Communication Release

2/14/2025

Sage-PCNX Form and Report Updates

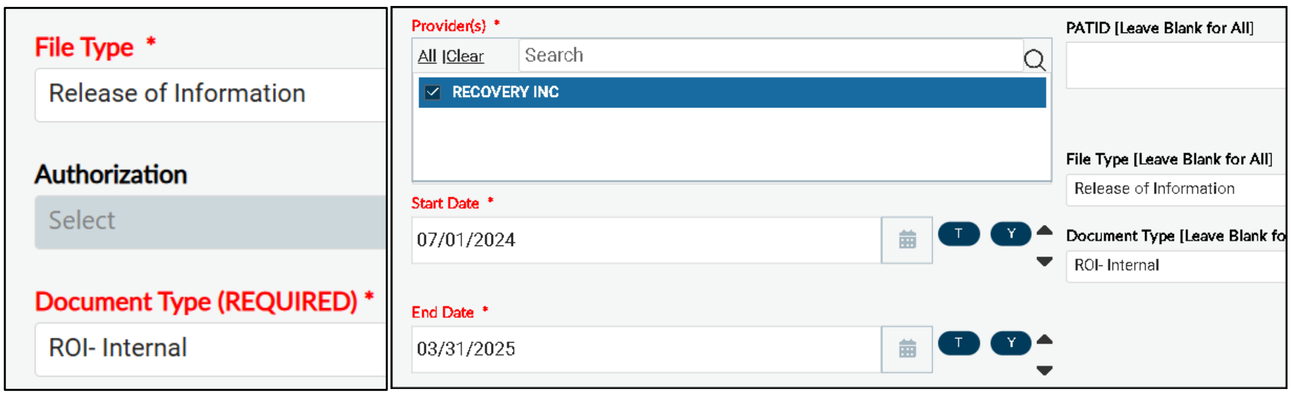
The following provider updates on forms, widgets, and reports within the Sage EHR system.

Form/Report/Widget	Changes	Environment	Date Available
Release of Information_In Network Form	*New* – Form in Sage developed to be used instead of the hard copy of the SAPC Release of Information form that would then need to be uploaded to Sage through Provider File Attach. This form allows providers to obtain and document a patient's authorization to release PHI within the SAPC provider network electronically while also capturing patient signature digitally. • Ability to add a new release of information • Ability to revoke an existing release of information Contains the following: • Specific parameters of the disclosure • Federal confidentiality rules that govern disclosure of substance use information • Signatures of patient (or legal representative) and witness	**LIVE** TRAIN	**2/14/2025** 1/24/2025
Release of Information_In Network Report	*New* – Report in Sage developed to allow providers to view a list of patients who have a completed and/or revoked the new Release of Information form(s).	**LIVE** TRAIN	**2/14/2025** 1/24/2025
SAGE PCNX: RELEASE OF INFORMATION_IN NETWORK TRAINING VIDEO	*New* – The training video for the Release of Information_In Network form has been added to the TRAIN environment in the PCNX Training Videos View. The video is located at the bottom of the view.	**LIVE** TRAIN	**2/14/2025** 1/24/2025
Budget Tracking Report	*New* – Report in Sage to allow providers access to view all authorizations and claims billed to SAPC by fiscal year.	LIVE	1/21/2025
Problem List/Treatment Plan Worklist Report	Updated – Report updated in Sage to assist (LE)LPHAs to identify and view which problem list/treatment plans are ready for finalization or signature via document routing. The configuration of report is identical to the Documents in Draft and for Co-Signature; however, is specific to only Problem List/Treatment Plans in Sage. Providers will be able to view Problem List/Treatment Plans in any of the following four statuses: 1. Draft, 2. Draft- Ready for Review, 3. Routed for Approval and 4. Routed and Rejected.	LIVE	01/30/2025

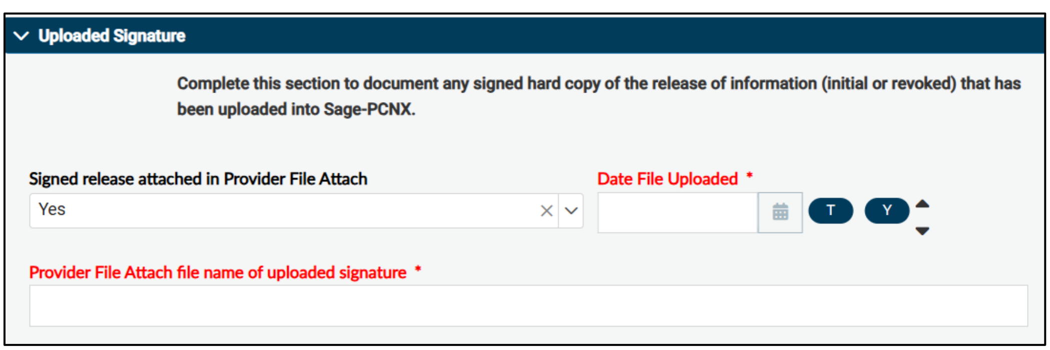
Progress Note Status Report	Updated – The Status and Program parameters have been readded. Users can filter the report by notes in Final, Draft, and Pending status as well as by site or multiple sites. The output also is once again populating the Finalized By/Date Finalized field. This will note the “Author” if the form was finalized without document routing and will show “Supervisor” if finalized through document routing.	LIVE	1/30/2025

Optimizing Care Coordination Incentive 4a Metric

SAPC is clarifying the Optimizing Care Coordination Incentive as it relates to the new Release of Information form in preparation for the 3/31/2025 deadline to submit invoices for the various incentives. The metric as noted in Incentive 4a is “At least 75% of patients served agency-wide within the fiscal year have a signed Release of Information (ROI) form to share information with internal (other SUD) or external entities (e.g., physical or mental health entities)”. To meet this incentive, providers MUST upload the signed ROI in Sage using Provider File Attach, selecting “Release of Information” File Type and “ROI-Internal” or “ROI-External” Document Type before uploading. This will allow the Provider File Attach Report to easily pull the necessary information to be calculated and submitted along with the invoice.



If providers choose to use the Sage ROI form, immediately then they would still be required to upload the signed ROI to Provider File Attach to meet the incentive requirements for FY24-25. The form allows for an option to indicate that a hard copy ROI was uploaded to Sage to allow providers to upload and utilize the Sage form. Completing this Sage ROI form when Release of Information Forms have been signed externally and uploaded to Sage will position providers to benefit from planned future consent management functionality.



Rates and Standards Matrix Feedback Survey: Due Friday 2/21/2025

SAPC Finance is starting to prepare for the next fiscal year and is seeking Provider feedback for the FY 25-26 Rates and Standards Matrix. SAPC Finance would like to know:

- What aspects of the Rates and Standards Matrix FY 24-25 do you find **most beneficial or effective?**
- What aspects of the Rates and Standards Matrix FY 24-25 do you find **difficult to understand or use?**
- What **specific changes or improvements** would you recommend SAPC to make for the future version of the Rates and Standards Matrix?

Please provide your answers to these questions in the survey linked here: Rates and Standards Matrix Feedback Survey **by Friday 2/21/2025**

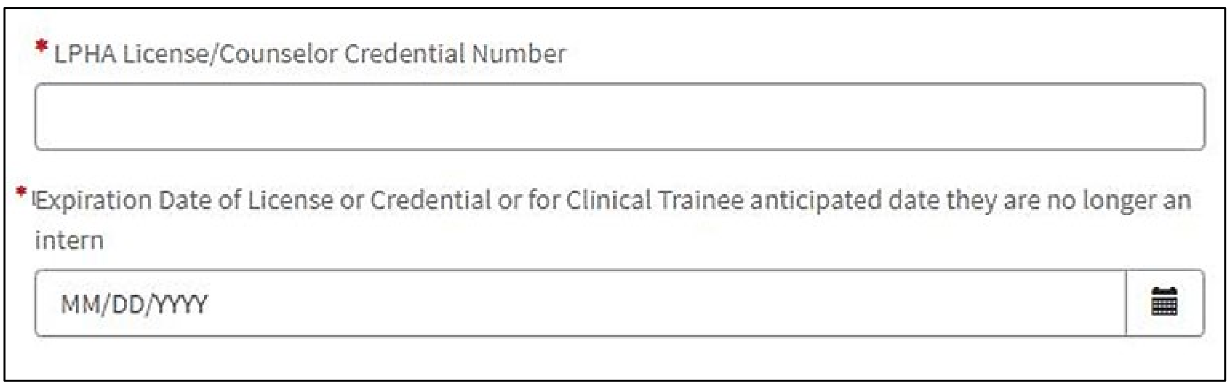
Authorization Disclaimer

Providers will now see a disclaimer in the "Doc Request Date" section of the Service Authorization Request. This provides a reminder that an approved authorization does not guarantee reimbursements.

> **Disclaimer: SAPC conducts financial eligibility check at time of Service Authorization Request review. SAPC is not responsible nor does SAPC have control over eligibility changes in DPSS system or DPSS system being misaligned with effective date on Notice of Action or effective date on Change Summary Report. These potential mismatch occurrences may result in billing denials. If you encounter a billing denial after authorization has been approved, please contact Netsmart for help with troubleshooting and/or contact DPSS. Provider can only bill if the patient is still eligible to receive the requested services with an appropriate funding source. Approved authorizations do not guarantee payment for rendered services.**

New Required Fields on the Sage User Creation Form

The Sage User Creation form has been updated with two new required fields:


* LPHA License/Counselor Credential Number

* Expiration Date of License or Credential or for Clinical Trainee anticipated date they are no longer an intern

MM/DD/YYYY

Providers are reminded that your agency's Sage Liaisons should be notified and aware of all requests for all user creation, modification, and termination requests.

SAPC Information Notice 25-02 Rates and Payments Policy Updates

The following errors were identified in the FY24-25 Rates & Standards Matrix (dated 1/31/2025 & listed under the Bulletin "SAPC Information Notice 25-02 – FY 24-25 Rates and Payment Policy Updates"):

- Fees for H2010S were erroneously set to $0 for residential & residential WM levels of care U1, U2, U3 & U9.
- All levels of care except ASAM 2.0 were hidden in the Tier 1 tab

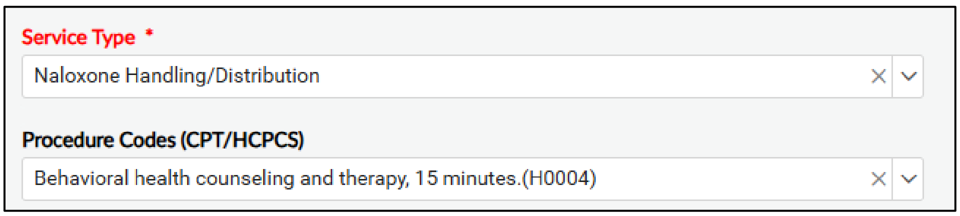
These errors will be fixed in the next revision of the Rates & Standards Matrix, anticipated next week. In the meantime, SAPC recommends that providers reference the Rates & Standards Matrix updated in December 2024.

As a reminder, when billing H2010M/N/S, H2010M and H2010N remain as $0 services to be used for tracking incentives. H2010S is a standalone billable code with fees for residential and residential WM levels of care. Please review the [H2010M/N/S Billing Guidance](#) document available on the SAPC website.

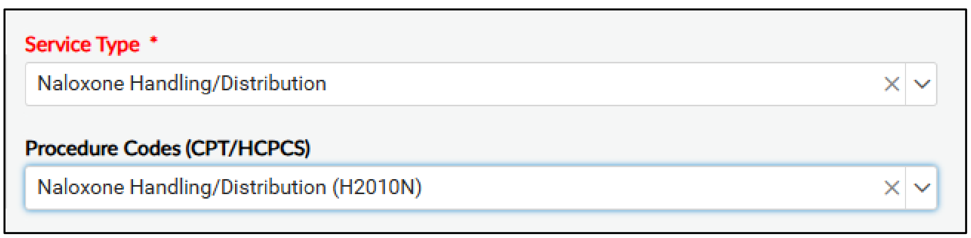
Guidance for Documenting H2010M/N

H2010 M/N for MAT Education and Naloxone Distribution are part of SAPC's Capacity Building and Incentive Activities. They are not stand-alone services, meaning they occur in conjunction with another service such as counseling or care coordination. For the H2010N/M incentive codes, a <u>separate</u> progress note is NOT required, and these codes *can* be claimed against another progress note. For example, if naloxone was provided during a counseling visit then H0004 can be claimed when there is a progress note substantiating the counseling visit, and H2010N can ALSO be claimed in addition to H0004 against that same note.

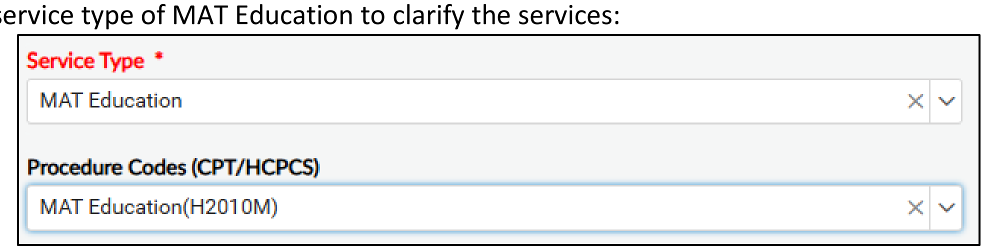
For primary providers who are relying on the Progress Note Status Report for billing, agency staff *may* file a separate naloxone "tracker note" to assist billing staff with visibility on naloxone distribution at a counseling session. However, this is **not** required for H2010N to be claimed and agencies can operationalize an alternative workflow for the purposes of claiming H2010N or H2010M.Example of a Sage Progress Note when including both services in one record:



Example of a H2010N "tracker note":



SAPC added an additional service type of MAT Education to clarify the services:



State Denials for CO 96 N54

A DHCS configuration issue generated erroneous CO 96 N54 State denials which mainly impact service codes G2212, H0034, H2017, H2014, and T2021. Providers can resubmit services for CO 96 N54 denials as SAPC has paused billing to the State for these codes until the State corrects the configuration. Providers do not need to wait until the State configuration has been corrected to rebill the services to SAPC.

SAPC Finance Billing & Denial Resolution Tutoring Lab

The February Billing & Denial Resolution Tutoring Lab's recorded presentation, slides, and FAQ for the prior Finance Billing & Denial Tutoring Lab are available at Sage Finance under Billing and Denial Resolution Tutoring Lab.