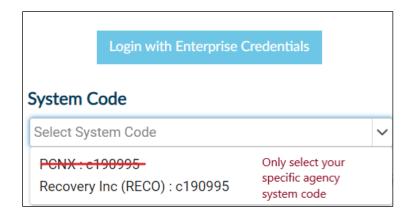# Sage-Provider Connect NX (PCNX) is LIVE!

09/12/2022

SAPC is pleased to announce the launch of the Sage-PCNX platform effective September 12, 2023. Providers' Sage Liaisons have been provided with the new link to access Sage-PCNX. Provider staff may also contact the Sage Help Desk to access the link. Sage-PCON classic is no longer available for use.

Providers are reminded to select their agency's System code from the drop down on the login page; the "PCNX" option is not enabled for provider use. If you do select the PCNX option, you will not be able to access your agency's patients' information. If this happens, log out of PCNX and from the login page, select appropriate System Code for your agency (see below).

Additionally, the new link for Sage-PCNX will be temporarily posted on the old Sage-PCON URL.

Reminders: Providers are now able to resume all business as usual with the exception of submission of FY23-24 billing. The Service Authorization Black out for FY22-23 has been lifted. Providers are encouraged to review UM's *Post-Blackout Service Authorization Guidance* for detailed instructions for submitting service authorizations. As a reminder, for authorizations with begin dates 7/1/2023 and beyond, the level of care requested must be selected under the Benefit Plan and no longer use the authorization grouping.

As of September 12, 2023, Providers can use PCNX to:
- Continue submitting Service Authorizations for FY22-23
- Continue submitting Claims for FY22-23

- Begin submitting Services Authorizations for FY23-24
- Enter clinical documentation

PCNX User Configurations and Access:

- SAPC and Netsmart continue to configure Sage for FY23-24/CalAIM Payment Reform after the clinical go-live on 9/12/2023. Accordingly, providers will be notified when the billing blackout has been lifted and claims submission for FY23-24 may begin.

- Primary Providers and Secondary Providers will have the same system access in PCNX as they did in PCONN Classic and should be selecting their agency directly.

- If you have logged into PCONN on or after 01/01/22, you will have access to PCNX. If you have not logged on since that date, please visit the [Sage User Enrollment](#) page to begin the onboarding process.

How to Get Assistance if You Are Having Trouble Logging Into PCNX

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.