



# SAGE UPDATES

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

All Provider Meeting July 5, 2022



End of Year

Medical Record Modification Requests

BenefitsCal

InterCounty Transfer

Train Your Brain: SAPC Clinical Training Opportunities





# FISCAL YEAR REMINDERS





## End of Fiscal Year Processes

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

4... 3... 2... 1...



Happy New (Fiscal) Year!!!



Early Intervention Services for Youth and Young Adults (ASAM 0.5) will be configured as a new LOC

Peer Support Specialist service codes (H0025 and H0038) to be added to all authorizations/levels of care

Effective for services starting 7/1/2022, a “PG” modifier will be added to the current HCPCS for Parenting-PPW authorizations to allow for enhanced rates for PPW providers.

Rates configuration for new FY22-23 service rates

## Early Intervention Services for Youth and Young Adults (ASAM 0.5) will be configured as a new LOC

- EPSDT services for youth (12-17) and young adults (18-20)
- Designed for those who do not meet DSM criteria for a SUD
- 12-17 ASAM 0.5 will only be available to contracted youth providers
- 18-20 ASAM 0.5 is available to all providers, however only youth providers are permitted to use the youth modifier for the enhanced rate.
- See page 60 of Provider Manual 6.0 for program requirements

## Peer Support Specialist service codes to be added to all authorizations/levels of care

- H0025 and H0038 codes with appropriate modifiers are currently being configured
- New User Access Group and discipline types
- New User Creation/Modification form
- Peers must be certified by CalMHSA peer certification program with anticipated start date in late Fall 2022

Effective for services starting 7/1/2022, a “PG” modifier will be added to the current HCPCS for parenting-PPW authorizations to allow for enhanced rates for PPW providers.

- Secondary providers must ensure to update their systems to include the PG modifier on the appropriate codes according to the FY 22-23 Rates and Standards Matrix to receive the enhanced rate.
- All providers need to ensure they are selecting the new authorization grouping with PG in the name of the level of care.
  - Example: ASAM 1.0 21 and over/Parenting-PPW (PG)

## Rates configuration

- SAPC and Netsmart are currently configuring the system based on the new rates negotiated with DHCS according to each providers contracted levels of care per site.
- SAPC Contracts and Finance units are testing and validating these configurations to prevent future billing issues.
- OTP rates are still pending finalization by DHCS.



# Happy New Fiscal Year!

**Secondary Sage Users should update all existing authorizations in their EHR systems with the new auth numbers from split authorizations**

**Continue to work State denials and submit replacement or new claims.**

**Secondary Sage Users should ensure all updated fees and any new HCPCS codes are configured in their EHR systems during this cutover period.**

**Using prior fiscal year's authorization number for the new fiscal year will result in denials for "Invalid authorization number" and denial code CO284 M62.**

**The end of year blackout will not impact state denials from being re-submitted.**

**Ensure that your configuration is based on the Rates and Standards for FY 22-23 to be published after this provider meeting.**

Exercise at least 30 mins/day (consult your medical professional).

[CST Self Care Worksheet](#)

Eat more vegetables.

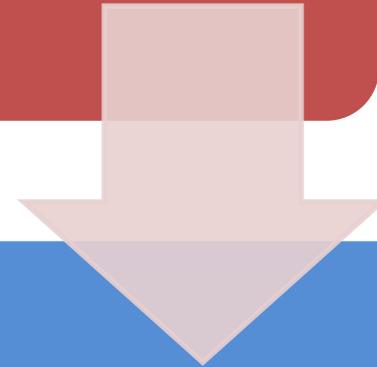
Do not submit bills or 837s during the payment period.

If you are a primary Sage user, do not enter any treatments, including zero-dollar billing.

Do not submit new auths with start dates of 7/1/2022 or later until configuration is complete.

## 07/01/2022

- Start of New Fiscal Year
- Claims blackout for all dates of service 7/1/2022 and later until Sage is fully configured
- Authorization blackout for any authorization with a begin date of 7/1/2022 or later
- Previous fiscal year dates of service will still be allowable for submission.



## 07/08/2022

- All claims (Treatment and RBH services) with dates of service through 6/30/2022 are required to be submitted by 7/8/2022 to receive payment by the end of July.
- Claims submitted from July 9 – July 31 will be processed for payment by the end of August 2022.

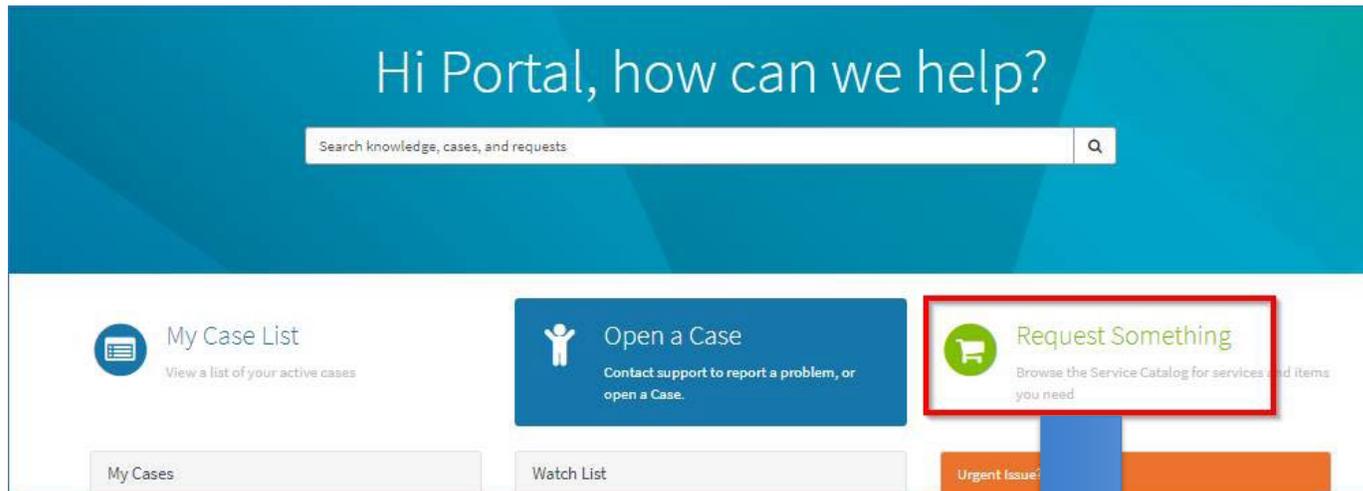
**August  
2022**

- **Anticipated date for lifting of authorization and claims blackout pending full configuration of Sage**
- **Once blackouts are lifted, providers will be able to submit claims from 7/1/2022 forward**
- **Claims submitted prior to official SAPC approval, will be denied as “Claim Processing Blackout- No Active Contract”**



# HELPDESK MEDICAL RECORD MODIFICATIONS





\*\*\*NEW WORKFLOW\*\*\*

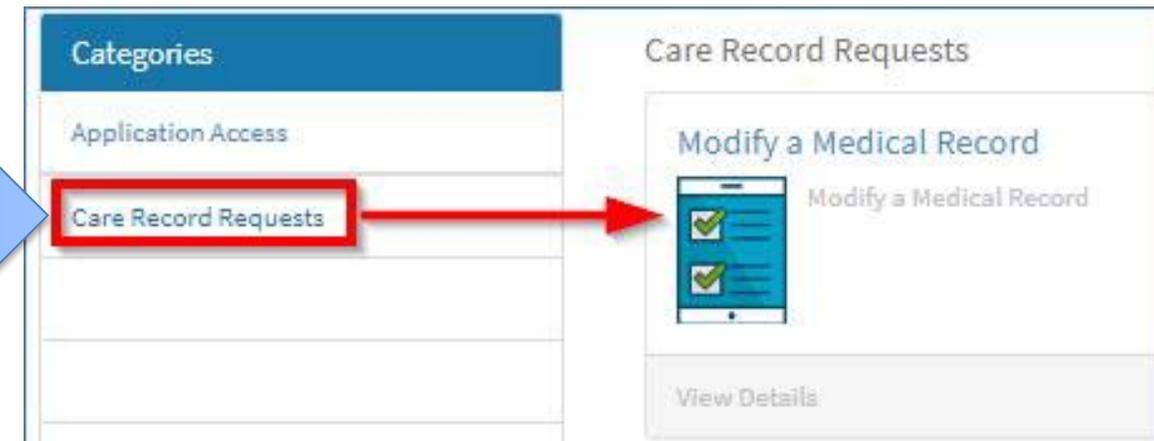
Effective July 18, 2022, requests to modify a medical record will **only** be accepted via the new workflow.

Providers can submit these requests as normal until then and will be given instructions for the new workflow whenever a ticket is created.

On the main page of the Help Desk portal (<https://netsmart.service-now.com/plexussupport>),

providers will now select

1. "Request Something" then select,
2. "Care Record Request" then select,
3. "Modify a Medical Record" and choose the appropriate choice from the predefined dropdown selections



\* Request for SAPC

\* Client ID with Client Initials

\* Agency

\* Episode

\* Type of Form

\* Name of Performing Provider

\* Group Size (if individual, enter NA)

\* Date of Service

\* Start Time

\* End Time

\* Justification (specify what needs to change, e.g. group size was 8 instead of 7)

- All fields marked with an asterisk are required to submit the form.
- When entering a justification for the change, please be specific as to what needs to be changed and a reason the change is needed.
  - For example, “Group size was entered incorrectly due to a patient not showing for group”
  - “Date on note should be xx/xx/yyyy. Date mistakenly entered as day note was written instead of date of service.”



# BenefitsCal



## *BenefitsCal for Patients*

Patients can utilize the new BenefitsCal system for all their benefit needs:

- **Medi-Cal**
- CalFresh
- CalWORKs
- CMSP (County Medical Services Program)
- Disaster CalFresh
- GA/GR (General Assistance and General Relief)

<https://benefitscal.com/>

BenefitsCal

## *BenefitsCal for Providers*

- Providers can utilize the care coordination benefit to assist patients with BenefitsCal to apply for Medi-Cal and other benefits.
- All SAPC Network Providers can apply as a Community Based Organization (CBO)
  - This provides access to applying for benefits for your patients with the organization account, which allows the agency to track all applications submitted under the CBO.

<https://benefitscal.com/Public/login-> Register as a CBO

<https://benefitscal.com/Help/HCOVID-> How to videos (YouTube Channel)



# InterCounty Transfer Updates



Piloted new workflow with UM and providers between May and June.

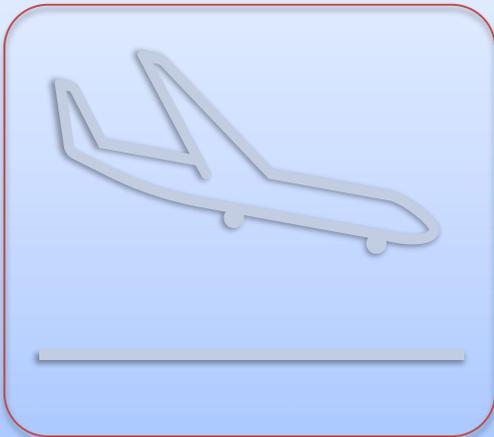
- Providers submit DMC authorizations and F.E. for patients with proof of ICT
- Frequent updates via provider communications, UM Provider meetings and other communications

Pilot demonstrated effectiveness of new workflow

- SAPC monitored local and state claiming closely for out of county denials
- Significant decrease in out of county State denials.
- Of those that were denied for CO 96 N424 or CO 177 N424, the patient was shown to not be assigned to LA County residence or responsibility for the date of service denied.
  - This was mainly due to back billing of services prior to 7/1/2021 before the changes to UM eligibility workflows.



Effective immediately, the new workflows are official and no longer considered in the pilot phase.

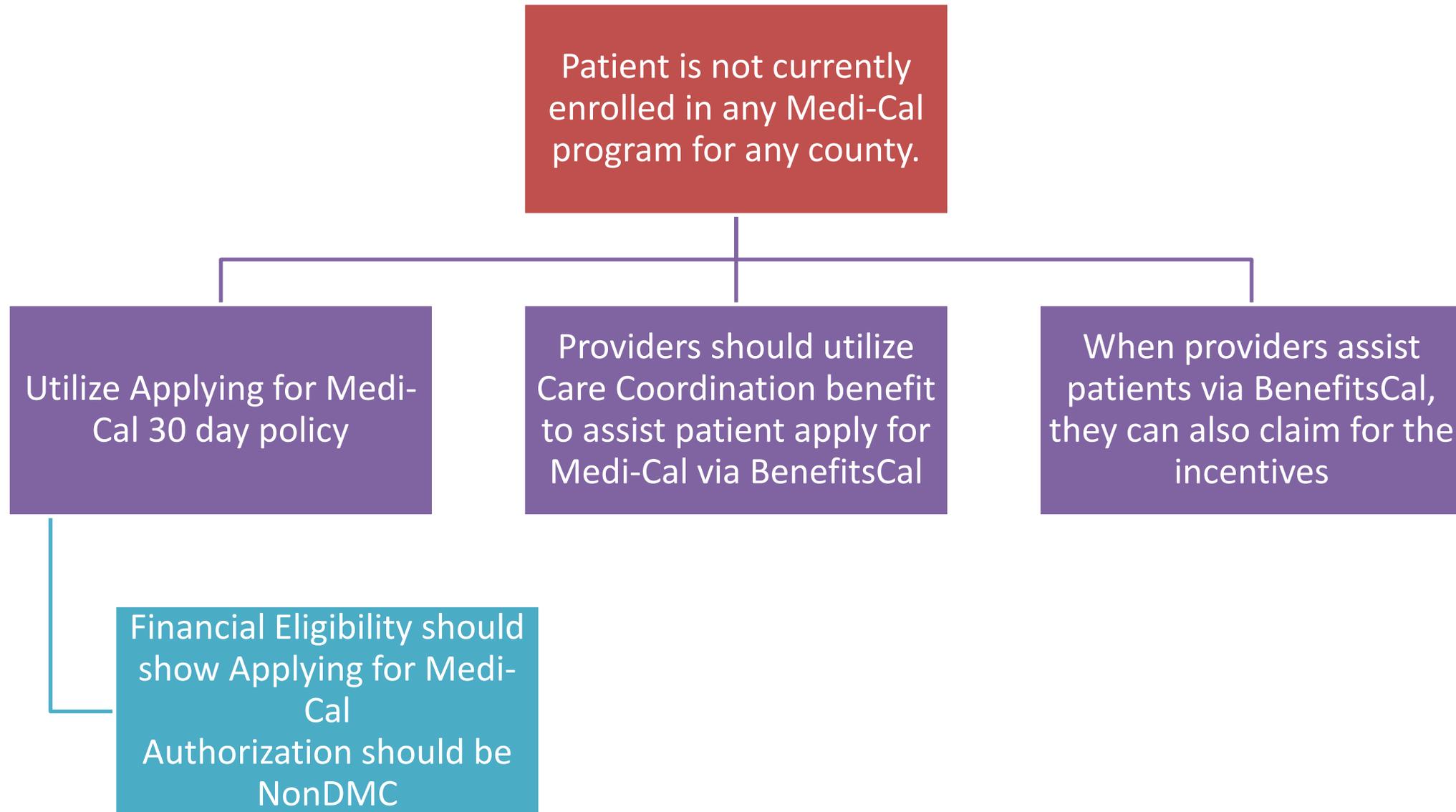


Patients who have out of county Medi-Cal and have submitted ICT or change of address will be considered as LA County DMC

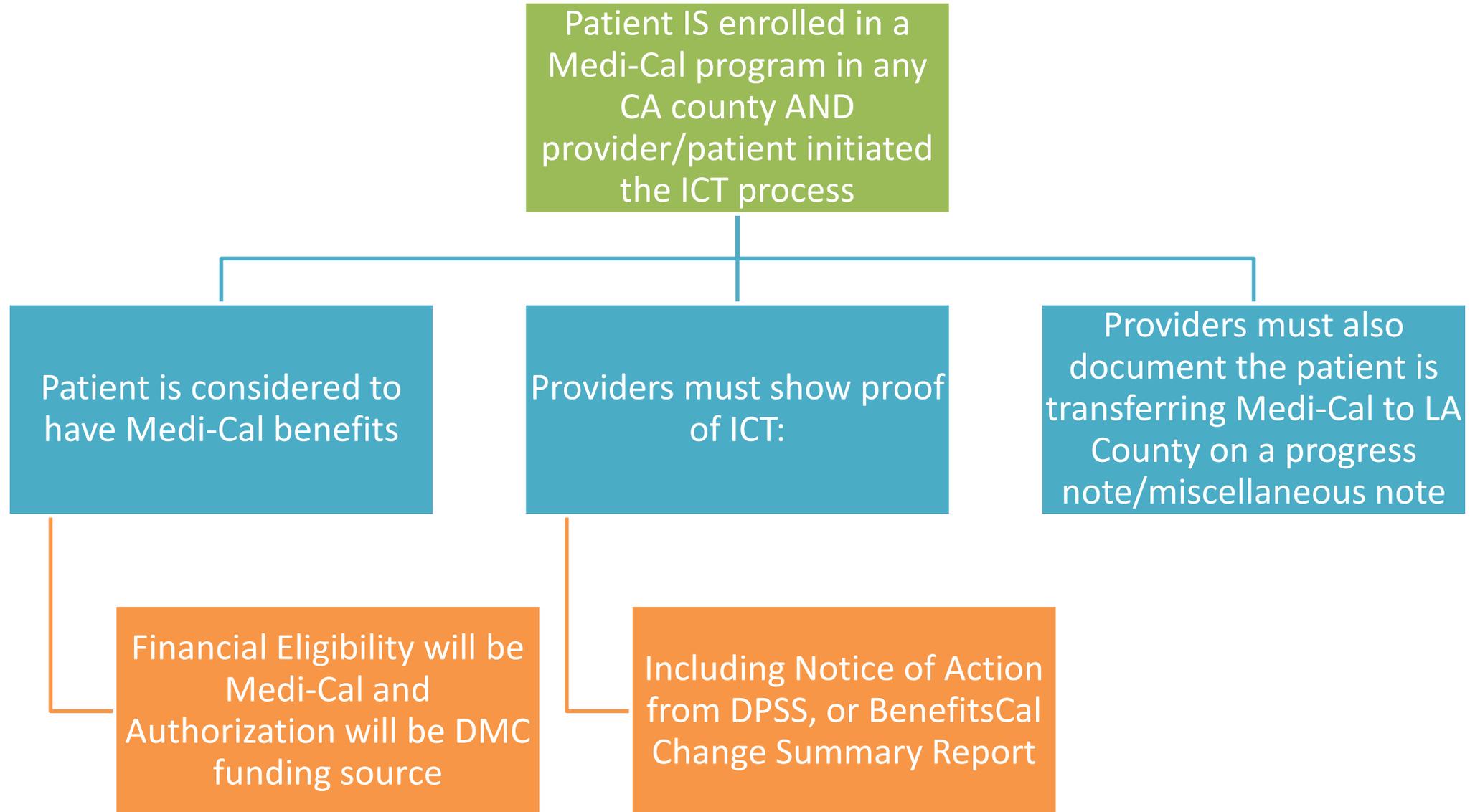
- Guarantor entered as DMC guarantor
- Authorization submitted as DMC Funding Source

Problem	Solution
I have authorizations that were denied that would have been approved with this new workflow	Follow the appeals/grievances workflow for UM to review the authorization. Appeals for out of county denials will be reviewed for start dates 7/1/2021 and beyond.
I don't know what the county of residence is for my patient	<p>We understand that providers do not have visibility on the residence and are working with the State to gain increased visibility.</p> <p>Please submit a helpdesk ticket with the patient information and dates in question so that SAPC can verify county information.</p>
Claims were denied for out of county, but I know the patient initiated the ICT process	<ul style="list-style-type: none"><li>• The claims may have been submitted before the State system was updated.</li><li>• It may take 1-2 months for the system to update depending on when the ICT was initiated.</li><li>• Submit a helpdesk ticket and SAPC will verify dates of service within LA County.</li></ul>

# When Can I Use 30 Day Applying for Medi-Cal



# When to Enter Patient as Medi-Cal



Verify Medi-Cal benefits before offering services

Utilize [BenefitsCal.com](https://www.benefitscal.com) with the patient present to update address to LA County and initiate transfer of benefits to LA County

Print Change Summary Report and ensure necessary fields are visible

Attach Change Summary Report to Attachments in Sage

Enter DMC guarantor on F.E.

Submit DMC Authorization and enter any helpful comments for the UM Care Manager



Submit Time  
Case Number 123456798 ← Case number

[How to report a change](#)  
(BenefitsCal You Tube Channel)

## Change Report Summary

Programs
Food (CalFresh)
Cash Aid (CalWORKs)
Health Coverage (Medi-Cal)

Once changes are made, users will be give the option to print the Change Summary Report.

## Your Information

Home Address	Patient, SAPC ←
Home Address	1000 S. Fremont ave Alhambra, CA 91803 ←
What's the effective date of this change?	06/24/2022 ←

Patient Name

Address in LA County

Effective date of change

Before printing and attaching the Change Report Summary form from BenefitsCal, please ensure these required elements are visible

Signature	
First Name	
Last Name	
Date	06/28/2022

**\*\*\*If any elements are missing, it may cause delays in processing or denial of the authorization.\*\*\***



# Train Your Brain: SAPC Clinical Training Opportunities



<http://publichealth.lacounty.gov/sapc/providers/trainings-and-events.htm>

## Training Calendar

View dates and times for upcoming trainings sponsored or supported by SAPC

[Click here](#)

## SUD Training Resources

Discover tools, resources, and links available to support substance use providers

[Click here](#)

## CA SUD Certifying Bodies

Find links and resources

[Click here](#)

## Trainings

Find training information and resources, including how to register for these sessions

[Click here](#)

## Learning Management System

Access, participate, and track online learning experiences

[Click here](#)

## Archives

View past trainings and lecture series

[Click here](#)

Calendar of all SAPC clinical trainings and other SAPC sponsored events.

All links include registration information to the specific training and other important details.

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Click on Trainings for a detailed list of all currently offered trainings, throughout several clinical and operations categories

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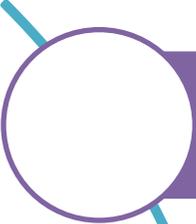
[Click here](#)

Click on Learning Management System to access our Youth Systems of Care online learning opportunities

Register at [www.youthsystemofcare.org](http://www.youthsystemofcare.org)  
[Click here for the YSOC LMS New User Handout](#)

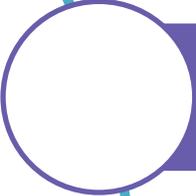
The topics below are now available 24/7 and can be completed in any order:

- Module 1: Youth Substance Use Disorder Medical Necessity: Screening and Assessment in the Youth System of Care
- Module 2: Therapeutic Response for At-Risk Youth in the Youth System of Care
- Module 3: Evidence-Based Approaches to Treating Youth Substance Use Disorders
- Module 4: Recovery Support Services in the Youth System of Care
- Module 5: Integrating Family Services within the SUD Continuum of Care for Youth
- Module 6: Understanding Co-Occurring Needs among Youth with SUDs
- Module 7: Trauma-Informed Care among Youth with Substance Use Disorders
- Module 8: Developmentally Informed Considerations for Youth Populations within the SUD Youth System of Care
- Module 9: Cannabis Use among Youth Populations: Policy and Clinical Implications
- Module 10: Cognitive Behavioral Therapy for Youth Populations
- Module 11: Effective Engagement Strategies for Youth Seeking Substance Use Services
- Module 12: Case Management Services for Youth
- Module 13: Medication Assisted Treatment for Youth



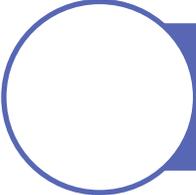
Substance Use Treatment for Criminal Justice Populations

Tuesday July 12<sup>th</sup>



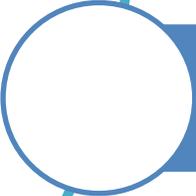
**\*\*\*Foundational Principles of Ethical and Confidential Practice in Substance use Treatment (CE's only for SUD counselors and training is geared toward registered/certified counselors)**

**Wednesday July 13<sup>th</sup> \*(meets 6 hour ethics requirement)\*\*\***



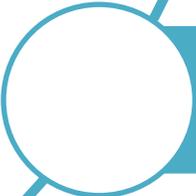
Care Coordination: Maximizing Success in SUD Treatment Through Integration and Coordination of Care

Friday July 15<sup>th</sup>



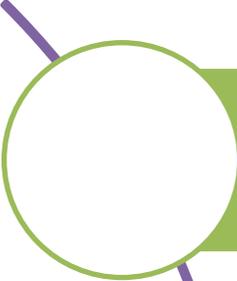
Methadone and Beyond: Medications for Addiction Treatment (MAT) for Alcohol and Opioid Use Disorder

Tuesday July 19<sup>th</sup>

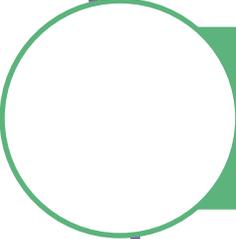


Planning for Success: Treatment Planning the S.M.A.R.T. Way

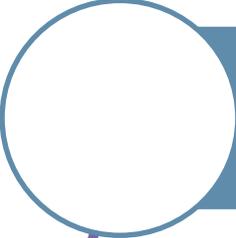
Wednesday July 27<sup>th</sup>



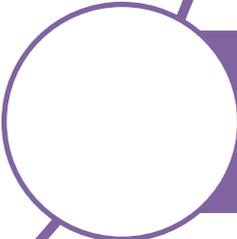
Embracing & Integrating Cultural Strength & Differences in Substance use Treatment Services  
Wednesday August 10<sup>th</sup>



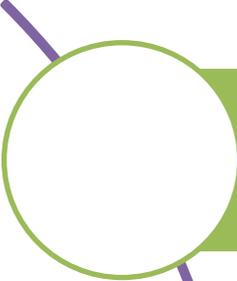
Recovery Services: Maximizing Patient Engagement to Improve Outcomes  
Tuesday August 16<sup>th</sup>



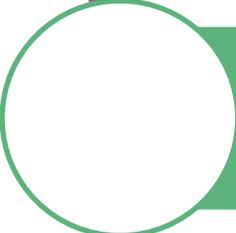
8/18 Care Coordination: Maximizing Success in SUD Treatment Through Integration



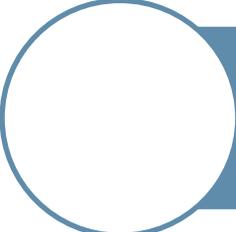
Methadone and Beyond: Medications for Addiction Treatment (MAT) for Alcohol and Opioid Use Disorder  
Tuesday August 30<sup>th</sup>



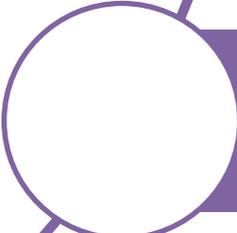
**ASAM-A** Understanding the ASAM Criteria in the Context of the California Treatment System  
**Wednesday September 7th**



**ASAM-B** Understanding the ASAM Criteria in Action from Assessment to Treatment Planning  
**Thursday September 8<sup>th</sup>**



**9/21** Making the Most of the ASAM CONTIUUM Assessment Tool



**9/28** Foundational Principles of Ethical and Confidential Practice in Substance Use Treatment