![Sage - Substance Use Disorder Information System]

Communication Release
9/18/2020

ProviderConnect Single Sign-on (SSO)

SAPC is excited to announce the date for the release of the Provider Connect SSO change which will decrease the number of logins it takes providers to login to Sage. **This change will be made to the system on starting on Wednesday, September 30, 2020.** As previously noted during the recent provider meeting and subsequent communications, this change will require a planned downtime for Sage. **Sage will be down from Tuesday, September 29, 2020 @4pm until mid-day on Wednesday, September 30, 2020.** Additional information regarding the downtime will be sent next week along with an instructions document of how to login to ProviderConnect. The instructions will also include troubleshooting tips for providers should they encounter any issues when logging in.

SAPC is in the process of scheduling a webinar prior to this change going into effect for agency technical staff to review the upcoming changes and how they can best internally support their agency's staff through this change. The date and time of the webinar are in the process of being finalized and will be announced soon.

ProviderConnect Updates

As of September 16, 2020, the following updates to ProviderConnect have been made in the Sage system. These updates are intended to improve the functionality of the system and ensure providers encounter smooth processes. The updates will not change how providers use the system and should not change what providers see when using ProviderConnect. The majority of these releases help fix system issues that may have prevented data from correctly appearing in displays or on forms.

- **Treatment History Display**
  - Display is updated to ensure blank claim rows without existing/valid services are not included.
  - A "Week of Service" filter field is added to the display to improve efficiency of the form in cases of very large service counts within a single month.
    - A week is defined by the system as a 7-day period starting on the first day of the month. The week filter will not be continuous 7 days and will not crossover into multiple months. For example, September 2020 can be viewed as services delivered between:
      - 9/1-9/7
      - 9/8-9/14
      - 9/15-9/21
      - 9/22-9/30
- **Financial Eligibility Form**
  - An issue is resolved to ensure correct formatting of the value defaulted for "Subscriber's Date of Birth" field when "Self" is selected in the "Client's Relationship to Subscriber" field.
- **Billing Submission**
  - The timeout limit for bill submission has been increased to ensure successful filing of claim/service data to SAPC.
- **Billing Display**
  - An issue is resolved to ensure that service code values are correctly displayed for all services in the display of Summary and Detail sections for submitting bills.
- **Authorization Pre-display**
  - An issue is resolved to ensure all applicable Service Authorization records are displayed in the pre-display.
- **Treatment Entry for Replacement Services**
  - An issue is resolved to ensure eligible replacement services can be successfully entered for applicable existing services in the Treatment Entry form.

- **Provider Billing Reports**
  - An issue is resolved to ensure that data/results in the ProviderConnect "Provider Billing Reports" can be exported in .csv format file.

KPI State Denial View Update

To improve visibility and tracking of state denied claims, SAPC has updated the State Denial View in MSO KPI Dashboards 2.0 to include additional filters and sorting capabilities. These updates will be published in the next week.

❖ Providers will now be able to filter by the takeback date easier using the Takeback Date filter on the top filter bar. This will be useful when providers are fixing state denials regularly, dates that have already been fixed can be ignored and providers can focus only on the newer dates.
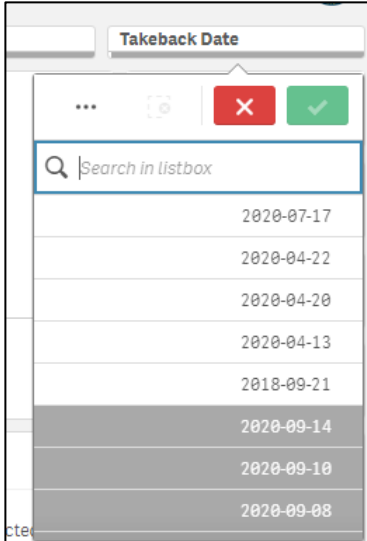
❖ The Date Sort function has been added to allow providers to sort the Procedures Overview by the Retro. Claim Adjudication date (which is the Takeback date). This will sort all the claims in either ascending or descending order (providers can re-sort based on preference) based on the date the claim was retro adjudicated in Sage.