



# Sage Notification: BenefitsCal Case Linking Unavailable

**4/15/2024 @ 9:30am**

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Dear SAPC Treatment Providers,

SAPC is aware of an issue with the BenefitsCal website that is preventing case linking and the production of the Change Report Summary. The Department of Public Social Services (DPSS) indicates that they are working toward a resolution with a tentative date of 4/25/2024.

Alternative ways to initiate the ICT process and obtain necessary documentation for service authorization requests are by calling DPSS or directing patients to the local DPSS office. The patient will be mailed a Notice of Action (NOA) by DPSS which will indicate the eligibility date and county of residence. Note that contacting the County from which the patient is transferring may cause delays.

The NOA is acceptable documentation that the ICT was completed and may be uploaded to a patient's chart via Provider File Attach as part of the Service Authorization Request process. As a reminder, only PDF and TIFF files should be uploaded into Provider File Attach.