



Communication Release

3/14/2025

Sage Help Desk Feedback Survey: 3/10 – 3/24/2025

The bi-annual Sage Help Desk Feedback Survey has been emailed (“Sage Help Desk Needs Your Feedback” from Client Experience) to users who submitted a Sage Help Desk ticket within the last six months. The important survey helps SAPC and the Sage Help Desk to determine if users are receiving the support they need from the Help Desk and identify any areas for improvement. Providers can submit the survey from 3/10 to 3/24/2025.

The survey responses and feedback are an important part of our ongoing process improvement efforts to serve you better. We encourage all Sage users that receive the survey to please complete it within the designated two-week period. If you have submitted a ticket in the past six months but have not received the survey, please check your junk/spam/promotions folders as the email may have been inadvertently redirected from inboxes.

Upcoming Deadline for Remaining Capacity Building and Incentive Activities 3/31/2025

Providers are reminded that the final deadline for most of the remaining [FY 24-25 Capacity Building & Incentives Deliverables](#) is **03/31/25**. For more information on activity guidelines, due dates, and submission instructions, please visit the [Payment Reform – Capacity Building and Incentive Funds](#) website. Providers should have received an email titled “Payment Reform: Value-based Strategy Updates (2/14/2025)” detailing the Key Value-Based CB & I Updates and Deadlines. Please note that providers must follow the specific instructions for reporting and submission for each incentive for SAPC to verify the criteria is met before approving the invoice.

Submission of Help Desk Tickets for Billing Concerns

SAPC Finance has implemented a new, streamline method for submitting Help Desk cases directly to Finance Staff. Providers should submit a help desk ticket using the “Request Something” prompt on the Sage Help Desk site and search for the “Request Billing Assistance” form if they are having billing issues that may delay billing for this month. This will submit the ticket directly to Finance for further assistance and consideration. SAPC Finance recommends that providers who have billing questions DO NOT call into the Help Desk but use the new Request Billing Assistance form via the Sage Help Desk web portal, as this ensures that the necessary information is included in the ticket and will be sent directly to Finance, resulting in shorter resolution time frames.

Reminder of FY 22-23 and 23-24 Billing Deadlines

SAPC Finance reminds providers of the upcoming billing deadlines for FY 22-23 and 23-24. For both fiscal years, the FINAL billing deadline will be June 30, 2025. After that date, no original or replacement claims will be accepted for adjudication. SAPC strongly recommends that providers do not wait until the deadline to submit claims for adjudication. Providers should submit Help Desk tickets as soon as possible and not wait until June to request assistance.

If providers need assistance for general policy questions, please reach out to SAPC Finance at SAPC-Finance@ph.lacounty.gov. If assistance is needed with billing or specific patients/claims, please submit a Sage Help Desk ticket via the Sage Help Desk ServiceNow Portal: <https://netsmart.service-now.com/plexussupport>, utilizing the Request Billing Assistance form.

SAPC-Finance: Primary Provider Replacement Claim Training

SAPC Finance is holding a Replacement Claim Training for contracted Primary Providers' billing staff. The training will include: an overview of the replacement claim process, when and how to use the Replacement Claim form, and how to identify replacement claims.

Who Should Attend

This training is intended for all SAPC contracted **primary provider** billing staff that enter or are involved in billing. All agency staff are welcome to attend regardless of their involvement with billing, if interested in the information.

Training Details

The training will occur on Monday, March 24th, 2025, from 1:00-2:30 PM virtually via Microsoft Teams. Registration is required to attend the meeting: [Primary Provider Replacement Claim Training Registration](#)

SAPC Learning & Network Connection (SAPC-LNC) Platform



SAPC will be launching a new learning management & network management platform called the SAPC Learning & Network Connection (SAPC-LNC) Platform. It is designed to host a variety of on-demand trainings and content specifically created for SAPC providers to support all types of substance use services. The trainings and content are designed to enhance clinical practice and address the operational needs of substance use service providers within the SAPC Provider Network. These resources address a range of areas, including substance use treatment, prevention, harm reduction, Driving Under the Influence programs, and other substance use-related services.

Upon the launch of the SAPC-LNC Platform, it will host Sage EHR onboarding trainings that are required for Sage Access. Providers will be able to access and complete the trainings conveniently and at their own pace. At the completion of the trainings, certificates for all completed Sage trainings will be available for download. Continuing education credits for specific disciplines will be provided for selected clinical trainings on this platform. SAPC looks forward to providing more launch information as it becomes available.

Highlights from Previous Communications

Primary Sage User Incorrect Denial for "Maximum Units Exhausted": SAPC is aware of a current pre-adjudication denial message affecting Primary Sage Users on the Fast Service Entry Submission form when submitting claims. Providers have reported that claims are being incorrectly identified as "Maximum Number of Units of Procedure Code per Day Exhausted." Preliminary

investigations have determined that the system is not pre-adjudicating the claims correctly and these claims WILL adjudicate correctly when received by SAPC. SAPC continues to work with Netsmart to correct this issue. Providers are encouraged to disregard this pre-adjudication warning and continue to submit claims to SAPC.

Providers should submit a help desk ticket using the “Request Something” prompt and searching for the “Request Billing Assistance” form if they are having billing issues that may delay billing for this month. This will submit the ticket directly to Finance for further assistance and consideration.

UPDATE CO 96 N54 State Denials: DHCS has provided SAPC with the list of claims impacted by the erroneous CO 96 N54 denials. Providers should have received the list of claims via SFTP as of Monday, March 3rd. Providers can resubmit these services at any time.