![Sage - Substance Use Disorder Information System]

Communication Release

2/15/2022

Scheduled System Maintenance - 2/16/2022 at 3:00 am

The Sage system is scheduled to be down for maintenance on Wednesday, February 16, 2022, from approximately 3:00-7:00 am. Sage will be unavailable at the noted time. If you experience any issues with accessing the system after 7:00 am, please contact the Sage Help Desk at (855) 346-2392 or via the Sage Help Desk ServiceNow Portal at https://netsmart.service-now.com/plexussupport.

Other Health Coverage in ProviderConnect

Unfortunately, a technical error caused a delay in the configuration of the new OHC functionality in ProviderConnect which was aimed at being configured this morning, Tuesday, February 15, 2022. **This update has been rescheduled to be configured in ProviderConnect tomorrow, Wednesday, February 16, 2022, with a completion time of approximately 7:00 am.** Providers may need to clear their browser's cache and cookies in order to view the changes.

SAPC held a technical training today, 2/14/2022, for Primary Sage Users to review how to enter OHC information into Sage for patients who have OHC. The recording and presentation are in the processing of being posted to the Sage website and should be posted within the next 1-2 business days on the following page under the Billing section:
http://publichealth.lacounty.gov/sapc/providers/sage/finance.htm.

In the meantime, the presentation slides were emailed to the training attendees who requested a copy and a copy of the slides can also be access by clicking the following link: Link to download the Entering OHC Information in Sage training slides.

OHC Provider Billing Manual Availability

To provide general information regarding Other Health Coverage as well as specific information for Primary and Secondary Sage Users on billing SAPC for OHC, SAPC has created the SAPC OHC Provider Billing Manual.

This manual covers:
- General information on OHC and billing OHC prior to SAPC
- What to know about service authorizations for patients with OHC and Medi-Cal
- Required documentation for OHC claims
- How to enter OHC information for Primary Sage Users
- Submission of OHC information for Secondary Sage Users

The manual can be accessed via this link and has been posted to the Sage website on the Sage Trainings - Finance page under the Billing section.