Sage Updates

Substance Abuse Prevention and Control

Los Angeles County Health Agency and Department of Public Health

SAPC All Provider Meeting
June 27, 2019

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New Credentialing Process

SAPC wants to get to know you better…

❖ On 06/26/2019 Contracts and Compliance Division sent your agency **liaison** a performing provider credentialing spreadsheet that requested review and revision of the following staff credentialing information:

- o **NPI Numbers staff that are providing billable services services**
- o **License/Certification/Registration Practitioner Category and Discipline**
  - ❑ This has been updated to include LVN's, Certified Medical Assistants-CNA and change to Associate MFT, Associate PCC and Associate SW.
- o **License/Certification/Registration Numbers, Effective & Expiration Dates**
- o **All program locations if staff is working at multiple service locations**
- o ***MUST be submitted to Contracts by Monday July 1, 2019.***
- o This will be **CRITICAL** to be able to bill successfully in FY2019-2020.

KPI
Dashboards
Access

KPI is coming back online for all your financial and programmatic tracking needs!!!

➢ But wait… We need some information first…

  ✓ Contracts sent a request to each agency to verify who the agency wants to have access to KPI Dashboards.

  ✓ *Please keep in mind that anyone you choose to have KPI access at your agency will have access to everything about your agency.*

   ➢ KPI information **cannot** be limited to specific information per user role.

Check Reconciliation Report Version 2.0

❖ A second updated Check Reconciliation Report will be provided via the Secure File Transfer Protocol (SFTP) that will include all submitted claims from 12/01/2017-06/30/2019

  ➢ This will include any resubmitted claims from the last report ending on 4/30/19.

❖ Additional Remittance Advice Reports will be included with the new Check Reconciliation Report as well.

❖ Please contact the specific finance staff listed on the Remittance Advice Report for questions.

❖ *As a reminder, KPI dashboard will be available in the coming weeks and will be used for check reconciliation going forward.*
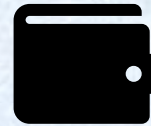
Fiscal Year Updates for Sage

10... 9... 8... 7... 6... 5...

4... 3... 2... 1...
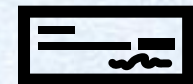
Happy New (Fiscal) Year!!!

Fiscal Year Updates- Pended Authorizations

❖ Split Authorizations that are currently in "Pending-No Active Contract" status will be switched to "Approved" in early July by SAPC and Netsmart.

❖ Until the new fiscal year, any auth with a start date of 7/01/19 that is pended for No Active Contract is considered approved by UM, but awaiting your contract execution.

❖ Once authorizations are approved you can enter treatments in Sage.

❖ The **Authorization Status Report** can be used to identify which auths are pended, approved or denied.

Fiscal Year Updates- Billing

Services delivered June 30 and earlier:

❖ Continue to bill for these services as normal, even into the new year.

– Claims received or submitted by July 8 will be processed and paid by July 25.

– Claims received or submitted by July 31 will be processed and paid by August 15.

– Claims received or submitted after July 31 will be incorporated into the year-end cost report settlement

– See letter from SAPC-Finance sent on 06/13/2019.

Services delivered July 1 and beyond:

❖ Once authorizations are converted to approved status, providers will be able to **ENTER** treatments or claims information **ONLY.**

– This will help providers stay current when it's time to submit the claim

➢ **DO NOT SUBMIT CLAIMS/BILL to SAPC for FY19-20 until SAPC gives the final approval to do so.**

  • Claims submitted before the go ahead will be automatically denied and providers will have to resubmit when allowed using the replacement claims process.

Getting Ready for the New Fiscal Year!

What can you do to prepare for the New Fiscal Year?

❖ ***New Fiscal Year's Resolution #1-*** *Ensure Continued Access to Sage and Enable Access to KPI Dashboards & ccInbox*

S.M.A.R.T. Goal: Provider will:

- Enroll all computers used to access Sage or KPI Dashboards (Measurable)
- In Microsoft Intune using the county issued instructions (Specific),
- By July 19, 2019 (Time bound)
- In order to maintain access to Sage and enable access to KPI and CCinBox (Relevant).
- **Achievable: Of course you can do this!**
  - ✓ This is necessary in order to access Sage after **July 19** and is needed to be able us to restore KPI and CCInBox.
  - ✓ All computers used to access Sage must be **RE-Enrolled** in the Microsoft In-Tune/Azure authentication process to ensure the strictest level of privacy in accordance with 42 CFR part 2.
  - ✓ This is a requirement and is not optional. Please consult with your IT departments to ensure access is maintained..
  - ✓ Failure to enroll your devices will result in a loss of Sage access when this security standard is applied.

Getting Ready for the New Fiscal Year!

What can you do to prepare for the New Fiscal Year?

❖ **New Fiscal Year's Resolution #2-** Credentialing and Billing Requirements

S.M.A.R.T. Goal:

- Provider Sage liaison will ensure completion and return of required credentialing spreadsheet with NPI numbers and additional licensure/registration information (Specific),

- For all performing providers at agency (Measurable),

- To contracts within 3 days of receipt (Time bound),

- To minimize denials for preventable reasons (Relevant).

- **Achievable: Of course you can do this!**

Getting Ready for the New Year!

What can you do to prepare for the New Year?

❖ ***New Fiscal Year's Resolution #3-*** Credentialing and Billing Requirements

S.M.A.R.T. Goal for <u>Secondary Users</u>: Provider will:

- Configure primary EHR (Specific),
- To include performing providers NPI # on all claims submitted through the 837 process (Measurable),
- Prior to submitting any additional claims (Time bound),
- To minimize preventable denials for missing performing provider NPI. (Relevant).
- **Achievable: Of course you can do this!**