcomes and Data Analytics		submission, and requests for
(HODA)	hoda_caloms@ph.lacounty.gov	trainings.
,		Questions about general
		contract, appeals, adverse
		events. Agency specific contract
Contracts	sapcmonitoring@ph.lacounty.gov	or agency CPA if known.
	, , , , , , , , , , , , , , , , , , , ,	DHCS policy, DMC-ODS general
Strategic and Network Development	sudtransformation@ph.lacounty.gov	questions
S Spinish	21 70	Clinical training question,
Clinical Standards and Training (CST)	dsapc.cst@ph.lacounty.gov	documentation.
5 (333)	/0	Question related to billing,
Finance	sapc-finance@ph.lacounty.gov	denials, and tiers.