



Communication Release

9/3/2020

ProviderConnect Single Sign-on

During the Provider Meeting on Tuesday, September 1, 2020, SAPC announced that the Single Sign-on (SSO) update to ProviderConnect is being planned for release during September 2020. SAPC and Netsmart are continuing testing to ensure a seamless transition for providers to the new login process and will be announcing the date for release towards the end of September. The release date for this improvement will be communicated as soon as possible.

Single Sign-on will eliminate the need for two separate logins to access ProviderConnect. After completing the SAPC network multi-factor authentication, the user will be logged directly into ProviderConnect. The SSO update will help to strengthen a system component which is impacting HTML data reliability, affecting the ability for providers to access and save certain forms periodically.

What to Expect

1. New login instructions for Sage LIVE environment will be provided soon
 - a. URL will not change
 - b. Behind the scene changes to system will require users to refresh bookmarks
 - c. Users may need to update a browser setting – if so, steps will be well documented in the instructions
 - d. Troubleshooting steps will be provided in the instructions
 - i. It will be important for Sage users to utilize these steps if experiencing a user login error
2. Two-step logout process when SSO is active
 - a. Log out of Sage ProviderConnect
 - b. Select account to log out of

Please note: Instructions and additional information regarding this change will be forthcoming.

Service Authorization Submission Issue

The Quality Improvement & Utilization Management (QI & UM) Unit has observed several authorization submissions for individual clients that have treatment requests and dates of service that are identical. Based on conversations with our provider network, QI & UM staff have learned that there is challenge with ProviderConnect that is intermittently making certain authorization submissions invisible for providers, although they are visible to QI & UM. To assist the member authorization process, SAPC is advising that when providers encounter this issue, please:

- 1) File a Sage Help Desk ticket to assist Netsmart in tracking this problem for future resolution.
 - 2) If resubmitting an authorization due to a lack of visibility of a submitted authorization, please identify which authorization is visible in Provider Connect via the external comments section to assist the QI & UM reviewer assigned to the case. Submissions that are not visible will be denied to reduce duplicate authorization requests.
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KPI Basics and Navigation Training Recording

The recording of the KPI Basics and Navigation Training from August 10, 2020 has been posted to ProviderConnect for provider reference. Providers can locate the recording in ProviderConnect by following the steps below:

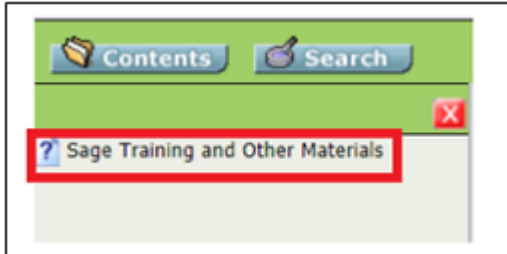
1. Login to ProviderConnect
2. Click on **Documentation**.

Main Menu - Provider		
Billing	Lookup Client	Provider
Reports	Add New Client/Client Search	Change Password
Documentation	News	Alerts

- Click the **Help** link.



- Go to the upper left-hand corner and click on **Sage Training and Other Materials**.



- Scroll down to the **Videos** section. Under the **LASAPC KPI Dashboard Training** sub-section, click on **LA SAPC Sage – KPI Basics and Navigation Training 08/10/20** to view the recording.

If users are not able to see the training video listed on this page, clearing the internet browser cache should resolve this issue.