



Billing Office Hours

October 3, 2024

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





Open Discussion Expectations

- Please submit questions to sapc-finance@ph.lacounty.gov prior to the meeting – indicate it's for discussion in the next billing office hours
- Submit questions in the Q&A feature during the meeting and we will address them as time permits, please do not use the Chat Feature
- 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/Reminders
- FY 24-25 Billing Update
- Open Discussion



Fiscal Year Final Billing Deadlines

- FY 22-23: 12/31/2024
- FY 23-24
 - July-Dec. 2023 services: 12/31/2024
 - Jan.-July 2023 services: 3/31/2025
- FY 24-25: original claim submission within 180 days from date of service; replacement claim deadline 365 days from date of service



10/1/2024 Sage Communication

- **Updated Rates and Standards Matrix published**
 - Key items to note:
 - Added the non-DMC codes to the Billing Rules tab
 - G0316 (add-on) removed as it is not applicable for SAPC
 - HD modifier removed as requirement for H2034-C
 - T2024 rates corrected to \$0 for residential and WM LOCs
 - HA modifier references removed
 - NEW tab – CPT Add On Codes
 - Notation regarding effective dates for MAT drug NDCs

24-04 - Fiscal Year 2024-2025 Rates and Payment Policy Updates

– Rates and Standards Matrix FY 24-25 *(Updated - October 2024)*



10/1/2024 Sage Communication

- **Void Claim Assignment Form Update**
 - Now includes option to select a Performing Provider in the search parameters to narrow down the displayed services available to void



FY 24-25 Billing as of 10/1/2024

- **Billing Highlights**
 - Total Charged: \$71.6M (\$4.3M billed since last week)
 - Total Approved: \$67.1M – 93.7% (down 0.1% from last week)
 - Total Denied: \$4.3M – 6.3% (up 0.1% from last week)
- **Top Denials**
 - Procedure not on fee schedule
 - Eligibility Not Found/Verified in CalPM
 - Performing provider is blank

FY 24-25 State billing has begun, providers may start seeing State denials as of today.





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