



## Communication Release

9/15/2023

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### PCNX User Guides and Resources

In anticipation of PCNX, SAPC prepared [user guides and resources](#) to support providers in adjusting to the new features and functionality. Providers are encouraged to access these documents to become more familiar with PCNX. The Sage-PCNX page contains: [Sage-PCNX Reports Guide](#), [Sage-PCNX FAQ](#), [Sage-PCNX Progress Note Guide](#), [Sage-PCNX Service Authorization Request Guide](#), [PCNX TRAIN Finance and Billing User Guide](#), [PCNX Clinical Documentation Guide](#), [PCNX Navigation User Guide](#), [PCNX TRAIN Guide Admissions and Intake Forms](#), along with previously recorded trainings.

Additionally, there are two types of office hours available that do not require registration. Join in to ask specific questions and connect with fellow providers.

- Thursdays at 1pm- Billing office hours
- Fridays at 10am- PCNX office hours (the system, not policy or rate matrix interpretation)

The links to training resources and the training calendar can be found on the SAPC Training Calendar: <http://publichealth.lacounty.gov/sapc/providers/trainings-and-events.htm?tm>

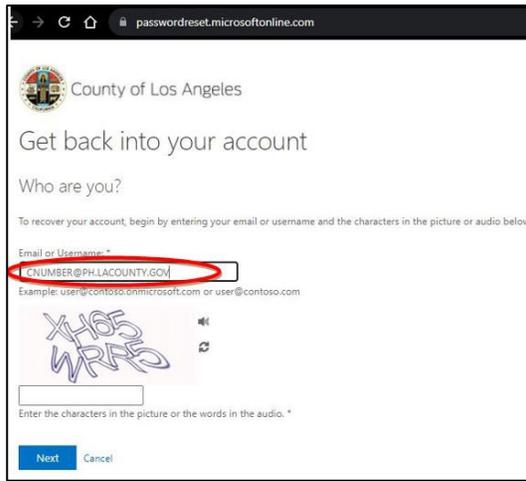
***Providers should consult these user resources before submitting a help desk ticket.*** While Sage Help Desk agents can aid in problem solving, they will not be able to provide users individual training on how to use Sage-PCNX. If the information being sought cannot be found in user guide or training resource, please contact the Sage Helpdesk for further assistance <https://netsmart.service-now.com/plexussupport>.

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### PCNX Login Reminders and Tips

Sage-PCNX launched successfully on Monday September 12<sup>th</sup>. From the launch experience, SAPC is reminding providers of the following tips to ease uninterrupted access to PCNX:

- **PASSWORD EXPIRATION AND RESET:** Los Angeles County Security Policy mandates that providers update their c-number password every three (3) months ([County Fiscal Manual Policy 8.7.4.3](#)). Users will receive notification that their password will expire and prompts to reset their password starting fourteen (14) days prior to expiration.
  - If a user's password expires they can reset their password at [passwordreset.microsoftonline.com](https://passwordreset.microsoftonline.com)



- **PERIODS OF INACTIVITY:** Users should login to PCNX periodically to prevent their c-number from becoming inactive. Users are advised to log into PCNX at least every 3 months to prevent their c-number from becoming inactive.
- **SYSTEM CODE SELECTION:** Users must select their agency in the System Code drop down in order to login to PCNX and view their agency's patients. **Do not use the "PCNX" system code.** Example:



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## How to Get Assistance if You Are Having Trouble Logging In

If providers experience issues logging in to PCNX with their c-number, correct password, and correct System Code selected, please call the Sage Help Desk Phone Number (855) 346-2392 for assistance.

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## Status Update for lifting the Claims Blackout for FY23-24

SAPC anticipates lifting the Sage Billing Blackout the week of September 18<sup>th</sup>. We will make an official announcement once we have confirmation on the date. Please monitor emails so that you do not miss this critical message. Additionally, we will announce a repayment schedule for all transitional payments that were issued as a result of the blackout in the coming weeks.

Providers should not submit claims for services for FY23-24 until notified by SAPC to do so. Provider billing against authorizations prior to the lifting of the claims blackout will make it more difficult for SAPC to effectively lift the blackout for your agency and may result in a delay in being able to lift that payment blackout.

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## Process to Access Historical Attachments in Sage

In the transition to Sage-PCNX, providers are currently unable to see attachments uploaded through Sage ProviderConnect Classic. All attachments are in the system and have not been lost but are not currently visible to providers. SAPC is working with Netsmart to convert historical attachments to be visible in PCNX.

In the interim, SAPC has added a form that will show the name of the historical attachments to verify that they are still present. This form is called **ProviderConnect File Attach** and has been made available to all relevant user roles. Providers can use this form to view file names for any previously uploaded attachments from ProviderConnect Classic. New attachments cannot be uploaded to this form.

Providers are advised to submit a ticket to the Sage Helpdesk to request documents needed for audit purposes or to verify eligibility information and specify the files needed. When creating a Sage Helpdesk ticket, providers should reference the file name(s), as described on the ProviderConnect File attach form, that are being requested. Sage Helpdesk will attach the requested files to the actual ticket. Once files are made available via the Helpdesk ticket then providers can download copies. Please only request access to attachments that are needed immediately. Sage Helpdesk will not be able to download all attachments for all patients at this time and are prioritizing those that are needed for audit or eligibility purposes. All other requests will be evaluated by SAPC for approval.

SAPC continues to work on restoring visibility and access of attached files for providers and will notify providers as soon as a resolution has been implemented.

The screenshot shows the 'PROVIDERCONNECT FILE ATTACH' form. On the left is a sidebar with 'CareLink File Attach' and 'Online Documentation'. The main form area has a dark blue header. Below it are input fields for 'Member ID \*' (containing 'TEST,CARLA MRS (148387)'), 'Provider \*' (containing 'Recovery, Inc. (1)'), and 'File Type \*' with radio buttons for 'Authorization', 'Provider', and 'Other' (selected). Below these are an 'Authorization' dropdown (set to 'Select'), an 'Upload File' button, a 'File Name' text field, and a 'Comment History' section. On the right, there is a 'Comments' text area and an 'Existing Files' dropdown menu (highlighted with a red box) showing a list of files: 'Apex\_EDL\_Billing\_Guide\_General.pdf', 'Driver\_support\_error.PNG', 'Medi-Cal\_Workbook\_nav\_nav.pdf', 'NoticePrivacyPracticeEnglish53017.pdf', 'RatesAndStandardsMatrixFY1718.pdf', 'RatesAndStandardsMatrixFY1718\_2.pdf', and 'Test attachment 8.docx'.

## Billing for H0049 and H0049-N has been updated to align with DHCS Policy

This is a reminder that the rate for screening has been aligned with DHCS policy. H0049 is to be used with screenings for individuals who are admitted to care while H0049-N continues to be used to pay for

the provider time to administer a screening for patients who have not been admitted to treatment. The Screening Guide will be updated to align with this new policy change. Please refer to the newest version of the [Rates and Standards Matrix](#) for specific rules regarding the H0049 and H0049-N HCPCS codes.

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### End Dating Authorization Requests Fiscal Year 24-25 Auths

Provider contracts will expire on 6/30/2024 due to contract lengths being five years as set by Los Angeles County. SAPC is working to renew provider contracts with the County, which requires several steps and approval by various County entities. Due to provider contracts ending on 6/30/2024, SAPC QI & UM requests that all OTP authorizations with an end date beyond FY23/24, are end dated at 6/30/2024. This will allow timely processing of those authorizations.

If the auth request end date extends beyond the current fiscal year, the system will attempt to create a split authorization, which requires a contract to select. Because there is no contract in Sage beyond FY23/24, the authorization cannot be processed. Once the new contracts are approved by the County and entered into Sage then SAPC will work with providers on a process to create those split authorizations for services with end dates beyond 6/30/2024. At this time, this will only impact OTP authorizations as the contract period is only for one year. Starting in January 2024 all outpatient authorizations will require the same end date.

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### Crosswalk Services to Recovery Services Available Codes

SAPC is working with DHCS to update guidance regarding a discrepancy within Recovery Services allowable services and allowable billing codes. According to BHIN 23-001, allowable services under RS include, Assessment, Care Coordination, Counseling (Group and Individual), Family Therapy, Recovery Monitoring and Relapse Prevention. However, under CalAIM, Recovery Services only has two allowable billing codes: H2015 and H2017. While this discrepancy is being investigated and resolved at the State level, SAPC is providing the following guidance for how to claim the allowable services under CalAIM for Recovery Services.

Allowable Recovery Services Billing Code FY23/24 Crosswalk To:	Previous Service and Billing Code Crosswalk From:
Psychosocial Rehabilitation, per 15 minutes H2017	Assessment (H0001)
	Group Counseling (H0005)
	Individual Counseling (H0004)
	Family Therapy (90846/90847)
Comprehensive community support services, per 15 minutes H2015	Care Coordination (T1017)
	Recovery Monitoring (H0038-R)
	Relapse Prevention (H0038-S)