



Communication Release

05/22/2026

SAPC's Release of Information (ROI) Forms Training on Thursday, 5/28/2026 at 2:00 p.m.

We are pleased to invite you to a training on SAPC's updated Release of Information (ROI) forms, *Expanding Part 2 Compliant SUD Data Exchange*, designed to support compliant, efficient sharing of substance use disorder (SUD) information in alignment with the updated 42 CFR Part 2 Final Rule. This session will review the three (3) updated ROI forms: Payment & Operations, Treatment & Care Coordination, and Legal Proceedings—and provide practical guidance on when and how to use each form using real-world scenarios.

It is strongly recommended that each agency send at least two (2) attendees that can make Clinical and Operational decisions to support consistent implementation across both service delivery and administrative workflows.

Please click on the flyer link for full training details, including registration information and session logistics. Note that registration is required for this training.

Expanding Part 2 Compliant SUD Data Exchange: SAPC's Release of Information (ROI) Forms

Location: Webex

Date: Thursday, May 28, 2026

Time: 2:00 pm – 3:45 pm

[Click for Flyer](#) | [Click for Registration Link](#) (***Pre-Registration is Required!***)

SAPC ROI Forms will be available on the SAPC Website on June 1, 2026

The paper versions of SAPC's updated ROI forms are scheduled to go live on Monday, June 1, 2026. Once implemented, the updated forms will be available on the SAPC website under the Clinical tab on the [Manuals, Bulletins, and Forms](#) page. These new updated forms will replace the current In-Network and Out-of-Network ROI forms.

Update: SAPC Patient Access System – Go Live Delayed to July 1, 2026

The [Patient Access System](#) is set to go Live on Wednesday, July 1, 2026. This new date will allow providers time to review and provide feedback on the draft [SAPC Information Notice \(IN\) for the Patient Access System](#) before its finalization. Providers are encouraged to prepare for the implementation with the below resources provided by SAPC.

Feedback Requested for Draft SAPC IN: Interoperability and Patient Access Final Rule – SAPC Patient Access System Processes

SAPC is requesting provider feedback on the [Draft SAPC Information Notice](#) related to Interoperability and the SAPC Patient Access System. Please send any feedback to SAPC's Sage Management Division at Sage@ph.lacounty.gov by 5:00 p.m. on Wednesday, June 3, 2026.

SAPC Patient Access System Poster and Postcard PDFs now available on the SAPC Website

The Patient Access System Poster ([English](#) and [Spanish](#)) and [Postcard](#) PDF versions are now available to providers on the SAPC website under the Beneficiary tab of the [Manuals, Bulletins, and Forms](#) page.

If you were unable to pick up your posters and postcards at the Provider Meeting on May 13, 2026, they will be available for pick up on Wednesday, May 27, 2026, anytime between 8:30 am and 5:00 pm. If you have questions, please email SAPCMonitoring@ph.lacounty.gov and ask for Eva Fernandez-Craver.

Patient Acknowledgement Form now available on the SAPC Website & in TRAIN

The updated paper [Patient Acknowledgement form](#), which now includes acknowledgement of discussion of the Patient Access System with clients, has also been posted to the SAPC website on the [Orientation Videos page](#) for downtime procedures. This form is currently available in TRAIN for provider's review and feedback and will be available in LIVE starting July 1, 2026. Please send any feedback on the Patient Acknowledgement Form or questions on the Patient Access System to the SAPC Health Information Management (HIM) Section at SAPC-HIM@ph.lacounty.gov.

270 Inquiry Widget Update

The 270 Inquiry widget found on the Client Dashboard in Sage-PCNX, which is used to validate the aid code and county code transmitted on the 270/271 transactions, has been updated to improve data results. Providers noted that certain results from posted 271 files were not populating the widget consistently. SAPC updated the widget parameters to ensure all records are displaying correctly. Additionally, the widget now includes the corresponding eligibility period for each resulting row and also includes relevant Medicare Part A and Part B information as requested by various providers.

New Logic for Client Address Entry in Sage

On Tuesday, March 26th, new client address logic will be installed in Sage that validates the Street Address entered on certain forms to ensure it follows the required address formatting to include a street number and street name, for example: 1000 S. Fremont Ave. If an invalid address is entered for the Street Address field on the Admission (Outpatient), Update Client Data, or Financial Eligibility forms, an error message will pop-up stating, "Street Address 1 is not a valid address. Must contain a street number and street name." The form cannot be submitted until the address is corrected.

As a reminder, for clients who are experiencing homelessness or have unstable housing, the Street Address for the client should not include any words indicating their housing status, such as "homeless", "unhoused", "unstable", etc. If a client does not have a home address, agencies can use the program site the client is enrolled at or the address of the local DPSS office. Entering invalid address formats can delay state claiming, slowing down the entire adjudication process.

6/4 SAPC Finance Billing & Denial Resolution Tutoring Lab

The June Billing & Denial Resolution Tutoring Lab is scheduled for *Thursday, June 4th, from 1:00-2:30pm*. 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: First Thursday of every month 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#](tel:+13237766996743250887) 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.***

Highlights from Previous Communications

Update - Claim Status Report Data Issue: SAPC has identified a data synchronization issue which is affecting the MediCalID column in the monthly Claim Status Report provided to agencies via SFTP. Currently, the MediCalID column in the source table is out of sync which may lead to inconsistency in the report. Therefore, please do not consider the MediCalID column reliable until this issue is fully resolved. SAPC IT is actively investigating the root cause of the data synchronization issue and working diligently to resolve it. In the meantime, we recommend exercising caution when referencing the MediCalID field in the Claim Status Report. If necessary, please validate this information against alternative data sources.

Update - Diagnosis History Report Issue: SAPC is aware there is an issue with the Diagnosis History Report when the report is run multiple times with different parameters without first exiting the report. If users select "Yes" in the Form Return pop-up after processing the report and change the parameters, the output may not reflect the updated parameter(s). SAPC is working with Netsmart to resolve this. In the interim, users should select "No" on the Form Return.
