



## Communication Release

3/28/2025

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### Sage Help Desk Feedback Survey: Deadline Extended to 4/11/2025

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 (6) six months. This important survey helps SAPC and the Sage Help Desk determine if users are receiving the support they need from the Help Desk and identify any areas for improvement. Your participation and feedback play a critical role in our ongoing process improvement efforts to serve you better.

We encourage all Sage users that receive the survey to please complete it by the extended deadline, Friday 4/11/2025. If you have submitted a ticket in the past six (6) months but have not received the survey, please check your junk/spam/promotions folders as the email may have been inadvertently redirected from inboxes.

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### New! Non-LPHA Finalization of ASAM CO-Triage

Sage was updated on Wednesday 3/25/2025 with new functionality allowing Non-LPHAs, including Registered and Certified Counselors, to finalize the ASAM CO-Triage in Sage. Users with access to the “ASAM Assessment” form will now be able to finalize the CONTINUUM Triage.

ASAM Type

Select

CONTINUUM Comprehensive Assessment

CONTINUUM Triage

The CONTINUUM Comprehensive Assessment still requires finalization by an appropriate (LE) LPHA through the Finalize ASAM Assessment form. Therefore, CONTINUUM Comprehensive Assessments completed through the “ASAM Assessment” will still default to “Draft” and the Draft/Final field will continue to be disabled.

Providers will not be required to finalize any previously submitted ASAM CO-Triangles left in draft; however, they may do so if they choose. Effective as of this communication, Non-LPHA staff should be finalizing any new CO-Triangles created on or after 3/28/2025.

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### New! Clinical Documentation FAQ

SAPC is pleased to announce the publication of the [Clinical Documentation FAQ](#). This FAQ is a compilation of questions received from providers during trainings, meetings, and email. This document is divided into sections focusing on Progress Notes, Assessment, Diagnosis, Problem List, Release of Information, Women’s Health History, Secondary Provider Requirements, and Program Standards Questions. It will be revised periodically as policy and guidelines are updated.

The FAQ can be found with other guides and job aids on the SAPC Sage website:

<http://publichealth.lacounty.gov/sapc/providers/sage/sage-pcnx.htm>

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## 4/3 SAPC Finance Billing & Denial Resolution Tutoring Lab

The April Billing & Denial Resolution Tutoring Lab is scheduled for *Thursday, April 3rd, from 1-2:30pm* and will continue to meet on the first Thursday of every month. These sessions will include announcements and reminders related to billing, demonstration of billing processes/review of policies/troubleshooting, and open Q&A. SAPC Finance encourages all agency billing staff to attend as well as any additional agency staff interested in hearing billing and denial resolution information. If providers have requests for procedures or policies to review during the lab, please email [SAPC-Finance@ph.lacounty.gov](mailto:SAPC-Finance@ph.lacounty.gov). The link to the meeting is below and will also be added to the SAPC Training Calendar. Please be sure to add it to your calendars!

**Meeting Name:** Billing & Denial Resolution Tutoring Lab

**Date and Time:** First Thursday of every month from 1-2:30 pm

**Meeting Link and Call-in Information (via Microsoft Teams):**

[Billing & Denial Resolution Tutoring Lab Meeting Link](#)

Meeting ID: 278 929 667 194

Passcode: shijHi

**Dial in by phone**

+1 323-776-6996,743250887# United States, Los Angeles

Phone conference ID: 743 250 887#

**\*\*\*The recorded presentation, slides, and FAQ for the prior Finance Billing & Denial Tutoring Lab are available at [Sage Finance under Billing and Denial Resolution Tutoring Lab](#).**

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## CO 96 N54 State Denials for T1017 Services provided by NPs

For both FY23-24 and FY24-25 a DHCS configuration issue has led to erroneous State denials for T1017 services performed by a Nurse Practitioner.

- *FY23-24:* DHCS resolved the T1017 issue for Nurse Practitioners as of October 2024 and providers can resubmit those services.
  - *For FY24-25:* DHCS configuration issue generating the erroneous denial has not been resolved. Providers can also resubmit all CO 96 N54 denials for T1017 services performed by Nurse Practitioners as SAPC has paused billing to the State until their configuration is corrected. Providers do not need to wait until the State configuration has been corrected to rebill the services to SAPC.
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## Medical Necessity Justification Finalization

A medical necessity justification note is required for service authorization requests and needs to be finalized by an appropriate (LE)LPHA. Part of the medical necessity note should include a SUD diagnosis. Therefore, only clinicians with a scope of practice to diagnose are considered appropriate to be the finalizer or co-signer of medical necessity justification notes.

The following is a list of approved disciplines which may finalize these notes:

- **Registered and Licensed:**

- **Board of Behavioral Sciences Disciplines:** Clinical Social Workers, Marriage and Family Therapists, and Professional Clinical Counselors
- **Board of Psychology Disciplines:** Psychological Associates and Licensed Psychologists
- **Medical Board Disciplines:** Physicians, Physician Assistants, Nurse Practitioners

Medical necessity justification notes finalized by other disciplines will result in potential delays/denials of service authorization requests.

\*Note: For additional information regarding specific requirements by levels of care please see the [Checklist of Required Documentation for Utilization Management](#).

## SAPC Learning & Network Connection (SAPC-LNC) Platform



SAPC is preparing to launch a new learning and network management platform called the SAPC Learning & Network Connection (SAPC-LNC) Platform in late April. 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, including substance use treatment, prevention, harm reduction, Driving Under the Influence (DUI) programs, and other substance use-related services.

The SAPC-LNC Platform 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 is currently pilot testing this platform with a handful of SAPC contracted providers. SAPC looks forward to providing more launch information to the network when we get closer to the release to the SAPC provider network in late April 2025.

### Highlights from Previous Communications

**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.

**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.

**Reminder of FY 22-23 and 23-24 Billing Deadlines:** The FINAL billing deadline FY 22-23 and 23-24 is 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](mailto: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.