Sage Updates

Los Angeles County's Substance Use Disorder Information System

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

All Provider Meeting: February 8, 2018

Outline

- **Change Management Considerations**
- **Informational Notice: Transitional Billing on Sage**
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- **Sage Website**
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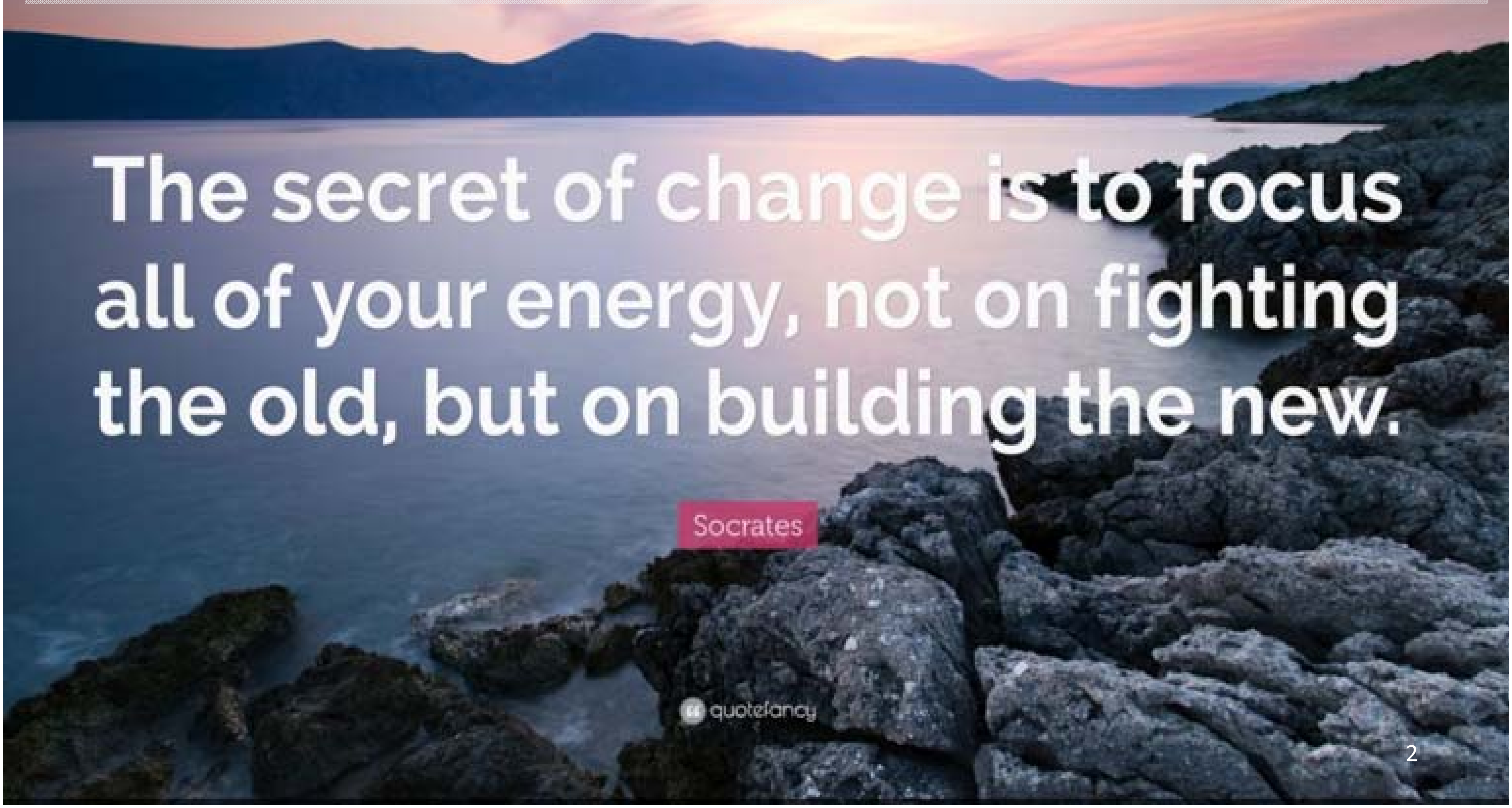
- **New Access Groups**
  - Licensed-Eligible LPHAs vs. Students/Interns
- **Sage Support**

<u>Change Management</u>: The management of change and development within a business or organization through adaptions in process, staff, workflows, and techniques.



Sage Change Management Considerations

- **Sage should be incorporated into agency operations**
  - Convening internal Sage workgroups or learning sessions within your agencies may be a useful forum to disseminate and standardize Sage knowledge, and discuss Sage-related issues.
- **Assess Sage and staff workflows to identify efficiencies and improvements**

  - CONSIDER STARTING ANEW
    - Rather than starting with your old workflow and trying to figure out how to replicate the old workflow with the workflow for Sage, consider starting with what processes must happen and building the new Sage workflow around that
- **Staff Skills Development**
  - Build Sage trainings into staff onboarding/training requirements and agency operations → computer skills, writing skills, etc.

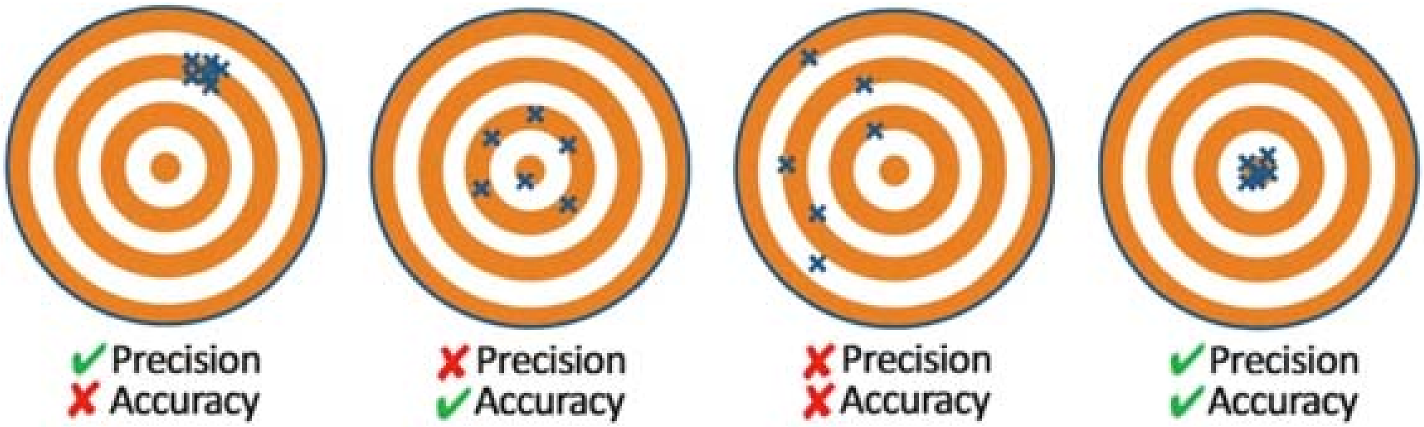
Informational Notice: Transitional Billing on Sage

One-time funding amount to support providers during initial Sage transition for services provided, but not yet billed on Sage.

- **Amount based on average of July 2017 – November 2017 billing; only treatment providers are eligible.**
- **Clinical documentation is still required to support the delivery of services.**
- **Services not supported by clinical documentation by February 28, 2018 will be disallowed in the March 2018 billing cycle.**

Sage – Keys for Success

1. **ACCURACY & PRECISION of information entered in Sage**



2. **TIMELINESS of activities**

Tips for Successful Use of Sage

- **Sage processes need to happen in stepwise fashion – incorrect/missing information or delays in upstream processes will result in problems with downstream processes.**
  1. **Admission**
  2. **Data collection** in CalOMS/LACPRS
  3. **Clinical work & documentation** (ASAM assessment, entering diagnosis, Authorization Form [if applicable], clinical documentation, etc)
  4. **Billing**

- **Timely and accurate information in earlier processes**
- **Responsiveness to SAPC staff for financial and authorization clarifications**

Both of these are key actions to reduce the likelihood of system authorization and billing denials due to missing or inaccurate client information!

Tips for Successful Use of Sage (cont'd)

- **Admission – Tips**
  - If the admission process within Sage contains incorrect/missing information, the Financial Eligibility fields will not pre-populate and there may be errors in the system.
  - **FINANCIAL ELIGIBILITY**
    - **Client Index Number (CIN)** is REQUIRED for billing.
    - Most common billing error currently is providers mistakenly entering the CIN into the "Policy Number" field on the Financial Eligibility Form, instead of in the "CIN" field.
  - **Admission dates** must fall within treatment service dates, otherwise admission dates after treatment service dates will result in billing errors.
  - **Full names** must be used; patient initials are unacceptable.

Tips for Successful Use of Sage (cont'd)

- **Data Collection – Tips**
  - **All RED fields in CalOMS/LACPRS are required** – Missing or inaccurate information will result in the inability to submit the CalOMS form in Sage due to data quality checks in the system.
  - **Providers MUST remember to discharge patients from CalOMS** – this is creating a problem when patients present at other providers for treatment.
  - Refer to Data Collection User Guide on SAPC's Sage website for more detailed information.

Tips for Successful Use of Sage (cont’d)

- **Clinical Work & Documentation – Tips**
  - **Diagnosis MUST be entered in the Provider Diagnosis (ICD-10) Form**. Providers should NOT enter diagnosis in the Authorization Form, as this will result in claim denials when submitting bills.
  - **Authorization Forms should only be submitted AFTER providers have completed all elements SAPC needs to review authorizations** (e.g., finalized ASAM, completed Provider Diagnosis (ICD-10) Form, etc).
    - **Providers should only submit Authorization Forms for AUTHORIZED SERVICES** (residential, Recovery Bridge Housing, etc).
    - **Authorization Forms submitted for NON-AUTHORIZED SERVICES (OP, IOP, WM for adults, OTP, etc) will be denied** because these services do not require authorization.

Tips for Successful Use of Sage (cont'd)

- **Billing – Tips**
  - Refer to the **Sage Billing Webinar** handout for detailed descriptions of the billing process.
  - Check to make sure that all processes PRIOR to billing are complete and accurate if you are experiencing billing problems.

- **Other Resources**
  - Help Desk
  - Your Superusers

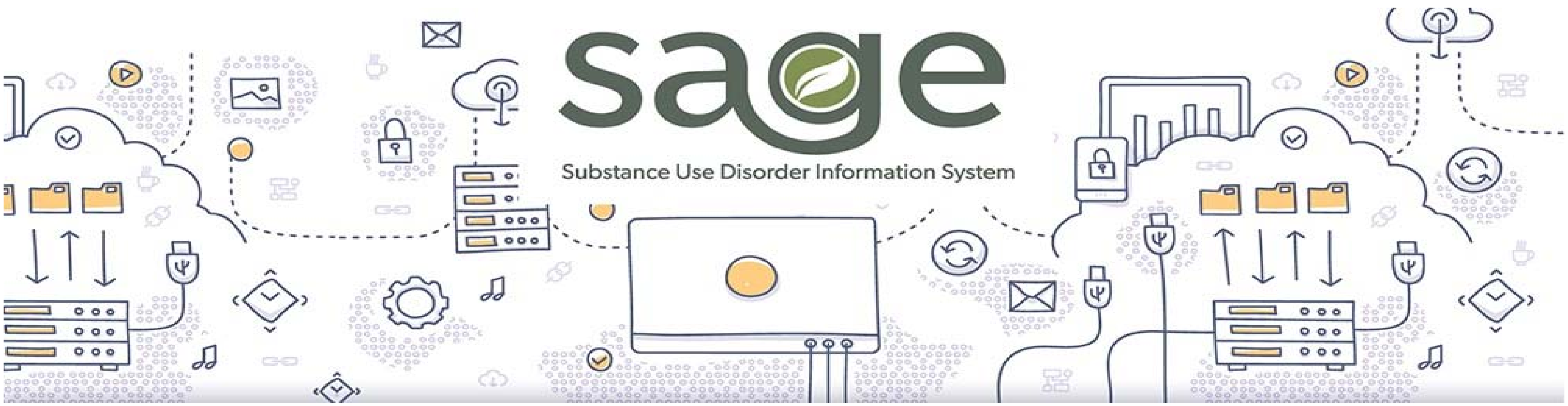
- **Share your successful Sage processes with Superusers and staff!**

Reducing Duplicate Clients within Sage

- **Duplicate client entries in Sage create MAJOR problems**
  - Duplicate clients are when there are multiple Sage profiles open for the same patient.
    - This can result in authorizations, clinical documentation, or billing being done in different profiles for the same patient at the same agency or site, or between different agencies.
    - To address this, Netsmart and SAPC staff need to evaluate each client profile to determine how best to perform a client merge to combine all client information into a single Sage profile.
  - **It's critical that providers try to avoid creating duplicate clients within Sage to avoid errors with data, authorizations, and billing.**
- **Providers should ALWAYS check "Client Search" before opening up a new case within Sage to make sure that a client profile doesn't already exist for that patient.**

SAPC's Sage Website

http://publichealth.lacounty.gov/sapc/Sage/SageInfo.htm



- **Contains information on:**
  - Frequently Asked Questions (FAQs)
  - Managing user access – onboarding/offboarding staff
  - Training calendar
  - … and more

Frequently Asked Questions – Samples

- What do I do if I have a general Sage issue to resolve?
- What do we do when financial eligibility information is missing or incorrect?
- What do we do when financial eligibility information is missing or incorrect?
- With regard to billing, Sage shows multiple billing codes for the same service in the drop down menu. Which codes should we use?
- I am a Primary Sage user. What do I have to submit for approval of a non-authorized service?

ASAM CONTINUUM Assessment FAQ – Vitals & GAF

- The ASAM CONTINUUM assessment contains certain fields that are required because they are part of its computer algorithm to calculate appropriate levels of care.

- **If your agency does not take vitals or use the GAF, please use the values below as default entries:**
  - Blood pressure:
    - Systolic ("high" number) – 110
    - Diastolic ("low" number) – 70
  - Heart Rate – 60 beats per minute
  - Global Assessment of Functioning (GAF) – 80

Sage Access Groups

*Assessing anticipated staff tasks when assigning the Sage Access Group is very important. The information provided to SAPC determines what kind of access / permissions your staff will have within Sage.

1	Clinical Only – LPHA
2	Clinical Only – Licensed-Eligible LPHA
3	Clinical Only – Counselor
4	Clinical Only – Student/Intern
5	Financial Only
6	Financial + Clinical – LPHA
7	Financial + Clinical – Licensed-Eligible LPHA
8	Financial + Clinical – Counselor
9	**Audit User** (view-only access to SELECT clinical & financial data)
10	**Operations** (view-only access to ALL clinical & financial data)
11	Clerical
12	Clinical View Only – No Log-In

*Refer to Sage Access Group Description document on SAPC's Sage website for more details

New Access Groups

ACCESS GROUP	DESCRIPTION
Operations	View-only access to the entire Sage system (all clinical & financial forms and reports). This is the broadest view-only Access Group.
Audit User	View-only access to some clinical and financial components of Sage. This view-only access is more limited than the Operations Access Group.
Clerical	Allows clerical staff to have access to admission and demographic data.
Clinical Only – Student/Intern	Allows unregistered students/interns that do not yet have their degree to conduct some clinical work, with appropriate co-signatures.
Clinical Visible Only – No Login	Enables a clinician who does not need to enter data into Sage to appear in drop down lists. This would largely be needed by Secondary Sage Users who are electronically billing from their EHR.

Licensed-Eligible LPHAs vs. Students/Interns	
Licensed-Eligible LPHAs	• REGISTERED with respective state licensing board • Can function in Sage without co-signature from licensed LPHA
Students/ Interns	• NOT REGISTERED with respective state licensing board • REQUIRES CO-SIGNATURE from licensed LPHA within Sage

- The State recently clarified that licensed-eligible LPHAs registered with their respective Board (BBS, Board of Psychology, etc) may serve as LPHA's, though they still need to be appropriately supervised by a licensed LPHA, per state board requirements.
- **The Clinical-Only Student/Intern Access Group** allows student/interns to deliver services with appropriate supervision AND co-signature by a licensed LPHA.

Sage Support

- **Sage Webinar Training Series**
  - Webinars to provide additional training support on commonly used Sage functions
  - Meant to supplement required Sage trainings, not replace them
- **Sage Provider Business Technology Committee Meetings**
  - Meeting to discuss Sage-related updates and operational issues for both Primary and Secondary Sage Users
- **Required Web-Based Trainings for Onboarding New Provider Staff**
  - Will be available in late Spring
  - Allows timely access to trainings with reduced cost

Where to Go for Help

- **SAPC's Sage Website**
  - http://publichealth.lacounty.gov/sapc/Sage/Sageinfo.htm

- **Training Resources**
  - **ASAM CONTINUUM™ and Triage Tool Training Videos**
    - http://asamcontinuum.org/knowledgebase/video-comprehensive-continuum-orientation/
  - **Computer Skills**: Web-based trainings by Netsmart are available by emailing LearningServices@ntst.com

- **Sage Help Desk –** (855) 346-2392
- **Sage Help Desk Portal** https://netsmart.service-now.com/plexussupport
- **Sage email –** Sage@ph.lacounty.gov