



Communication Release

3/24/2023

KPI 101: Introduction to the Dashboards Training

SAPC is holding a one-hour introductory session on KPI. This training is geared toward new or novice users who would like to understand the fundamentals of KPI such as how data populates and how to navigate within the dashboards. As KPI licenses are limited, this training can provide agencies with guidance as to who may be appropriate representatives for their agency.

Analysis of data will NOT be covered in this training, but previous trainings on this are available in Sage-ProviderConnect: Main Menu > Documentation > Help > Sage Training and Other Materials

Training and Registration Details:

- **Registration Link:** [Click Here](#)
- **Title:** KPI 101: An Introduction to the Dashboards
- **Date:** Thursday April 13, 2023
- **Time:** 1:00pm to 2:00pm
- **Trainer:** Esther Orellana, Ph.D.
- **Platform:** Teams Meeting

KPI Office Hours

SAPC is excited to announce the introduction of KPI Office Hours via Microsoft Teams Meeting. These will be one-hour drop-in sessions where KPI users can ask questions regarding Sheets, analysis, data discrepancies, and suggestions for KPI enhancements. Office hours will initially be held weekly and based on attendance and feedback the cadence may be adjusted. The links for the meetings are available on the [SAPC Training & Events Calendar](#). No registration is required.

Session Dates:

- Friday April 14, 2023, from 9am – 10am
 - Friday April 21, 2023, from 9am – 10am
 - Friday April 28, 2023, from 9am – 10am
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Primary Sage Users: Process for Submitting Voids and Replacements

SAPC has been investigating issues with voided claims from Primary Sage Users and found a key area preventing voids from being processed. All billing in Sage is a two-step process, where providers must first enter the Treatments then submit the bills. This process is the very similar for original claims and for voids. Once the Treatment is voided on the Treatment History in the patient's chart, the void must still be generated and submitted from the billing page in Sage.

On the Billing page, directly under the Bill Generation section, there is the Void and Replacement Submission section. Providers must select the Fiscal Year containing the void or replacement claims then click on the Generate Replacement Submission or Generate Void Submission button depending on what is being compiled and submitted. This will display all the available Treatments that have been voided or replaced. Then once all of the services have been reviewed, providers should submit the claims to be voided. Please note there is no pre-adjudication process for voids. Once submitted, the claims will be voided or replaced. Voids will show as Contractor Void as the retro reason on the next EOB with approved claims.

SAPC encourages providers who have not previously completed the second part of the process to check for voids from previous fiscal years that were queued up but may have not been submitted.

The image shows two screenshots of a software interface. The top screenshot is titled "Bill Generation" and features a dropdown menu set to "2022 - 2023" and a red button labeled "Generate New Bill". The bottom screenshot is titled "Void and Replacement Submission" and features a dropdown menu set to "2022 - 2023", a red button labeled "Generate Replacement Submission", and another red button labeled "Generate Void Submission". A red rectangular box highlights the "Generate Replacement Submission" and "Generate Void Submission" buttons in the bottom screenshot.

Password Resets and Account Reactivations

SAPC reminds providers that per LA County policy, Sage system user passwords must be changed every 90 days. Providers will be reminded at Sage login when there is 14 days remaining to change their password prior to their password expiring.

Additionally, providers are advised to login to the Sage system at least every 30 days to avoid account deactivation. If your account becomes inactive contact the Sage Help Desk by phone at (855) 346-2392.

Reminder: Group Billing Formula

As a reminder, on 3/16 SAPC reinstated the previous group billing formula due to an unforeseen coding issue in Sage. Providers may bill using the historical group billing formula and procedure. For your convenience, we are including the historical group billing formula below:

Group Billing Formula: (# minutes in the group divided by # of participants in the group) times (LOC group rate divided by 15 to get per minute rate) = amount claimed per person.

Standard: Minimum 2 persons and maximum 12 persons per group (Exception: Patient Education sessions conducted within ASAM 3.1, 3.3, and 3.5 allow for a minimum 2 persons and maximum of 30 persons per session).

Group Counseling Documentation time is allowable for group sessions but cannot exceed the following standards and must represent actual time documenting notes tailored to each participant:

1. 2-4 participants one 15-minute unit
2. 5-8 participants up to two 15-minute units (30 minutes total)
3. 9-12 participants up to three 15-minute units (45 minutes total)

The number of minutes would be added to the total time submitted for the group session, but it must be clear what amount of time relates to the time spent conducting the group versus the time spent documenting individualized group session notes.

- $([90 \text{ minute group} + 15 \text{ minutes documentation}] \div 4 \text{ participants}) \times (\$2.12 \text{ ASAM } 1.0) = \$55.65 \text{ per person or } \$222.60 \text{ per group (each person claimed separately)}$
- $([90 \text{ minute group} + 30 \text{ minutes documentation}] \div 8 \text{ participants}) \times (\$2.12 \text{ ASAM } 1.0) = \$31.80 \text{ per person or } \$254.40 \text{ per group (each person claimed separately)}$

- $([90 \text{ minute group} + 45 \text{ minutes documentation}] \div 12 \text{ participants}) \times (\$2.12 \text{ ASAM 1.0}) = \$23.85 \text{ per person or } \$286.20 \text{ per group (each person claimed separately)}$