SAGE UPDATES

All Treatment Provider Meeting
September 18, 2025

Substance Abuse Prevention and Control
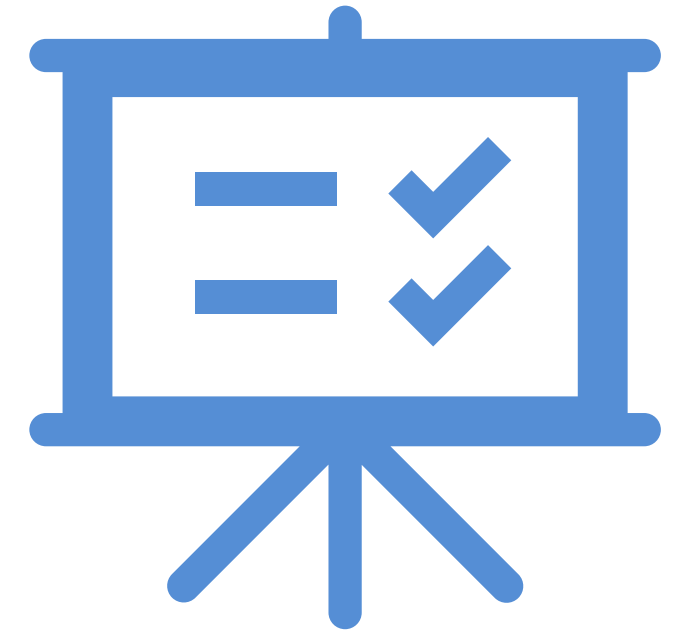Los Angeles County Department of Public Health

Overview

Sage General Updates

Appointment and Referral Disposition Updates

Information Privacy and Security

Clinical Trainings

Sage General Updates

Updates and Clarifications

Form, Report or Widget Name	Update	Purpose/Clarification
Progress Note Status Report	Removed Form Status (Draft/Final) parameter/filter before running report. (no changes to the output results, just the search parameter)	Improve report performance. Report should be exported to Excel if additional filtering is needed.
Progress Notes in Draft- Previous Month Widget	Updated coding to improve performance.	Widget was timing out for some providers. SAPC updated the coding to improve performance.
ASAM Assessment Form	Updated language on the Level of Care field names to: • Recommended Level Of Care (by ASAM) • Actual Level Of Care (Provider determined)	Clarify the difference between the fields Recommended Level of Care points to what the ASAM decision engine is recommending. Actual Level of Care is where patient is being admitted as determined by the provider and patient.
Discharge and Transfer Form/Recovery Bridge Housing Discharge Form	N/A	Clarification: Completion of *both* forms is required in Sage to track admission and census. The Census Report is dependent on these forms being completed.

Updates and Clarifications

Form, Report or Widget Name	Update	Purpose
Real Time Eligibility (270) Inquiry	Updated "From" and "Through" Date field names for clarity: • **From Date (First day of eligibility month) Only run for one eligibility month** • **Through Date (Last day of eligibility month)***	To populate accurate data, inquiry must be within the same month and year on From and Through Dates. *Through Date is now required.* Cannot be run for more than 1 year prior to current date.
County and Aid Code Report	Added Managed Care Plan (MCP). Future updates will include date range ran from 270/271, share of cost, and eligibility date.	Assist with determining all eligibility requirements and MCP information for care coordination as needed.
Future Item: Practitioner License/Certification/Registration Information Widget	Widget will include practitioner name, agency, license/cert/reg type, board, issuance date and expiration date. Will link to appropriate verification site to verify status.	Being created to assist providers and SAPC to better monitor credential status to prevent unauthorized services. SAPC is currently verifying practitioner information. Once updated in Sage, widget will be released to only show each agency's practitioners.

Medical Record Printouts

SAPC's Sage Management Division, in conjunction with Netsmart, has been developing a more cohesive and comprehensive method to print medical records.

Printouts of clinical documentation will be available to providers as a report that was specifically formatted to match layout of the associated document.

The printouts will include all relevant electronic signatures throughout the documentation process.

- Including the signature of the person who first saved a form in draft, the person who finalized the form, and/or the person who approved the form, if routed.
- Signatures will include the credential at the time the document was saved/signed/finalized.

In October, SAPC will release the first round of printouts:

Admission (Outpatient)

Diagnosis

Demographics (Update Client Data)

Progress Notes

Problem List/Treatment Plan

Youth and Young Adult Screener

Patient Handbook Acknowledgement

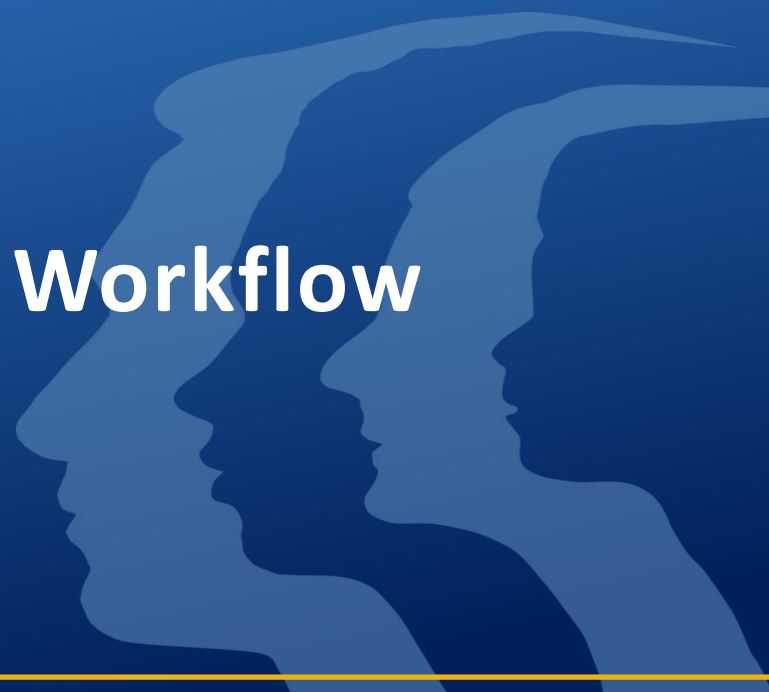Recovery Bridge Housing Discharge

Referral Connections

Service Connections Log

Monthly Activity Report

Appointment and Referral Disposition Workflow Updates

Required process as of 9/1/2025

per SAPC IN 25-11

Service Connections Log	Referral Connections	Appointment and Referral Disposition
• Documents screening and referral information from SASH, CENS or CORE ONLY	• Documents screening and referral information by the treatment provider who screened the patient.	• Documents the disposition only when an appointment is scheduled. • Completed by the provider where an appointment was made (the Referred to provider)

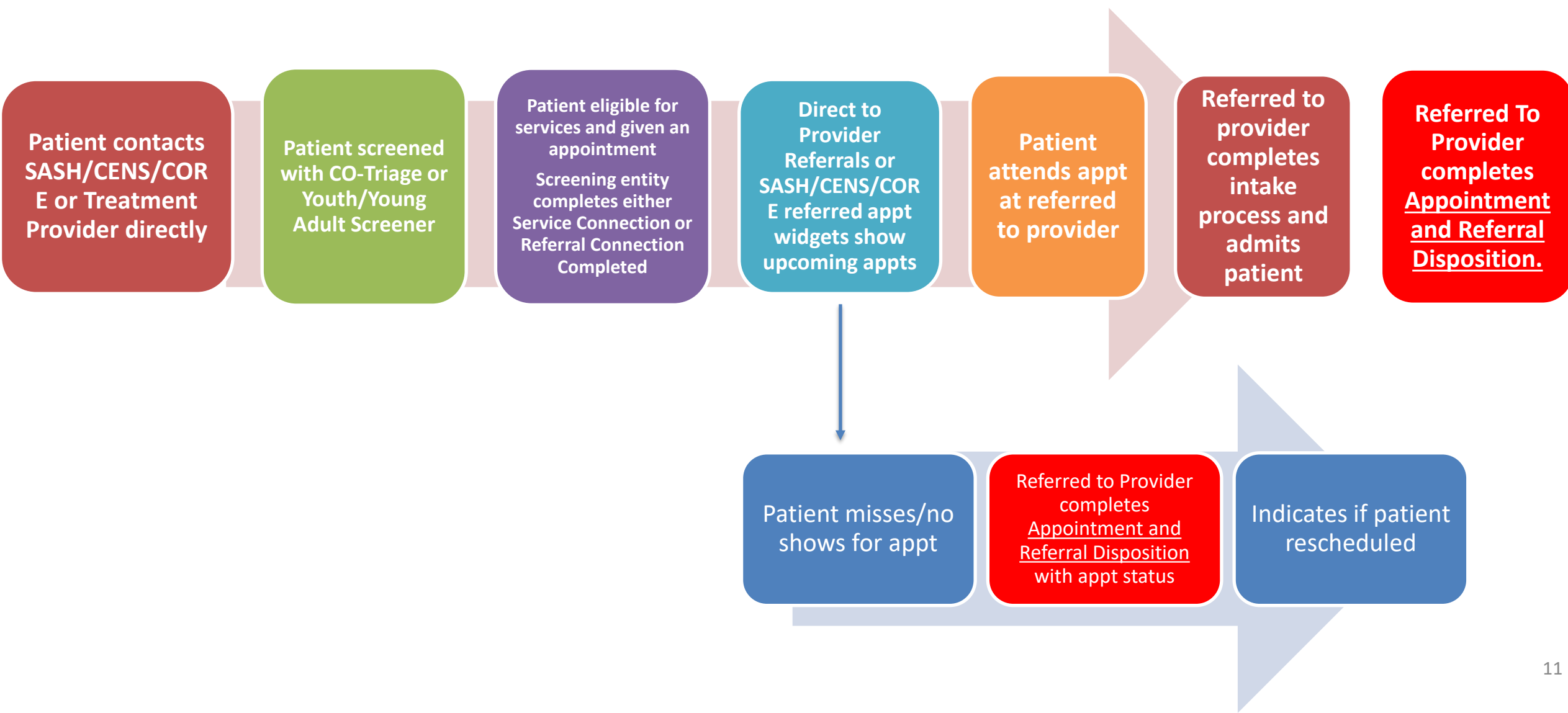| SASH, CENS or CORE Referral | • SASH, CENS, CORE complete the Service Connections Log
• Referred to Provider/Treatment provider completes the Appointment and Referral Disposition |
Direct to Provider Referral- Screened and Admitted at the Same Provider	• Provider completes the Referral Connections • Same provider completes the Appointment and Referral Disposition
Direct to Provider Referral- Screened by Provider A and Referred Out to Provider B	• Provider A (screening provider) completes the Referral Connections form • Provider B (Referred to provider) completes the Appointment and Referral Disposition
Direct to Provider- Screened and No Appointment Made	• Only the Referral Connection form is completed. Since no appointment was made, the Appointment and Referral Disposition is not required.

Patient contacts SASH/CENS/CORE or Treatment Provider directly

Patient screened with CO-Triage or Youth/Young Adult Screener

Patient eligible for services and given an appointment

Screening entity completes either Service Connection or Referral Connection Completed

Direct to Provider Referrals or SASH/CENS/CORE referred appt widgets show upcoming appts

Patient attends appt at referred to provider

Referred to provider completes intake process and admits patient

Referred To Provider completes Appointment and Referral Disposition.

Patient misses/no shows for appt

Referred to Provider completes Appointment and Referral Disposition with appt status

Indicates if patient rescheduled

INFORMATION PRIVACY AND SECURITY

The More You Know....

California ranked #1 in the number of complaints received by the public regarding internet crimes.

Top 3 cybercrimes in CA were:

1. Cryptocurrency Fraud
2. Extortion
3. Phishing/Spoofing

[FBI.gov Los Angeles Field Office Report April 2025](#)

Stay Vigilant and Protect Your Data

In 2024, 296 companies in California reported data breaches according to the [Office of the Attorney General](#)

Phishing/Spoofing: The use of unsolicited email, text messages, and telephone calls purportedly from a legitimate company requesting personal, financial, and/or login credentials.

Information Security Requirements – Exhibit H of Contract

- Requirement for all SAPC Agreements
- Helps protects your organization from online attacks that will impact your ability to provide services and receive reimbursements
- Breaches may lead to severe contract and legal actions

Security Program(s)

- Establish and maintain a formal security program with preventive and responsive protocols

Personnel & Contractor Protections

- Conduct background checks at hire and at regular intervals
- Develop, mandate, and implement staff trainings to support vigilance and adherence

Data Encryption Software

- Encrypt all transfer of Protected Health Information (PHI) and other sensitive data
- DO NOT EMAIL UNENCRYPTED PHI to SAPC
- Comply with all relevant regulations, including Board of Supervisors Policy Number 5.200, [Contractor Protection of Electronic County Information](#)
- All workstations and portable devices must have encryption software that meets minimum legal requirements. (See Exhibit H of your agreement for details)

Security Audits

- Must conduct annual independent security audit(s)
  - Independent or by qualified staff
  - Comprehensive: Must include all organizational levels and systems
  - Cover a full 12-month period
  - Report available to County upon request

Security Incident Reports

- Notify SAPC (assigned CPA) and SAPC_Monitoring@ph.lacounty.gov within 24 hours of incident
- Notice must include, but not limited to:
  - Approximate date and time of the occurrence
  - Summary of the relevant facts (data type, personnel, etc.)
  - Including a description of measures being taken to address the occurrence
- Provide on-going report with updates of resolution actions taken, any impact of the incident, and other key information.

Actions to Take Now

- Ensure security protocol are current and reflect organizational priorities
- Review Exhibit H of your contract for more information
- Communicate with staff the importance of Information Security and be mindful of potential risks

When SAPC/County Info Security Identifies a Privacy or Security Risk

SAPC or County-IS may become aware of incidents after a phishing attack or other suspicious activity on a provider is found.

SAPC will immediately suspend all provider staffs' C-Numbers, Sage Access, and other county application access.

SAPC reaches out to the Sage liaison and other provider contacts to inform them of the temporary suspension and next steps.

The provider should inform their staff of the temporary suspension and should NOT contact the Help Desk for reactivation.

Provider is responsible for mitigating all threats and communicating those actions to DPH-IS security team.

Provider should take all necessary steps to continue providing services and documenting services outside of Sage.

Once the provider and DPH-IS have confirmed the threat is resolved, then the accounts will be reactivated, and the provider's Sage Liaison will be notified once completed.
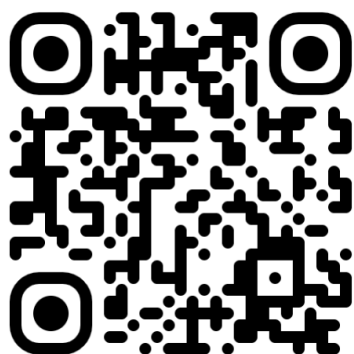
Released to all SAPC Providers and Public on 5/1/2025

SAPC·LNC

LEARNING & NETWORK CONNECTION PLATFORM

Access SAPC LNC Platform Now

The gateway to SAPC's program and network training resources.

Please click the [SAPC-LNC Platform Getting Started Guide](#) for details on platform registration, navigation, and technical support.

CST Training Highlights

Name of Training	Date & Time	Link to flyer for registration
Clinical Documentation for Substance Use Treatment Providers: CalAIM Requirements and Best Practices (In-Person)	Thursday 9/25/25 9:00am-4:30pm	Click Here to Register
Substance Use Treatment with Justice-Involved Populations	Wednesday 10/1/25 9:00am-12:15pm	Click Here to Register
Engagement & Assessment of Individuals with Co-occurring Mental Health and Substance Use Conditions	Friday 10/3/25 9:00am-12:15pm	Click Here to Register
Connecting Clinical Documentation to CPT and HCPCS Medi-Cal Codes	Thursday 10/9/25 9:00am-11:45am	Click Here to Register
Connecting Clinical Documentation to HCPCS Medi-Cal Codes for SUD Counselors and CMPSS	Thursday 10/16/25 1:00pm-3:45pm	Click Here to Register
Substance Use Treatment Screening Tools & SBAT: What They Can Do for You	Tuesday 10/21/25 9:00am-11:45am	Click Here to Register
Methadone and Beyond: Medications for Addiction Treatment (MAT) For Alcohol and Opioid Use Disorder	Wednesday 10/22/25 8:30am-12:30pm	Click Here to Register
Can You Hear Me?: Providing Substance Use Telehealth Treatment Services	Tuesday 10/28/25 9:00am-12:15pm	Click Here to Register
Clinical Supervision for the Substance Use Treatment (SUT) Workforce as a (LE) & LPHA: A Competency-Based Approach	Thursday 10/30/25 9:00am-4:30pm	Click Here to Register

For a list of more trainings available and the SAPC Training Calendar please visit or scan QR Code:
LA County Department of Public Health - Substance Abuse Prevention and Control - SAPC Trainings