



Communication Release

8/11/2023

DMC-Finance CalAIM-Payment Reform Billing Office Hours

DMC-Finance is initiating the CalAIM-Payment Reform Billing Office Hour on Thursday August 17th from 1-2pm via Microsoft Teams. CalAIM Billing Office Hours will be held weekly until the Thursday September 28th. This is in addition to the PCNX office hours held on Fridays at 10am that are intended to address general questions about PCNX functionality. The purpose of these office hours is to assist providers with CalAIM Billing Questions and clarifications needed regarding the CalAIM Billing reform changes and the FY23-24 Rates and Standards matrix.

Below is the Teams' meeting information to join the meeting for the CalAIM Payment Reform Billing Office Hours:

Microsoft Teams Meeting

[Click here to join the meeting](#)

Meeting ID: 275 730 516 772

Passcode: x7JnTX

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 323-776-6996, 492349611#](#) United States, Los Angeles

Phone Conference ID: 492 349 611#

[Find a local number](#) | [Reset PIN](#)

Updated Rates and Standards Matrix

SAPC published an updated [Rates and Standards Matrix](#) (*Updated – August 2023*). The following changes were reflected in this most recent update:

- **MAT Tab** –994441 – Rates updated
- **MAT Tab** – H2010M,N,S Pharmacist Rate Removed
- **MAT Tab** – H2010M,N,S Pharmacist Rate Removed
- **Outpatient, Residential, Withdrawal Management** – 98966,98968 MDO/Rate Removed
- **Outpatient, Residential, Withdrawal Management** – 98966,98968 Rates Updated
- **Outpatient, Residential, Withdrawal Management, and OTP Tabs** – H0050 – Peer Support Specialist Rate Removed
- **Outpatient, Residential, Withdrawal Management, and OTP Tabs** – 90791,H0004, H0005, H0007 Pharmacist Rate Removed

- **Recovery Services, Care Coordination Tab** - H2017, H1000 – Pharmacist Rate Added
- **Recovery Services Tab** - 99368 MDO/Rate Removed
- **Recovery Services Tab** – Clarification given to providers that the Recovery Services sited are not the only services available for Recovery Services, HCPCS/CPT coding for other components of recovery services are available under each level of care
- **Withdrawal Management Tab** – H0014 – Rates Updated to Hourly
- **Withdrawal Management Tier 1 Tab** – 90846 Rate corrected for ASAM 2.0 WM
- **Residential Tabs** – Peer Support Rates Updated H0025, H0038
- **Standards Tab**- Yes Program removed
- G2212 rate standardized to MAT services rate for all sections
- 90846 and 90847 descriptions updated removing 26 minutes

REMINDER: PCNX-TRAIN Environment Available for Use

SAPC and Netsmart updated the TRAIN environment from PCON Classic to PCNX. The TRAIN environment is now available to the SAPC provider network. This environment is configured to allow users to practice with “dummy” data but real-life clinical workflows. For testing purposes, specific practitioners were configured per agency in PCNX TRAIN to enter on forms.

This initial rollout of PCNX TRAIN is for *clinical practice*. The SAPC will provide updates on when the components that enable billing and claim testing have been configured in TRAIN. ***As a reminder, providers should never input real clinical data or Patient Health Information (PHI) into the TRAIN environment.***

TRAIN Environment Configurations:

User access was configured based on Primary and Secondary Sage User association. Primary Sage users were assigned to one of two fictitious agencies. Secondary Sage users were assigned to their own agencies. This specific information was provided via email to Sage Liaison’s. Please contact Sage@ph.lacounty.gov.

Staff can login to PCNX TRAIN per the access/user roles that they have been assigned to. Configured users will log in to PCNX TRAIN by authenticating with their C-number.

Limitations of current PCNX TRAIN configurations:

User/Access Roles

Sage PCON-Classic User Access Groups have been updated and cross-walked in Sage-PCNX to "User Roles". Users will be associated with PCNX User Roles in PCNX TRAIN The following table identifies the PCON-Classic Access Grp to PCNX user role assignments:

Access Group Name	PCNX User Role
Audit User	PCNXAuditUser
Certified Peer Support Specialist (Clinical Only)	PCNXCertPeerSupSpec
Clerical	PCNXClerical
Clinical Only - Counselor	PCNXClinicalOnlyCounselor
Clinical Only - License-Eligible LPHA	PCNXClinicalOnlyLPHA
Clinical Only - LPHA	PCNXClinicalOnlyLPHA
Financial + Clinical (Counselor)	PCNXFinClinCounselor
Financial + Clinical (License-Eligible LPHA)	PCNXFinClinLPHA
Financial + Clinical (LPHA)	PCNXFinClinLPHA
Financial Only	PCNXFinancialOnly
LVN & Medical Assistant	PCNXLVNMA
Operations	PCNXOperations
Student/Intern	PCNXStudentIntern

Performing Providers

For training purposes, SAPC has configured a standardized set of performing providers to select from. SAPC will provide a list of Performing Provider Names to input for documentation purposes in a separate email.

Billing and Claims

Providers may use the Fast Service Entry Submission form for practice only. Please note not all LOCs have been configured, as they are not all needed for training purposes. The fees associated with particular agencies, including tier related fees, have not been configured in the training environment. SAPC will notify providers regarding what LOC and fees are available for claim testing when billing and claims testing are configured in the TRAIN environment.

Obtaining PCNX TRAIN URL and log in instructions

SAPC CPA's will contact each agency's Sage liaison to provide:

- Login Instructions including the TRAIN environment URL
- List of users and user ID's
- List of performing providers
- Available forms and reports

To login to PCNX TRAIN, providers will use their existing contractor number (C-number) to successfully login with Microsoft Authenticator.

Process for how to request PCNX TRAIN Access

Providers requiring access to PCNX TRAIN must submit a [User Creation form](#) (see Step 3) to SageForms@ph.lacounty.gov.

SAPC Plan for Cut-Over to ProviderConnect NX (PCNX)

The target for release of PCNX go-live has been delayed. SAPC will continue to update providers as we approach the targeted go-live date. Providers are reminded that during the Blackout, medical necessity documentation should be submitted in a timely manner to engage patients in to treatment.

Planned Sage Downtime during PCNX Cut-Over:

SAPC anticipates a brief period of Sage being unavailable to providers as part of the conversion to PCNX. During the downtime, Netsmart will be moving PCON data to PCNX. Once the PCNX go-live has occurred, providers will no longer have access to Sage-ProviderConnect Classic. SAPC intends to keep the duration of Sage downtime to a minimum. Additionally, during this period of Sage unavailability/downtime, providers should utilize their Sage downtime.

Utilization Management Practices during End of Fiscal Year (EOY and PCNX Cut-Over Periods)

The following is intended to give providers guidance on UM practices during the EOY and PCNX Cut-Over Periods.

- During the brief 1–2-day period of scheduled downtime, providers should use paper-based documentation. For the dates that Sage will be unavailable, UM is accepting paper-based ASAMs. Alternatively, providers may wait for PCNX go-live to complete ASAMs electronically.
- QI/UM will not grant exemptions for untimely medical necessity documentation. For non-residential authorizations, provider can request an initial engagement authorization to allow time to engage the patient in treatment and extend the timeframes for which medical necessity needs to be established (30 days for adults and 60 days for youth or persons experiencing homelessness).
- The downtime is expected to be limited to 1-2 days. Given the brevity of the scheduled downtime (<3 days), providers will need to enter clinical information from the downtime once SAPC notifies that PCNX is available.
- Providers will be able to resume clinical documentation (admissions, notes, and auth requests and billing for FY 22-23) in PCNX for dates of service before and after the cut-over period. Providers are reminded to follow the [Sage - File Attachment Standardized Naming Convention](#) for paper forms.

REMINDER:

Providers Need to Finalize Notes left in Draft Status in PCON Classic prior to PCNX Release in LIVE

During the PCNX trainings the new unified Progress Note form was introduced to the network. This Progress Note Form has been redesigned to enable providers to indicate the use of add-on services for up-billing that is part of CalAIM Payment reform. When providers transition to Sage-PCNX LIVE, the Progress Note form will be enabled and all other Note forms will become Read-Only. Providers are encouraged to finalize all outstanding Progress Note (BIRP/GIRP/SIRP/SOAP) and Miscellaneous Note Options as soon as possible and before the transition to PCNX. Notes left in draft status in Sage-ProviderConnect (PCON) classic will no longer be editable when the network transitions to PCNX LIVE. For notes left in draft, providers will need to recreate the note in the new Progress Note form.

PCON Forms that will be Read-Only in PCNX

- Progress Note (BIRP)
- Progress Note (GIRP)
- Progress Note (SIRP)

- Progress Note (SOAP)
- Miscellaneous Note Options

Within ProviderConnect Classic, some providers are still able to use the Documents in Draft or Licensed-Eligible LPHA reports, which will populate the notes that remain in draft status while some agencies have reported not being able to use this report. To help address this issue, SAPC has created two special reports for Progress Notes in Draft and Miscellaneous Notes in Draft that were uploaded to the provider SFTP (in the Notes In Draft folder) on Friday 7/14/2023. Either of these options will give providers a list of all notes currently in draft. Providers should finalize all notes as needed as soon as possible to avoid issues when PCNX is implemented.

REMINDER:

Submit Claims Entered in PCON Classic prior to PCNX Release in LIVE

SAPC reminds providers to submit claims entered in PCON Classic prior to the release of PCNX-LIVE. Claims entered in PCON but not submitted prior to PCNX go-live must be re-entered in to PCNX for processing. Providers that have submitted claims while waiting for their contract amendments to be approved are reminded to submit claims entered in PCON Classic upon SAPC approval.