Communication Release
03/27/2026

Report Updates and Feedback Request

SAPC has created two new reports that are available in the TRAIN environment for provider review. SAPC is requesting feedback from providers regarding the performance and output of the reports prior to moving them to the LIVE environment.

Additionally, SAPC updated the Authorization Request Status Report based on a provider enhancement request.

Please see the table below for a description of the reports, the environment(s) in which they are available, and due dates for feedback. Please provide feedback to Sage@ph.lacounty.gov.

Report Name	Description	Available in	Feedback By
Diagnosis History Report (New)	Aggregate report of Diagnosis form entries. It is recommended this report be run by client or for no more than 6 months at a time for the full agency as it can be timely to load. It will show the multiple diagnosis entries per record and when they were submitted as well as by whom. This report can be used for clinical purposes as well as for denial investigations.	TRAIN	4/8/2026
Discharge Reason Report (New)	Identifies discharge reasons and dates of discharge for individual clients or provider programs. Data is based on completion of the Discharge and Transfer form. May be run by program or by individual clients.	TRAIN	4/8/2026
Client Ineligible Fed Prog (CIFP) Report (New)	Identifies clients that have been designated by providers as potentially qualifying for the Client Ineligible for Federal Programs (CIFP) guarantor. The report populates clients who either have a CalOMS Admission or Financial Eligibility that indicate CIFP funding. It includes the required fields and indicates when there is a mismatch or missing requirement for providers to update. This report is also used by the SAPC Eligibility Support Team (EST) to monitor utilization and	TRAIN & LIVE	4/8/2026

	ensure the required components are present and correct. EST will contact providers for technical assistance if errors are noted. Report name has been truncated from the full guarantor name. SAPC recommends searching "CIFP" in the smart search to find the report.		
Authorization Request Status Report (Updated)	Aggregate report on Service Authorization Requests. A new column was added to capture the "Request Status." This will show if a an Approve auth is partially approved, details for Denied auths, and the reason for Pending.	TRAIN & LIVE	4/8/2026

Financial Eligibility: Removal of Coordination of Benefits Field

Effective Tuesday March 31, 2026, SAPC will remove the Coordination of Benefits field from the Financial Eligibility form. This field is not required for billing and does not impact adjudication or benefits information when billing to DHCS.

ASAM Assessment Form Update

SAPC has added a value to the **Recommended Level of Care (by ASAM)** and **Actual Level of Care (Provider determined)** fields in the ASAM Assessment and Finalize ASAM Assessment forms in the TRAIN environment.

"No LOC Recommended" was added to address situations where the CONTIUUM or CO-Triage did not resolve to a level of care (LOC). This may also be used if the client was not admitted after the assessment as there was no "Actual Level of Care."

The current guidance is to select the lowest LOC possible.

SAPC is requesting feedback from providers regarding the utility of this option as well as the wording of "No LOC Recommended". Please send feedback to Sage@ph.lacounty.gov by Wed 4/8/2026.

FY 24-25 FINAL Billing Deadline Reminder

The Fiscal Year 2024-2025 final billing deadline is approaching. It is critical that agencies submit original and replacement claims by the deadline noted below. Please note, this is the *final deadline*, if services are submitted near the deadline and are denied, the replacement service must be submitted prior to the deadline to correct the information. To prepare for this deadline:

- Do not wait until the final week or days to submit claims. Aim to complete all billing at least one month prior to the deadline to allow for sufficient time to fix and replace any Local and State denials.
- Review denied services to ensure they have been corrected and replaced, as applicable.
- Review available contract amounts and request augmentations if necessary.
- Open a Request Billing Assistance ticket for any support needed to resolve outstanding questions and receive support.

Dates of Service	Billing Deadline
1/1/2025 – 6/30/2025	4/30/2026

SAPC Finance Billing & Denial Resolution Tutoring Lab
Thursday, 4/9/26 at 1:00 - 2:30pm

The April Billing & Denial Resolution Tutoring Lab is rescheduled for *Thursday, April 9th, from 1:00-2:30 pm.* If providers have requests for procedures or policies to review during the lab, please email SAPC-Finance@ph.lacounty.gov.

Meeting Name: Billing & Denial Resolution Tutoring Lab
Date and Time: April 9, 2026, from 1:00-2:30 pm
Meeting Link and Call-in Information (via Microsoft Teams): Billing & Denial Resolution Tutoring Lab Meeting Link
Meeting ID: 278 929 667 194
Passcode: shijHi

Dial in by phone
+1 323-776-6996,743250887# United States, Los Angeles
Phone conference ID: 743 250 887#

The recorded presentation, slides, and FAQ for the prior Finance Billing & Denial Tutoring Lab are available at Sage Finance under Billing and Denial Resolution Tutoring Lab.

Final Reminder: Sage Help Desk Feedback Survey

It is time for the Bi-Annual Sage Help Desk Feedback Survey. Users who submitted a Sage Help Desk ticket within the last six months will receive an email with the subject line: "**Sage Help Desk Needs Your Feedback**" from Client Experience at ClientExperience@ntst.com. The survey will be open from 3/3/2026 to 3/31/2026. This important survey helps SAPC, and the Sage Help Desk determine if providers are receiving the support they need from the Help Desk and identify any areas for improvement.

The survey responses and feedback are an important part of our ongoing process improvement efforts to serve you better. We encourage all Sage users that receive the survey to please complete it within the designated four-week

period. As a reminder, please check spam and junk folders if you submitted a Help Desk ticket in the last six months and do not see the survey email in your inbox.

Highlights from Previous Communications

SAPC Patient Access System – Coming Soon: SAPC is excited to announce the upcoming launch of the [Patient Access System](#), a new system designed to meet federal and state data exchange requirements to ensure clients have the required access to their health information. The implementation of the Patient Access System complies with the Centers for Medicare and Medicaid Services (CMS) Interoperability and Patient Access Final Rule outlined in [Behavioral Health Information Notice (BHIN) 26-008](#) (supersedes BHIN 22-068), which requires all providers to implement and maintain a Patient Access API that enables patients to retrieve their health record, and a Provider Directory API that is publicly accessible and updated regularly. SAPC anticipates eventually requiring provider agencies to provide Medi-Cal members instructions on how to access their personal health records via the Patient Access System. SAPC will provide a training in May 2026 on how to use the Patient Access System, which will be available on the [SAPC-LNC Platform](#) for providers and on the [Members Information and Resources](#) page of the SAPC website for patients.

Coverage for Clients Ineligible for Federal Programs FAQs and Slides: SAPC held an instructional webinar on February 25, 2026, providing details about the new Client Ineligible for Federal Programs (CIFP) guarantor/funding. This funding is specifically for clients in LA County in need of SUD treatment who no longer qualify for Medi-Cal or other Federal funding under the new Federal regulations due to immigration status. Based on questions from the webinar, SAPC compiled and posted an FAQ document to the SAPC Sage Trainings page, found here: [Coverage for Clients Ineligible for Federal Programs (CIFP) FAQs](#). The training slides are also posted to the same page: [Coverage for Clients Ineligible for Federal Programs (CIFP) Training PowerPoint Slides](#). We anticipate the recording of the training to be available on the SAPC-LNC by the end of March. For questions related to eligibility in general or specific to CIFP usage, providers should contact the SAPC Eligibility Support Team at SAPC-EST@ph.lacounty.gov for further assistance.

Treatment Billing Add-On Rate Reminder: This is a reminder that the **Language Assistance Add-On Rate** is available when language interpretation services are required to support effective service delivery. The Add-On Rate is an additional reimbursement available to providers to support meaningful communication and equitable access to care. Providers are encouraged to utilize this add-on rate when language interpretation services are required during treatment. Providers may bill this add-on rate when an onsite and/or individual trained in medical interpretation (i.e., does not include bilingual staff performing the service) is used during Outpatient Services (OS), Intensive Outpatient Services (IOS), or Recovery Services (RS). A claim for interpretation should be submitted when the interpretation service is delivered by a trained interpreter that is a separate person from the rendering provider. For current rates and additional billing guidance, providers are encouraged to refer to the [SAPC Provider Webpage(IN 24-02)](#) and the [DMC-ODS Billing Manual](#).

Billing Information:
- Billing Code: T1013
- Units may be billed in 15-minute increments
- Standard rate: $31
- Note: Interpretation time cannot exceed the duration of the primary service.

Please ensure documentation supports the use of interpretation services and that billing aligns with the requirements outlined above.

KPI Dashboards Office Hours: SAPC is hosting KPI Dashboards Office Hours for contracted providers with KPI accounts. This is a drop-in group to discuss, troubleshoot, and learn KPI functionality. These office hours will be held weekly on Thursdays beginning 3/26/2026 via [Microsoft Teams](#) (KPI Dashboards Office Hours - Meeting ID: 266 069 333 607 18; Passcode: y86dE7iu). If you have questions or agenda topics, please email Sage@ph.lacounty.gov. DO NOT SEND PHI.