Substance Use Disorder Information System

Communication Release

4/25/2025

SAPC Learning & Network Connection Platform is Available 5/1/2025

SAPC-LNC
LEARNING & NETWORK CONNECTION PLATFORM

SAPC is releasing a new learning management & network management platform called the SAPC Learning & Network Connection (SAPC-LNC) Platform to its provider network on Thursday, 5/1/2025. This platform hosts a variety of free on-demand trainings and content specifically created for SAPC providers to support all types of substance use services. The trainings and content are designed to enhance clinical practice and address the operational needs of substance use service providers within the SAPC Provider Network.

The SAPC-LNC Platform will host Sage EHR onboarding trainings that are required for Sage Access. Providers will be able to access and complete the trainings conveniently and at their own pace. At the completion of the trainings, certificates for all completed Sage trainings will be available for download. Continuing education credits for specific disciplines will be provided for selected clinical trainings on this platform. SAPC looks forward to providing more launch information as it becomes available.

To access these trainings and content, providers must first register for an account. There are three (3) ways of registration:

1. Some existing Sage users may receive an email with unique registration link if SAPC has your email address on file. These users will be notified via email with additional guidance on 4/28/2025. Then, they will receive an invitation email to the platform on 5/1/2025. Using the unique invitation link will allow the SAPC-LNC Platform to create an account with your Sage profile information, which will shorten your registration time.
2. Existing Sage users who do not receive an invitation email can register directly on the SAPC-LNC Platform on 5/1/2025. During registration, you will be asked to enter your C number and other information to confirm user profile information to shorten registration time.
3. All providers regardless of Sage access status can register for a new account by accessing the SAPC-LNC Platform directly on 5/1/2025.

If you need technical support for the SAPC-LNC Platform, please contact the SAPC-LNC Platform Technical Support Team at INFO@SAPC-LNC.ORG.

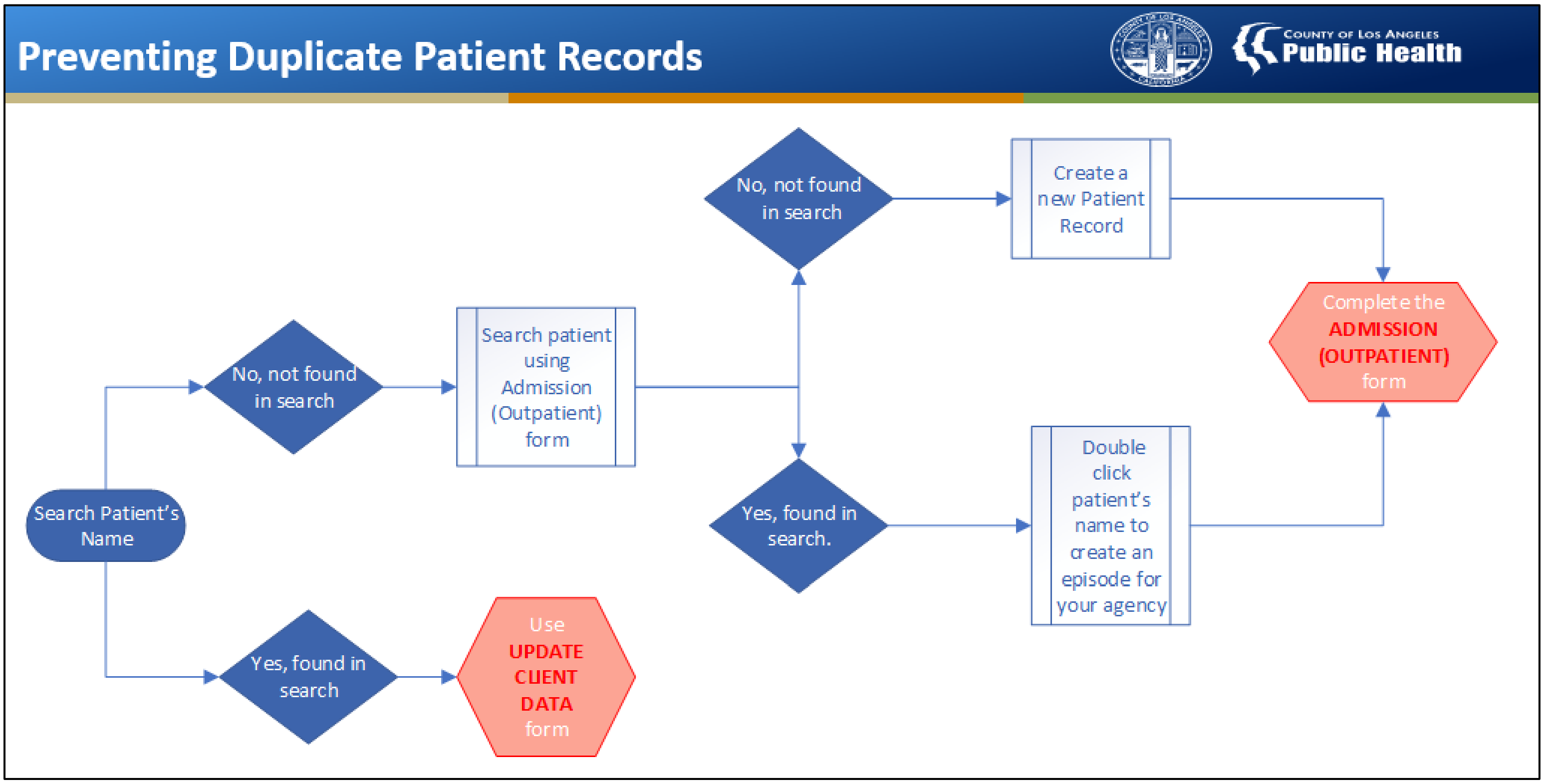
PCNX: "Close all Open Forms" Icon Not Working

SAPC is aware that the "Close all Open Forms" icon found in the Control Panel in PCNX is not working as intended. Currently, it is only closing one open item at a time as opposed to closing all open items at once. This issue is impacting multiple Netsmart clients. Netsmart has identified a solution, and it is pending a release date for SAPC testing. When the issue is resolved, SAPC will notify the network.

Increase in Merge Cases

SAPC has noticed an increase of merge case requests. This occurs when a single patient has 2+ PATIDs in Sage. **It is the responsibility of every provider to verify that a patient does not already have a Sage record with your agency or in the network PRIOR to creating a new PATID through the Admission (Outpatient) form.** The creation of duplicate records for a patient requires merging of those records which is timely, and may require new authorization, voiding of paid claims, and rebilling of all historical services under the correct PATID.

Below is a workflow to help determine if a new PATID is needed starting with using the Smart Search Bar to search for the patient's name, date of birth, Social Security Number, or CIN:



For general questions regarding duplicate patients, please contact Sage@ph.lacounty.gov (DO NOT INCLUDE PHI). For patient specific questions please open a Sage Helpdesk ticket where PHI can be securely shared.

5/1/2025 SAPC Finance Billing & Denial Resolution Tutoring Lab

The May Billing & Denial Resolution Tutoring Lab is scheduled for *Thursday, May 1st, from 1-2:30pm* and will continue to meet on the first Thursday of every month. These sessions will include announcements and reminders related to billing, demonstration of billing processes/review of policies/troubleshooting, and open Q&A. SAPC Finance encourages all agency billing staff to attend as well as any additional agency staff interested in hearing billing and denial resolution information. If providers have requests for procedures or policies to review during the lab, please email SAPC-Finance@ph.lacounty.gov. The link to the meeting is below and will also be added to the SAPC Training Calendar. Please be sure to add it to your calendars!

Meeting Name: Billing & Denial Resolution Tutoring Lab
Date and Time: First Thursday of every month from 1-2:30 pm
Meeting Link and Call-in Information (via Microsoft Teams):
Billing & Denial Resolution Tutoring Lab Meeting Link

Meeting ID: 278 929 667 194
Passcode: shijHi

Dial in by phone
+1 323-776-6996,743250887# United States, Los Angeles
Phone conference ID: 743 250 887#

******The 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.***

Provider Feedback Survey for SAPC Finance Training Needs: Due 5/8/2025

SAPC Finance is creating and updating Provider billing-related trainings and resources and is seeking Provider feedback. Provider feedback gathered through survey participation is important because trainings/resources can be created based on what is voiced in this survey by SAPC Providers. SAPC Finance would like to know:

- What specific billing-related training topics would help you be more effective in your daily tasks?
- Which specific SAPC Finance processes or systems do you feel require more clarity or guidance (for example: claim submission, billing, cost/Fiscal reporting, etc.)?
- Which specific guidance/documents from SAPC Finance do you utilize the most in your current role?
- Have you experienced challenges in navigating SAPC Finance policies or procedures? If yes, please describe.

Please provide your answers to these questions in the survey linked here:
Provider Feedback for SAPC Finance Training Needs Survey
The survey will close on Friday, 5/8/2025

Fiscal Year 2024-2025 Deadline for Submission of Service Reimbursements

SAPC informed providers via email on 4/16/2025 of the FY24-25 claim submission deadline. Providers are reminded that it is to account for all service-related expenses and submit all the necessary information by the identified deadlines.

As discussed over the past few months, the funding sources used to support our programs are under increased scrutiny. This resulted in all of us working together to ensure that substance use disorder (SUD) focused funds are fully and appropriately spent. This is a shared responsibility between the County of Los Angeles Department of Public Health's Substance Abuse Prevention and Control (SAPC) Bureau and its providers. The information below is designed to support providers' billing activities over the next several months. The attached memo will provide more information with key deadlines listed below:

Drug Medi-Cal Treatment Services

Claim Submission Deadline	Expected Date of Reimbursement
July 1, 2025 – July 7, 2025	End of July 2025
July 7, 2025 – July 31, 2025	End of August 2025

Prevention Services

Claim Submission Deadline	Expected Date of Reimbursement
July 1, 2025 – July 7, 2025	End of July 2025

Recovery Bridge Housing, Harm Reduction, Client Engagement and Navigation Services, and All Other Services and Contracts

Claim Submission Deadline	Expected Date of Reimbursement
July 1, 2025 – July 7, 2025	End of July 2025

Highlights from Previous Communications

3.7/4.0 WM + H2015 & H2017 Rebills for CO 96 M80: A DHCS configuration issue generated erroneous CO 96 M80 denials when 3.7 & 4.0 WM services were billed with outpatient service codes H2015 and H2017. DHCS corrected the issue on 4/08/2025. Providers can resubmit the impacted services at any time.

NEW! ASAM CO-Triage and Youth/Young Adult Screener Widgets: SAPC added two new widgets to Sage-PCNX to increase visibility on screenings completed within the network by SASH/CENS/CORE and any network provider. SAPC created a "CO-Triage Screening Responses" widget and a "Youth and Young Adult Screener Responses" widget, which displays all available responses for the selected patient on any of the previous screeners completed. The "CO-Triage Screening Responses" widget contains the actual responses from the CO-Triage, any comments from the interviewer, and the Actual Level of Care recommended by the interviewer. Currently, the primary substance of use is not available while most patient responses are. SAPC is working to include that field and will update the widget once that data point is available. These two new widgets are available on the Client Dashboard (accessible by clicking the file folders icon next to the patient's name under "My Clients") and the Clinical Only views in Sage-PCNX. Both widgets will be filterable and sortable on any of the columns. With these two new widgets, providers will now have visibility on screeners completed for any patient referred for treatment with the goal of minimizing the need to ask additional screening questions.

NEW! Documentation Required for Authorization Widget: In coordination with the QI and UM teams, SAPC developed a new widget that will be placed on the Service Authorization Request form to provide quick visibility on essential forms required for a Service Authorization approval. The widget displays four (4) essential forms and the minimum requirement for each is as follows: 1. *ASAM*: Date of last finalized ASAM with logic to display the text as red if not completed within the last 30 days or left in draft; 2. *Progress Note:* Date of last medical necessity progress note with logic to display the text as red if there is no medical necessity progress note within the last 30 days, or the note is not finalized; 3. *Problem List/Treatment Plan:* Date of last PL/TP with logic to display the text as red if not completed within the last 30 days or if still in draft; and 4. *Financial Eligibility:* If DMC guarantor is present then the CIN will display with logic to show the text as red if missing. The widget displays on the side of the Service Authorization Request. It can be minimized or maximized by clicking the arrows in the middle of the page or it can be undocked. Additionally, providers can click on the blue hyperlink to access the form in question as needed. The goal of this widget is to assist providers to ensure those required components are completed satisfactorily before submitting the service authorization. This should prevent unnecessary delays or denials if any of the missing requirements are completed upon discovery when accessing the Service Authorization Request.