



## Communication Release

06/05/2026

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### SAPC's Release of Information (ROI) Forms

As of Monday, June 1<sup>st</sup>, 2026, the paper versions of SAPC's updated ROI forms are available on the SAPC website under the Clinical tab on the [Manuals, Bulletins, and Forms](#) page. These new updated forms replaced the former In-Network and Out-of-Network ROI forms. The Spanish version of the updated ROI forms will be available on the SAPC website in late June 2026.

#### Updated ROI Forms:

- **[SAPC Payment and Operations ROI](#)**: This form is required for all clients and is necessary for submitting claims to SAPC and third-party payors, including DHCS and managed care plans. It authorizes the release of SUD information for billing and healthcare operations purposes including auditing, compliance, and administrative activities. A signed Payment and Operations ROI is required for claims submission to SAPC. Without this form, providers cannot bill for services rendered.
- **[SAPC Treatment and Care Coordination ROI](#)**: This form authorizes the sharing of SUD information for care coordination purposes. It supports communication within the SAPC provider network and with external entities such as primary care providers, managed care plans, and other partners, as well as client-directed requests for records. Updates to federal regulations allow for redisclosure of SUD information to HIPAA-covered entities for care coordination, which is reflected in this form.
- **[SAPC Legal Proceedings ROI](#)**: This form is required for disclosures related to civil, criminal, legislative, or administrative proceedings. It authorizes the release of SUD information specific to the legal matter identified on the form. This authorization is case-specific and may not be used for any other legal matter or disclosure purposes beyond what is explicitly documented.

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### SAPC's Release of Information (ROI) Forms Training on Tuesday, 6/23/2026 at 9:00 a.m.

The first SAPC training on the updated ROI forms was held on Thursday, May 28, 2026, for clinical and operational management staff. SAPC is holding a second training for providers on the updated ROI forms on Tuesday, June 23, 2026. The training covers SAPC's updated Release of Information (ROI) forms, *Expanding Part 2 Compliant SUD Data Exchange*, designed to support compliant, efficient sharing of substance use disorder (SUD) information in alignment with the updated 42 CFR Part 2 Final Rule. This session will review the three (3) updated ROI forms: Payment & Operations, Treatment & Care Coordination, and Legal Proceedings—and provide practical guidance on when and how to use each form using real-world scenarios.

Please click on the flyer link for full training details, including registration information and session logistics. Note that registration is required for this training.

## **Expanding Part 2 Compliant SUD Data Exchange: SAPC's Release of Information (ROI) Forms**

Location: Webex

Date: Tuesday, June 23, 2026

Time: 9:00 am – 10:45 am

[Click for Flyer](#) | [Click for Registration Link](#) (*Pre-Registration is Required!*)

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### **KPI New Sheets**

On Monday June 8<sup>th</sup>, several new sheets will be published onto the Sage MSO KPI Dashboard. Accompanying guides will be available on the [SAPC Sage website](#). The guides will provide details on each sheet and how they may be used.

- PAUTH Usage
  - Authorization Usage by LOC
  - Authorization Detail
  - Batch Overview
  - Remaining Contract Amount
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### **Highlights from Previous Communications**

**Update – SAPC Patient Access System – Go Live Delayed to July 1, 2026:** The [Patient Access System](#) is set to go Live on Wednesday, July 1, 2026. This new date allowed providers time to review and provide feedback on the draft [SAPC Information Notice \(IN\) for the Patient Access System](#) before its finalization. Providers are encouraged to prepare for the implementation with the below resources provided by SAPC.

- **SAPC Patient Access System Poster and Postcard PDFs now available on the SAPC Website:** The Patient Access System Poster ([English](#) and [Spanish](#)) and [Postcard](#) PDF versions are now available to providers on the SAPC website under the Beneficiary tab of the [Manuals, Bulletins, and Forms](#) page.
- **Patient Acknowledgement Form now available on the SAPC Website & in TRAIN:** The updated paper [Patient Acknowledgement form](#), which now includes acknowledgement of discussion of the Patient Access System with clients, has also been posted to the SAPC website on the [Orientation Videos page](#) for downtime procedures. This form is currently available in TRAIN for provider's review and feedback and will be available in LIVE starting July 1, 2026. Please send any feedback on the Patient Acknowledgement Form or questions on the Patient Access System to the SAPC Health Information Management (HIM) Section at [SAPC-HIM@ph.lacounty.gov](mailto:SAPC-HIM@ph.lacounty.gov).

**270 Inquiry Widget Update:** The 270 Inquiry widget found on the Client Dashboard in Sage-PCNX, which is used to validate the aid code and county code transmitted on the 270/271 transactions, has been updated to improve data results. Providers noted that certain results from posted 271 files were not populating the widget consistently. SAPC updated the widget parameters to ensure all records are displaying correctly. Additionally, the widget now includes the corresponding eligibility period for each resulting row and also includes relevant Medicare Part A and Part B information as requested by various providers.

**New Logic for Client Address Entry in Sage:** As of Tuesday, March 26<sup>th</sup>, new client address logic has been installed in Sage that validates the Street Address entered on certain forms to ensure it follows the required address formatting to include a street number and street name, for example: 1000 S. Fremont Ave. If an invalid address is entered for the Street Address field on the Admission (Outpatient), Update Client Data, or Financial Eligibility forms, an error message will pop-up stating, "Street Address 1 is not a valid address. Must contain a street number and street name." The form

cannot be submitted until the address is corrected. As a reminder, for clients who are experiencing homelessness or have unstable housing, the Street Address for the client should not include any words indicating their housing status, such as “homeless”, “unhoused”, “unstable”, etc. If a client does not have a home address, agencies can use the program site the client is enrolled at or the address of the local DPSS office. Entering invalid address formats can delay state claiming, slowing down the entire adjudication process.

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