



# Billing Office Hours

Substance Abuse Prevention and Control  
County of Los Angeles Department of Public Health





## Announcements

- Billing Office Hours Every Thursday from 1-2pm, July 25,2024 through October 24,2024.
  - Link can be found on [SAPC's Training Calendar](#)
  - We encourage all staff who engage with billing to attend, please share the link with others in your agency as appropriate
- Providers are encouraged to review [Sage Communications Page](#) for the most recent updates regarding system changes and known issues.



## Billing Office Hours Overview

Billing Office Hours focus on questions regarding claiming and billing of CPT/HCPCS, how to claim in PCNX, and general denial questions. Each office hours will contain two parts:

1. At the beginning of each office hours, starting next week, we will share common billing denials and how to generally resolve them; in addition, share answers to common questions being received.
2. The remaining time is open to provider questions.

An FAQ will be produced and maintained that compiles the questions asked during the office hours and SAPC responses. It will be published on the Sage website and the link will be provided in a Sage Provider Communication.



## Billing Office Hours Overview (cont.)

These office hours cannot cover questions to **specific** claims and/or denials (cannot share PHI), issues with claiming CPT/HCPCS in the system (system bugs), or issues with PCNX functionality. For questions or issues regarding the above, please submit a Sage Help Desk Ticket.



## Open Discussion Expectations

- Please submit questions to [sapc-finance@ph.lacounty.gov](mailto:sapc-finance@ph.lacounty.gov) prior to the meeting – indicate it's for discussion in the next billing office hours
- Submit questions in the chat during the meeting and we will address them as time permits
- Keep your microphone on mute unless speaking
- Use the raise hand feature to request to speak
- Do not share PHI in the chat or on your screen



# Agenda

- Review FAQs and Responses from previous office hours
- Open Discussion
- Office Hours Conclude at 2pm



UNIT/BRANCH Contact	E-mail	Description of when to contact
Sage Helpdesk	Phone Number: (855) 346-2392 ServiceNow Portal: <a href="https://netsmart.servicenow.com/plexussupport">https://netsmart.servicenow.com/plexussupport</a>	All Sage related questions, including billing, modifications, system errors, and technical issues.
Sage Management Branch (SMB)	<a href="mailto:sage@ph.lacounty.gov">sage@ph.lacounty.gov</a>	Sage process, workflow, and general questions.
QI and UM	<a href="mailto:sapc.qi.um@ph.lacounty.gov">sapc.qi.um@ph.lacounty.gov</a>	All authorization related questions, questions to the Medical Director, medical necessity
Systems of Care	<a href="mailto:sapc_asoc@ph.lacounty.gov">sapc_asoc@ph.lacounty.gov</a>	Questions about policy, the provider manual (youth, PPW, criminal justice, homelessness)
Health Outcomes and Data Analytics (HODA)	<a href="mailto:hoda_caloms@ph.lacounty.gov">hoda_caloms@ph.lacounty.gov</a>	All questions regarding Sage CalOMS including forms, submission, and requests for trainings.
Contracts	<a href="mailto:sapcmonitoring@ph.lacounty.gov">sapcmonitoring@ph.lacounty.gov</a>	Questions about general contract, appeals, adverse events. Agency specific contract or agency CPA if known.
Strategic and Network Development	<a href="mailto:sudtransformation@ph.lacounty.gov">sudtransformation@ph.lacounty.gov</a>	DHCS policy, DMC-ODS general questions
Clinical Standards and Training (CST)	<a href="mailto:dsapc.cst@ph.lacounty.gov">dsapc.cst@ph.lacounty.gov</a>	Clinical training question, documentation.
Finance	<a href="mailto:sapc-finance@ph.lacounty.gov">sapc-finance@ph.lacounty.gov</a>	Question related to billing, denials, and tiers.