



Communication Release

01/16/2026

Mandatory Training: Primer on Part 2 & Final Rule Updates

The two-hour Primer on Part 2 & Final Rule Updates training is mandatory. Each agency must **send at least one representative to one of the four sessions offered**. This free training provides an overview of federal and California state privacy laws governing the handling, use, and disclosure of Substance Use Disorder (SUD) records, including the recent changes to 42 CFR Part 2 under the Final Rule; which requires compliance by February 16, 2026. The session will focus on identifying SUD records covered by Part 2, understanding the stringent requirements for patient consent, exploring the key exceptions to consent, reviewing compliance obligations for uses and disclosures, and extensive discussions surrounding practical applications and use cases. Special attention will be given to recent updates that align certain Part 2 processes with HIPAA and the implications for day-to-day operations. The session will equip attendees with the practical knowledge necessary to assess compliance risks and manage SUD-related information.

This training meets qualification for two (2.0) hours of continuing education. Please see the training flyer for eligible credentials.

Please make sure to register for the training sessions below if you were not able to attend earlier sessions.

Trainers: Sara Shanti, J.D., Alexandria Foster, J.D. & Michael Sutton, J.D. of Sheppard Mullin law firm.

Training Date	Training Time	Platform	Registration is Required	Training Flyer
Tuesday, January 20, 2026	1:00 – 3:00 pm	Zoom	Click for Registration Link	Click for Flyer

If you have any questions regarding this training, please email Belinda Ashong at BAshong@sheppardmullin.com.

FY 24-25 FINAL Billing Deadlines Reminder

Fiscal Year 2024-2025 final billing deadlines are approaching. It is critical that agencies submit original and replacement claims by the deadlines noted below. Please note, these are *final deadlines*; if services are submitted near the deadline and are denied, the replacement service must be submitted prior to the deadline to correct the information. To prepare for these deadlines:

- Do not wait until the final week or days to submit claims. Aim to complete all billing at least one month prior to the deadline to allow for sufficient time to fix and replace any Local and State denials.
- Review denied services to ensure they have been corrected and replaced, as applicable.
- Review available contract amounts and request augmentations if necessary.
- Open a [Request Billing Assistance](#) ticket for any support needed to resolve outstanding questions and receive support.

Dates of Service	Billing Deadline
7/1/2024 – 12/31/2024	Friday 1/30/2026
1/1/2025 – 6/30/2025	Thursday 4/30/2026

Final Reminder: Primary to Secondary Provider Conversion

SAPC provides an annual enrollment opportunity for all Provider Agencies to convert from a Primary User to Secondary User of the Sage Electronic Health Record (EHR) System. If your agency would like to convert from Primary to Secondary Sage User status, please send an official, signed request addressed to the SAPC-IT at SAPCProvConvReq@ph.lacounty.gov no later than **January 31, 2026**.

Provider agencies that meet this deadline will receive an acknowledgement letter and will be required to begin the necessary testing of their EHR system by March 31, 2026. Testing processes need to be completed no later than June 30th. During this testing process period, the provider is required to:

1. Identify a minimum of two contact persons at your agency who will be responsible for creating and submitting all 837 test files. These two individuals will also be responsible for responding to and addressing all SAPC requests related to this conversion.
2. If needed, submit Sage User Creation forms for any new or modified user accounts per standard procedure.
3. Engage the EHR vendor or Information Technology staff to complete all necessary configuration of the agency's EHR by the identified timeline and in accordance with SAPC specifications.
4. Create and submit test 837 files and resolve identified issues.
5. Once testing is done in the TRAIN environment, create and submit a small number of claims in the LIVE Environment until the agency has achieved at least an 80% adjudication approval rate.

Once the conversion is successfully completed, a Sage Secondary Provider Certificate will be issued by SAPC. After the certification, the provider will officially be a secondary provider and will be given instructions on how to submit their claims via the 837 process going forward.

Providers **MUST** submit their official request by January 31, 2026. Requests received after this date will not be accepted and those providers will not be able to convert to a Secondary Provider until the next year's enrollment period.

Downtime Drug Testing Form

The "paper" [Drug Testing](#) form used for downtime procedures was updated to reflect the recent form update in Sage. This and other downtime procedure forms can be found on the Clinical tab of the Manual, Bulletins, and Forms of the SAPC website. The correct version of the form will note "Revised 01/15/2025" in the footer.

Service Connections Log Update

SAPC updated the Service Connections Log, utilized by our CENS providers, to document referral information. We made targeted updates to the fields and conditional logic on the SUD Referrals Provided tab to allow for more accurate data entry and to minimize errors.

Each new item added to the referral table can now only be for a “Referral Treatment Provider” or an “Other Referral Provider.” “Other Referral Providers” refer to referrals made to programs that are not already listed in the “Referral Treatment Provider” field.

Additionally, when adding a “Referral Treatment Provider,” users will still be required to select the Appointment Status of either “Scheduled” or “Not Scheduled.”

When “Scheduled” is selected, a new field “Scheduled appointment disposition” will be enabled and users will only be able to select from:

1. Intake Scheduled (0-9 minutes)
2. Intake Scheduled (10 Minutes or More)

When “Not Scheduled” is selected, a new field “Not Scheduled appointment disposition” will be enabled and will only contain the dispositions to reflect why an appointment was not scheduled.

TRAIN PCNX Environment

As reported at the All-Treatment Provider Meeting on 1/14/2026, the Sage-PCNX TRAIN environment was refreshed. SAPC is finalizing configurations and is expected to be completed by the end of the month.

The most significant change within the environment is that Primary Sage users will now have access to their own agency and program information rather than the previously assigned fake agencies (Primary Services or SUPR). However, all providers will have available, fake client data which has been scrambled and does not contain protected health information (PHI).

The TRAIN environment is intended for new users to practice learning the Sage system prior to using the LIVE environment. It also serves as a forum for providers to test new features, such as form updates, new reports, or new workflows and provide feedback to SAPC prior to them being implemented in the LIVE environment.

As a reminder NO PHI or real client data should ever be entered in TRAIN.

If you are unable to login to TRAIN or no longer have the available URL, please contact the Sage Help Desk as your account may have been disabled due to inactivity. Users will login to TRAIN with the same credentials as the LIVE environment.

Sage Help Desk Phone Number: (855) 346-2392

Sage Help Desk ServiceNow Portal: <https://netsmart.service-now.com/plexussupport>

Updated Sage Billing Configurations

Effective the week of January 12, 2026, the below Sage billing configurations have been completed.

- **FY 24-25**
 - Updated maximum units billable per service for codes: 96131, 96171, 98960, 98961, 98962, 99416, 99417, H0001, H0004, H0005, H0007, H0014, H0025, H0033, H0034, H0034R, H0038, H0048, H0049,

H0050, H1000, H2010M, H2010N, H2014, H2015, H2015-CN, H2017, H2017-CN, H2027, T1006, T1007, T1013, T1017, T2021, T2024

- Removal of fees to meet State policy
 - 99415 for Residential (U1, U2, U3)
 - 99202-99205, 99212-99215 from WM (U4:U7, U4:U8)
 - 90849 from WM (U4:U7, U4:U8)
 - Occupational Therapist (OT) and OT Clinical Trainee for code 99368
 - Registered Nurse (RN) and RN Clinical Trainee for code H2017
- Removal of the GC and/or HL modifiers from the codes: 90885, 90887, 90889, 96170, 96171, 99367, 99368, 99417, 99418, H0001, H0007, H0012, H0014, H0019, H0033, H0034, H0048, H0049, H0049, H1000, H2010, H2014, H2015, H2017, H2027, H2034, S9976, T1006, T1007, T1009, T1013, T1017, T2027
 - These codes do not require the GC and/or HL modifiers as they are not billable to Medicare and do not require the Medicare COB override modifiers
- Removal of codes with the 27 modifier as this is not an applicable modifier for the SAPC network
- Removed 02 and 10 places of service from the H2010M and H2010N codes
 - As this is an incentive service, the place of service is not required to be a specific value and can be submitted with:
 - (55) Residential Substance Abuse Treatment Facility, (57) Non-residential Substance Abuse Treatment Facility, (58) Non-residential Opioid Treatment Fac, (15) Mobile Unit (approved for mobile OTPs only)
- Removal of modifiers 93 and 95 from T2021 and T2024 and replaced with SC
- Removal of 95 modifiers from 98966, 98967, and 98968
- **FY 25-26**
 - Updated maximum units billable per service for codes: 96131, 96171, 98960, 98961, 98962, 99416, 99417, H0001, H0004, H0005, H0007, H0014, H0025, H0033, H0034, H0038, H0048, H0049, H0050, H1000, H2014, H2015, H2017, H2027, T1006, T1007, T1013, T1017, T2021, T2024

Highlights from Previous Communications

KPI Dashboard Updates: Users with KPI accounts will notice a change in dashboard selection options. KPI is in the process of transitioning to the Cloud and our current “Legacy” dashboards will be phased out mid-January and replaced with new dashboards. All existing sheets and bookmarks will be carried over into the Cloud dashboards; however, any new bookmarks should be created in the Cloud dashboards. To preview these dashboards, users will see four (4) options. The new cloud-based dashboards are named Sage MSO KPI Dashboard and Sage PM KPI Dashboards. Providers should continue to utilize the “Legacy” dashboards until further configurations are completed and updated documentation is published to the network. SAPC is in the process of updating documentation to reflect new layouts, navigation, and functionality, which will be posted to the SAPC Sage website. If you have questions or feedback on the dashboards, please email Sage@ph.lacounty.gov. Do not send PHI.

New KPI Link/URL: Effective Wednesday 12/31/2025, the KPI URL changed to:

<https://carepathways.netsmartcloud.com/account/login/5CCB3C86>

The login process and usernames are the same. This new link is compatible with Chrome, Edge, and Firefox browsers. Only users with KPI accounts may access KPI via this URL. Additionally, KPI users may continue to access the dashboards within Sage via the KPI Dashboards view. KPI access must be requested and approved by your agency’s Sage liaison using the SAPC Sage User Creation Form request protocol in the Sage Help Desk ServiceNow Portal. If you encounter issues while logging in with this new URL, please open a Sage Help Desk ticket by calling the Sage Help Desk Phone Number: (855) 346-2392, or by opening a ticket in the [Sage Help Desk ServiceNow Portal](#).

Authorization Grievance and Appeals: Earlier this year SAPC created a designated email for Grievances and Appeals (G&A) specifically for receiving and addressing authorization denials. Providers should submit these types of G&As via ***encrypted*** email to SAPC_Appeal@ph.lacounty.gov for the most expeditious response for resolution.