Communication Release

5/9/2023

NEW Claim Status Report

SAPC has produced a new **Claim Status report** to allow providers to obtain information regarding their claims. This report provides detailed claim information for each service within Sage as the claim moves through the claiming cycle, from initial submission all the way through State adjudication. This report will allow providers to get claim status information and the metadata associated with each claim throughout the process.

This report will be generated in Comma Separated Value (CSV) format at the beginning of each month and uploaded on the providers' SFTP site with an email notification.

The Claim Status Job Aid will be available at http://publichealth.lacounty.gov/sapc/NetworkProviders/FinanceForms/ClaimStatusJobAid.pdf. This Job Aid provides guidance on

1. How to handle large CSV files.
2. How to import the report into Excel or Access DB.
3. Description of the fields in the report.

Updates to Eligibility Verification and Member Authorization Documents posted to SAPC Website

The following resources have been updated related to the Utilization Management processes on the SAPC Website:

1. **Eligibility Verification and Member Authorizations:** Now includes information on initial engagement authorizations and eligibility reference tool dates.

2. **Reminder on naming convention**: Providers are expected to use a specific format to name files when uploading attachments into ProviderConnect File Attach, please see link for details
   a. http://publichealth.lacounty.gov/sapc/Sage/Documentation/FileNamingConvention.pdf

Provider Network Training Needs Survey

The SAPC Clinical Standards and Training (CST) Unit strives to ensure SAPC and its provider network have the necessary clinical knowledge and skills to provide high quality, evidenced-based, appropriate SUD care. CST is inviting our contracted provider agencies to complete a survey to better understand your agency's training needs. *This survey will take no longer than 5 minutes to complete.*

We value provider input. Your responses will help us to plan and deliver the trainings identified as most needed by the network. **We ask that you take a few minutes to complete this brief training survey on or before May 12, 2023.**

Click on the link below to access the survey: https://forms.office.com/g/RyQiv8GbuQ

Recovery Incentive/Contingency Management Pilot Program as a Benefit Plan in Sage

SAPC is excited to announce that Sage now reflects "RI Program – Contingency Management" as a Benefit Plan under the Funding Source & Benefit Plan Information section. This Benefit Plan is visible to all providers; however, only providers that have been onboarded to the RI program may select this new Benefit Plan value effective for authorizations with start dates of May 1, 2023 and later. Those participating providers should also select the RI Program- Contingency Management Authorization Grouping value for the remainder of the fiscal year. Providers who wish to participate in the RI Program and complete the onboarding process in the future will have an effective date aligned with their onboarding date.


As a reminder, SAPC requested feedback on a draft of the Information Notice for the RI Program. Providers are encouraged to provide feedback by 5/4/2023. More information on the RI/CM pilot can be found on SAPC's Contingency Management landing page or by contacting Sandy Song at sasong@ph.lacounty.gov


Take Note: Changes to KPI Login Page

On Tuesday May 16th KPI users who use a URL to access KPI will note a change in the login process. SAPC is upgrading our Sage account validation, and this will impact the login process for KPI. Currently, users see one screen that asks for the username and password. Starting on May 16th this will be a two-step process.

Step 1: enter your Username and click Login.
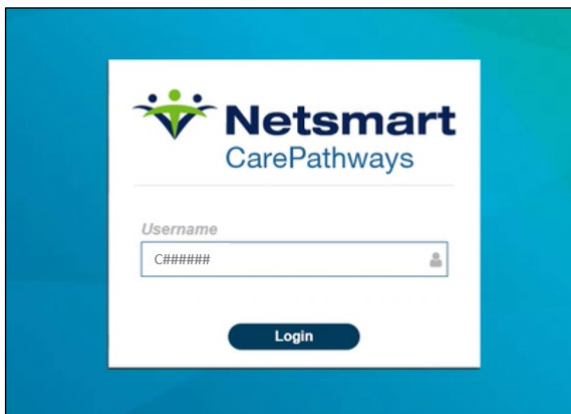
Step 2: A password field will appear. Enter your password and click Login.
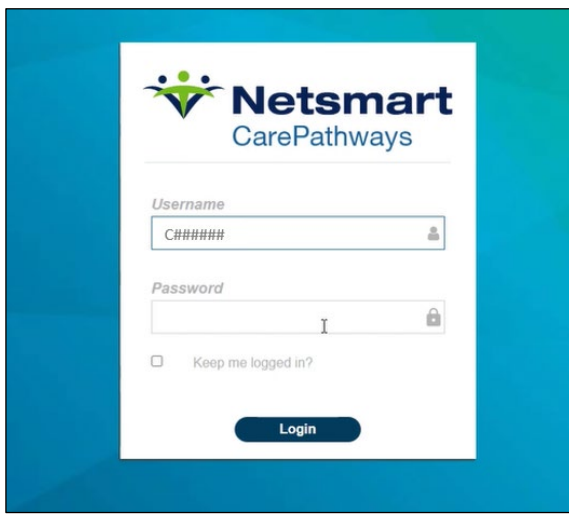
Sage Provider Admission and Demographic Form Updates

Sage-ProviderConnect was updated Monday May 1, 2023, to include new sexual orientation, gender identity (SOGI) and veteran/military related fields in the Provider Admission and Demographic forms. SAPC recommends clearing your browser cache to ensure you are seeing the updates in Sage as intended. Below are tables of the changes to Sage and the new/updates fields and values. Please note the numerical association to values have changed and are used internally by SAPC.

SOGI fields include:

- Sex: Previous entries were crosswalked to the new available values.
- Sexual Orientation
- Gender Identity

Field Name	Values Pre-Update	Values Post Update

Sex
 	
*Required on Admission
 	
**Editable in Demographics
	• Female – F
	• Male – M
	• Other– O
	• Transgender (F to M) – FTM
	• Transgender (M to F) – MFT
	• Unknown – U
		• Female – F
		• Male – M
		• Other – O
		• Unknown – U
		
		  – If 'Sex' = 'MTF' (Transgender (M To F)) prior to update, 'Sex' value = 'M' (Male) following the update
		  – If 'Sex' = 'FTM' (Transgender (F to M)) prior to update, 'Sex' value = 'F' (Female) following the update

Sexual Orientation *Required on Admission **Editable in Demographics	Former Question: *Are you heterosexual, lesbian, gay, bisexual, transgender or do you question your sexual orientation?* • Bisexual – 4 • Declined To State – 6 • Gay (make) – 3 • Heterosexual/Straight – 1 • Lesbian (female) – 2 • Transgender – 7	• Bisexual – 42035005 • Chose Not To Disclose – ASKU • Do Not Know – UNK • Lesbian, gay, or homosexual – 38628009 • Something else, please describe – OTH • Straight or heterosexual – 20430005 If response is "Something else, please describe" the **Sexual Orientation (please describe)** field will be enabled.

		• Unsure/Questioning – 5
Gender Identity »Not required on Admission **Editable in Demographics	Not Available	• Additional gender category or other, please specify – OTH • Chose not to disclose – ASKU • Female – 446141000124107 • Female to Male (FTM)/Transgender Male/Trans Man – 407377005 • Genderqueer, neither exclusively male nor female – 446131000124102 • Male – 446151000124109 • Male-to-Female (MTF)/Transgender Female/Trans Woman – 407376001 If response is "Additional gender category or other, please specify" the **Gender Identity (please describe)** field will be enabled.

Veteran/Military Fields include:

Field Name	Values Pre-Update	Values Post Update
Veteran *Not on Admission form **Editable on Demographics	Not Available	No – N Yes – Y
Military Related Disability *Not on Admission form **Editable on Demographics	Not Available	No – N Yes – Y
Military Branch of Service *Not on Admission form **Editable on Demographics	Not Available	Air Force – 3 Army – 2 Coast Guard – 4 Marines – 5 Navy – 6 Unknown – 9
Military Service From *Not on Admission form **Editable on Demographics	Not Available	MM/DD/YYYY text entry format
Military Service To *Not on Admission form **Editable on Demographics	Not Available	MM/DD/YYYY text entry format

KPI Office Hours Discontinuation

SAPC is discontinuing regularly scheduled KPI Office Hours due to low attendance. However, KPI resources including training videos and a guide are available to providers through Sage. Main Menu >Documentation> Help > Sage Training Resources. If office hours resume, providers will be notified via Provider Communication.