Communication Release

6/20/2023

Amending Telehealth Consent Forms, Clinical Note Templates and Justifications for Failure to Acquire Patient's Signature on Consent Forms to Remove COVID-19 Public Health Emergency Language

With the ending of the COVID-19 Public Health Emergency in Los Angeles County, SAPC providers should omit references to the COVID-19 public health emergency from their Telehealth Consent forms and templates used for clinical documentation. Patients receiving treatment from a SAPC contracted provider agency can continue to receive telehealth services in accordance with the current version of the SAPC Provider Manual, and the patient's consent to receive services via telehealth should continue to be obtained and documented. However, with the ending of the COVID-19 Public Health Emergency, the pandemic is no longer itself a reason for why patients did not sign consent forms or are receiving services remotely; patients should receive telehealth services when it is clinically appropriate and when the patient consents to receiving services through telehealth modalities. For subsequent questions about the documentation of services within the SAPC provider network, please contact SAPC.QI.UM@ph.lacounty.gov

PCNX Launch – July 15, 2023

SAPC and NTST are diligently working behind the scenes to prepare for the launch of ProviderConnect NX (PCNX). SAPC is targeting the PCNX Go-Live to occur on or around July 15th, 2023. This date will allow providers to complete claiming through June through the current, usual process. SAPC will continue to provide updates to providers as we approach the targeted go-live date.

REMINDER: PCNX Training Dates for Sage Users

To prepare providers for the transition to PCNX, SAPC is offering several *new* provider trainings. The trainings are grouped into modules and will be offered through Team Meetings. Registration is required. Click on the "Flyer" hyperlink for details on the training including the registration link.

Training Module	Intended Audience	Date/Time	Flyer Link
PCNX For Primary Sage Users: Admissions and Intake	Primary Sage Users	Wednesday 6/21/2023 9:00 am – 11:00 am	Flyer
PCNX For Primary Sage Users: Admissions and Intake	Primary Sage Users	Wednesday 6/21/2023 3:00 pm - 5:00 pm	Flyer
PCNX For Secondary Sage Users	Secondary Sage Users	Wednesday 6/28/2023 3:00 pm – 5:00 pm	Flyer
PCNX For Secondary Sage Users	Secondary Sage Users	Thursday 6/29/2023 10:00 am – 12:00 pm	Flyer
PCNX for Primary Sage Users:	Primary Sage Users	Wednesday	Flyer

Clinical Documentation		7/5/2023 3:00 pm – 5:00 pm	
PCNX for Primary Sage Users: Clinical Documentation	Primary Sage Users	Thursday 7/6/2023 10:00 am –12:00 pm	[Flyer](#)
PCNX for Primary Sage Users: Financial and Billing	Primary Sage Users	Tuesday 7/11/2023 2:00 pm – 4:00 pm	[Flyer](#)
PCNX for Primary Sage Users: Financial and Billing	Primary Sage Users	Thursday 7/13/2023 1:00 pm – 3:00 pm	[Flyer](#)

Please enter your email carefully when registering as the invitation will be sent to the email entered. If you don't receive a confirmation email within an hour, there may be a typo in the email entered, and you will need to re-register. The host is unable to resend your unique link.

PCNX Office Hours

Beginning on Friday, July 7th the Sage Management Branch will hold office hours on Fridays from 10am – 11am to further assist providers in the transition from Sage ProviderConnect to PCNX. Office hours will be held via Teams Meetings.

No registration is required. The Office Hour links are available on the [SAPC Training Calendar](#).

PCNX Helpdesk Tickets

Effective Monday 6/19/2023, when opening a helpdesk ticket via the online portal, users will see a new option in the product to indicate if the issue is related PCNX. Currently, users can select:

1. Avatar Support
2. KPI Dashboards (Helpdesk)
3. Plexus Support Portal
4. Provider Connect Support

Starting Monday, "5. ProviderConnect NX (Helpdesk)" will be added to create distinction between ProviderConnect in its current state and the upgraded PCNX environment. Once available users should select PCNX Support as the Product should they experience any issues or questions while in the TRAIN environment or LIVE environment for PCNX.

Billing Medicare as the Primary Insurer for Certain CPT does for Medi-Medi Patients

During the May 30th, 2023, Payment Reform Provider Meeting it was shared that certain CPT codes must be billed to Medicare as the primary insurer. SAPC would like to clarify that this requirement only applies to patients who have both Medicare and Medi-Cal (Medi-Medi) coverage. Providers do not need to bill Medicare if the patient only has Medi-Cal or is non-DMC funded. Providers should follow the Billing Rules tab on the Rates and Standards Matrix under "Exempt from Medicare COB?" for when a code is billable to Medicare, for services delivered specifically to Medi-Medi patients. If the code is not exempt from Medicare COB, the patient has Medi-Medi and the service was delivered by a Medicare allowable discipline, then the claim must be treated the same as any OHC coverage.

KPI Rolling History Truncation

KPI data is truncated every six months, at the beginning of the calendar and fiscal year. For a period, we had an extended rolling history that allowed visibility on older claims. However, as FYs 18-19, 19-20, 20-21 are now closed, SAPC is reverting

KPI to its intended lookback period of having two full fiscal years, two full calendar years, plus the current fiscal and calendar year.

On 7/1/2023 data will be truncated, limiting data from 1/1/2021-present. As with previous truncation periods, providers who would like copies of KPI are encouraged to export relevant data from KPI on or before 6/30/2023.

Data Available through 6/30/2023	Data Available ON 7/1/2023
1/1/2020- 6/30/2023	1/1/2021 - present

Data no longer available through KPI will be the second half of FY 19/20 and first half of FY 20/21.

Fiscal Year 2022-2023 Billing Deadlines

As the current Fiscal Year comes to a close, SAPC is taking the necessary actions to ensure the appropriate expenditure of all contracted funds. This notice provides guidance on upcoming reimbursement deadlines to submit claims for services provided prior to June 30, 2023, according to contract type.

Drug Medi-Cal Treatment Services

Claim Submission Deadline	Expected Date of Reimbursement
July 1, 2023 – July 7, 2023	End of July 2023
July 8, 2023 – July 31, 2023	After the Sage blackout period has been lifted.

Any other FY22-23 claims received or submitted after July 31, 2023, will be processed after the Sage blackout has been lifted and under the normal billing schedule.

Recovery Bridge Housing Service

Claim Submission Deadline	Expected Date of Reimbursement
July 1, 2023 – July 7, 2023	End of July 2023
July 8, 2023 – July 15, 2023	End of August 2023

Prevention, Client Engagement and Navigation Services, and all Other Contracts

Invoice Submission Deadline	Expected Date of Reimbursement
July 1, 2023 – July 7, 2023	End of July 2023
July 8, 2023 – July 15, 2023	End of August 2023

Fiscal Year 2021-2022 Close Out

Friday, June 30, 2023, is the official close out date for Fiscal Year 2021-2022. Providers must finalize any pending billing and submit any correctable denials by the deadline. Providers are highly encouraged to submit prior to the deadline in the event they encounter technical issues.