sage

Managed by **SAPC**

Correcting Diagnosis Errors in Sage

A Patient Management System
Services, Data, and Claims

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Correcting Diagnosis Errors in Sage

This guide will assist providers in correcting errors with the Provider Diagnosis (ICD-10) form in Sage which was either causing local claim denials or preventing claims from being sent to DMC for payment. Providers who were sent lists of patients that had issues with the diagnosis form over the past month or who have submitted helpdesk tickets asking to change the Date of Diagnosis may have noticed errors or other challenges after resolution. An error was discovered with the previous workflow due to a system issue which should be resolved with the following workflows.

This document only applies to claim and diagnosis corrections for claims submitted via ProviderConnect or 837P claims.

WM3.7 and WM4.0 Note These corrections will NOT apply to claims submitted via the 837i process for any WM3.7 or WM4.0 levels of care.

We have found three primary diagnosis issues that are impacting the claim.

1. All patient episodes and records must have an admission Type of Diagnosis within Sage for the claim to successfully process from Local to State adjudication. There are instances when providers only input an "Update" Type of Diagnosis or "Onset" Type of Diagnosis on the form without a separate "Admission" Type of Diagnosis.

2. The date of diagnosis on the "Admission" Type of Diagnosis is after the Provider Admission date or dates of services being claimed:

   a. When selecting "Admission" as the Type of Diagnosis, the Date of Diagnosis will automatically populate to the episode start date. Providers should not change this date as it corresponds to the original date of admission for that episode.

   b. For the purposes of any non WM3.7 and WM4.0 service, the Date of Diagnosis for the "Admission" Type of Diagnosis should match the original episode start date. However, the "Update" Type of Diagnosis can refer to the first date of service for the current treatment admission or the services being claimed.

c. For WM3.7 and WM4.0 claims, the admission date refers to the episode start date for that patient. Providers with these levels of care, previously received local denials with the reason of "No Admitting Diagnosis on or Before Admission Date" where the diagnosis date did not match the episode start date. This issue has been resolved and those providers should no longer experience this denial.

3. The "Admission" diagnosis was voided, and an "Update" or "Onset" diagnosis was entered to correct an error in the date or diagnosis, however the system rejects the claim because the "Admission" diagnosis was voided.

    a. In this case, the system will not allow for a second "Admission" Type of Diagnosis and does not accept the "Update" or "Onset" either.

Important Note For any of the below troubleshooting steps, when adding an "Update", "Onset" or "Admission" Type of Diagnosis, please list all appropriate SUD diagnoses in order of priority on the new diagnosis record, not just whatever is being updated.

The new diagnosis record will supersede the original entry. For example, if an OTP provider adds an "Update" diagnosis and only lists Stimulant Use Disorder on the update, but does not include the original Opioid Use Disorder, then the state claim will only show the Stimulant Use Disorder and not the Opioid Use Disorder, which could lead to a denial for incorrect diagnosis.

Additional Note For all diagnoses, the diagnosis "Ranking" and "Bill Order" must match or the claim will deny. The ranking is used to determine the primary, secondary or tertiary diagnosis being addressed. Where the bill order tells the system which diagnosis to associate as the primary, secondary or tertiary. Therefore, if the ranking shows as "Primary" but the bill order shows the same entry as "2", it will not match, and the claim will deny.

Ranking	Diagnosis	Classification	Onset Date	Diagnosing Practitioner	Billing Order
Primary - 1	Stimulant dependence	Substance Abuse - 7		SMITH,JOHN (009998)	1

Please follow the below steps to correct each of these three scenarios, which will prevent any additional recoupments by SAPC.

Entering an Admission Type of Diagnosis

If Onset or Update is the only diagnosis entered, the system will not submit these claims to the state and may result in a recoupment. Please ensure that all records have an active "Admission" Type of Diagnosis.

Diagnosis Information (ICD-10)

Episode Number	Type of Diagnosis
- Click To Select-	Onset - O
Date of Diagnosis	**Time of Diagnosis**
	HH:MM AM/PM

Date of Diagnosis	Type of Diagnosis	Principal Diagnosis	Episode Number
12/4/2020	Onset	Severe alcohol dependence in controlled environment	1

Diagnosis Information (ICD-10)

Episode Number	Type of Diagnosis
- Click To Select-	Admission - A
Date of Diagnosis	**Time of Diagnosis**
	HH:MM AM/PM
Prognosis	**Estimated Discharge Date**

Date of Diagnosis	Type of Diagnosis	Principal Diagnosis	Episode Number
6/21/2019	Admission	Severe alcohol use disorder	1

If an "Onset" or "Update" Type of Diagnosis is the only diagnosis listed, providers can enter an "Admission" diagnosis by selecting "Add Diagnosis Entry" on the first page of the diagnosis page in Sage to correct the error.

Date of Diagnosis	Type of Diagnosis	Principal Diagnosis	Episode Number	
4/2/2020	Admission	Severe alcohol dependence in controlled environment	1	Edit
12/4/2020	Onset	Severe alcohol dependence in controlled environment	1	Edit

Add Diagnosis Record

The Date of Diagnosis is After the Episode or Admission Date

When selecting "Admission" as the Type of Diagnosis, the Date of Diagnosis will automatically populate to the episode start date. Providers should not change this date as it corresponds to the original date of admission for that episode. There are instances when providers manually change the date to a different date. If the date of service is before the date of diagnosis, this may cause denials or delays with submission to the state.

To correct the Date of Diagnosis, providers only need to enter a new "Update" Type of Diagnosis with the correct Date of Diagnosis and diagnosis that corresponds with the dates of services being claimed. Providers should not void the incorrect diagnosis. Adding an "Update" will allow the system to associate the "Update" Date of Diagnosis with all services on or after that date. The "Update" diagnosis in this situation will be before the "Admission" diagnosis but should correspond to the actual date of admission for the patient.

Diagnosis				
Date of Diagnosis	Type of Diagnosis	Principal Diagnosis	Episode Number	
7/1/2020	Update	Alcohol dependence, inpatient tx	2	Edit
11/1/2020	Admission	Amphetamine and other psychostimulant dependence, continuous	2	Edit

The "Admission" Type of Diagnosis Is Voided

Providers were previously instructed to void the diagnosis by selecting "Void" in the "Status" field on the diagnosis entry line. While this does successfully void the diagnosis, the system no longer recognizes the "Admission" diagnosis and cannot claim to the state. Unfortunately, a new "Admission" diagnosis cannot be created once the original has been voided. The blank space under Principal Diagnosis indicates the diagnosis was officially voided.

Diagnosis				
Date of Diagnosis	Type of Diagnosis	Principal Diagnosis	Episode Number	
7/1/2020	Update	Alcohol dependence, inpatient tx	2	Edit
11/1/2020	Admission		2	Edit

Please follow these steps to correct the issue:

1. Click the edit button to the right of the screen on the voided "Admission" diagnosis line.

2. Select "Add Diagnosis Entry" button to re-enter the voided diagnosis.

3. Enter the correct diagnosis that corresponds with the patient's actual diagnosis.

4. The status should be active for this new diagnosis.

5. Click the "Update Diagnosis" button to save the diagnosis, which will re-activate the "Admission" diagnosis.

Ranking	Diagnosis	Classification	Onset Date	Diagnosing Practitioner	Billing Order	Present On Admission Indicator	Status	Date
	H/O alcohol dependence	Substance Abuse - 7				Yes - Y	Void - 5	
Primary - 1	H/O alcohol abuse	Substance Abuse - 7			1	Yes - Y	Active - 1	

a. This will correct the "Admission" diagnosis issue, but not the incorrect date of diagnosis.

6. To correct the Date of Diagnosis, providers will then enter an "Update" Type of Diagnosis with the correct Date of Diagnosis that corresponds with the services provided.

a. The system will accept the "Update" diagnosis date for the claims, regardless of the "Admission" diagnosis date.

Diagnosis				
Date of Diagnosis	Type of Diagnosis	Principal Diagnosis	Episode Number	
7/1/2020	Update	Alcohol dependence, inpatient tx	2	Edit
11/1/2020	Admission	Amphetamine and other psychostimulant dependence, continuous	2	Edit