Communication Release

07/31/2026

Due 8/3/2026: SAPC Provider EHR Assessment Survey Reminder

As announced during the 7/15/2026 SAPC All Treatment Provider Meeting, SAPC distributed a Provider EHR Assessment Survey and shared the link to access the survey to be completed by one representative per provider agency by end of business **Monday, August 3rd, 2026**. The purpose of this survey is to inform SAPC's current and future IT development projects and better support provider workflows. This survey is intended to be informational only, and responses are confidential.

Provider input will help SAPC:

- Assess implementation maturity and identify opportunities for support
- Understand how EHR systems are used to support business operations
- Inventory ancillary applications and integration points across the network
- Gather data on patient signature capture workflows

Please email Sage@ph.lacounty.gov if you have any questions and/or would like to receive the survey link for your agency.

Patient Acknowledgement Form

As a reminder, Providers are required to notify all current SAPC clients of the Patient Access System and complete the Patient Acknowledgement form in Sage-PCNX per SAPC IN 26-11 Interoperability and Patient Access Final Rule – SAPC Patient Access System Process.

Electronic ROI for Treatment and Care Coordination

The electronic ROI for Treatment and Care Coordination in Sage was updated to allow multiple active records per client, per episode. The Sage Release of Information (ROI) Guide was updated to account for the changes and is available on the SAPC Sage website. Additionally, a new recording was created demonstrating the functionality of the new form and is available on the PCNX Training Videos view in Sage.

Due to the urgent need for the changes, access to the CalOMS Open Episode Report was removed while we update logic to reflect the most recent active ROI where “Within SAPC’s Provider Network” is authorized.

Given the possible overlap of active ROIs, providers are **strongly encouraged** to view the training video prior to completing the updated form. The video outlines how to complete the form and where to view completed records in Sage-PCNX for providers to verify the status of an ROI.

ROI for Payment and Operation Widgets

SAPC created the “ROI for Payment and Operation Status” widget, located on the Client Dashboard, to help identify if there is an ROI on File. SAPC also updated the “Documentation Required For Authorization” widget, found on the Service Authorization Request form to include the status of submitted electronic and uploaded ROIs.

To ensure these widgets display accurate information and to avoid potential confidentiality issues, it is important for providers to follow the correct data entry and file attachment procedures described in the training video on the LNC. SAPC has identified forms being uploaded to incorrect locations or the wrong form being uploaded under the ROI-Payment and Operations document type.

Attachments must be correctly identified and filed within the File Type and Document Type to prevent audit issues and recoupments, should the wrong ROI be attached. **As such, providers should always verify the attachment noted on the widget is the correct attachment.**

Although the ROI for Payment and Operations is a universal authorization for the network, uploaded ROIs can only be verified by the provider who originally uploaded the attachment. Therefore, SAPC recommends that each provider who chooses not to use the Sage Electronic ROI for Payment and Operations upload their own signed ROI to ensure the correct form is used and completed properly. However, providers who choose to use the Sage electronic version can minimize issues related to incorrect authorizations, as the form will be visible to all providers.

Updated Appointment and Referral Workflow- No Open Episodes

Effective 7/31/2026, SAPC has updated the Appointment and Referral workflow to streamline situations where a client is referred to an agency, does not show for the appointment, and does not have an open episode with the provider. Previously, this required the provider to create an episode so that they can update the appointment disposition on the form. Providers expressed concerns about creating unnecessary episodes; as such, SAPC is updating the workflow as indicated below.

In order to accommodate referrals for clients with no open episode, SAPC will allow providers to utilize the historical Appointment Disposition Log, which is linked to the agency and not a specific client. To complete the Appointment Disposition Log, providers will use the Referral ID and the Appointment Date from the Service Connections Log. This information can be found on the SASH/CENS/CET Referred Appts widget, the Referral ID report or a new Referral ID Log that has been added to the side panel of the Appointment Disposition Log to assist with easy access to the ID and date. This information cannot be defaulted in the same way it is on the new Appointment and Referral Disposition form because there is no episode for the client with that provider.

Additionally, to further assist providers with this updated workflow, SAPC has redeveloped the Appointment Disposition Log to mirror the new form as close as possible. This will make data entry nearly identical for either form, with the exception of the defaulted referral information. The dates of contact field on the Appointment Disposition Log will not populate any dates as there is no associated client to the episode. However, providers can click the “Other” value to enter the last date, or attempted date, of contact with the client.

Lastly, the SASH/CENS/CET Referred Appts widget (found on the Appointment and Referral View in Sage-PCNX) has been updated to link to both forms, with clear instructions when to select the old form or the new form as seen in the snip below. If there is no open episode for a given referred client, providers should click the link in the far-right column “Appt Disp-No Episodes”, which will open the Appointment Disposition Log. Providers will not be able to click the link in the Appt Disp column unless the client has an open episode, nor will they be able to click the link for the No episodes column if the client does have an open episode.

Providers should follow the prompts on the widget, which clearly indicate which form to use and when an appointment disposition form has been completed for the referral.

SASH/CENS/CET REFERRED APPTS

Search:

Referred to Site	ReferralID	PATID	Referred by	Referral Date	Appt Date	Appt Time	Appt Disp	Appt Disp-No Episodes
Referred to Site	ReferralID	PATID	Referred by	Referral Date	Appt Date	Appt Time	Appt Disp	Appt Disp-No Episodes
	23218		SASH	2026-07-23	07/23/2026	11:44 AM	No Episode for Referral, Click Here ----------------------->	No Show - Appointment Rescheduled--07-30-2026
	23209		SASH	2026-07-22	07/23/2026	05:59 PM	No Episode for Referral, Click Here ----------------------->	Showed - Admitted to Treatment
	23235		SASH	2026-07-29	07/29/2026	06:03 PM	No Appt Disposition Submitted	
	23267		SASH	2026-07-21	07/30/2026	05:35 PM	No Episode for Referral, Click Here ----------------------->	No Appt Disposition Submitted

---

Justice Involved Youth Hours & New Fiscal Year Office Hours

The SAPC Finance Services Division is hosting Office Hours where providers can attend to hear updates on the upcoming Justice Involved (JI) Youth Pre-release Program (only for Juvenile Justice SUD treatment providers) and treatment billing for the new fiscal year. The Office Hours are not mandatory but recommended to hear updates and ask questions regarding the Office Hours topic. Below are the dates and links for the meetings. Please add the meeting to your calendar so you don't miss it. We hope to see you there!

FY 26-27 New Fiscal Year Office Hours
Upcoming Dates: 8/20, 9/17, 10/15
Time: 1:00-2:00 PM
Meeting Link: NFY Office Hours Link

JI Youth Pre-Release Billing Office Hours
Upcoming Dates: 8/12, 9/2
Time: 1:00-2:00 PM
Meeting Link: JI Youth Office Hours Link

8/6 SAPC Finance Billing & Denial Resolution Tutoring Lab

The August Billing & Denial Resolution Tutoring Lab is scheduled for *Thursday, August 8th, 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.

*****This month's Tutoring Lab will focus on reviewing the changes made to the SAPC OHC Billing Manual.*****

Meeting Name: Billing & Denial Resolution Tutoring Lab
Date and Time: Thursday August 8, 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.***

Highlights from Previous Communication

Progress Note Update in LIVE: The Progress Note has been updated in LIVE with revised language and interpreter related questions to improve clarity. Providers are asked to indicate if services were provided in client's preferred language, which language services were provided, and to select the interpretation services provided. The Progress Note Status Report and Progress Note Printout have also been updated to reflect the changes.

SAPC Patient Access System – Go Live on July 1, 2026: The Patient Access System is live as of Wednesday, July 1, 2026. Providers are required to notify all current SAPC clients of the Patient Access System and update the new Patient Acknowledgement form in PCNX. All current clients need to be informed of the Patient Access System by August 1, 2026. Providers are encouraged to review the resources provided by SAPC below.

- **SAPC Patient Access System Training** on SAPC-LNC presents a general overview of the SAPC Patient Access System focusing primarily on the portal functionality and how the client information from Sage-PCNX displays in the Patient Access System.
- **Updated Patient Acknowledgement Form** can be found in Sage and on the Orientations Videos page of the SAPC Website & in LIVE. The updated form now includes acknowledgement of discussion with clients of the Patient Access System.
- **Patient Access System Poster PDFs (English and Spanish)** and **Postcard PDFs** can be found on the Manuals, Bulletins, and Forms page of the SAPC Website.
- **SAPC Patient Access System Client Resources** can be found on the Member Information and Resources page of the SAPC Website. SAPC clients can access the Patient Access System directly from this page. Additional resources such as the Member Guide, FAQ and demo video are also available.

Extension for SAPC's Release of Information (ROI) Forms Compliance: SAPC extended the Release of Information (ROI) compliance date to August 1st, 2026, for Primary Providers, and September 1st, 2026, for Secondary Providers. The paper versions of SAPC's ROI forms are currently available in English and Spanish on the SAPC website under the Clinical tab on the Manuals, Bulletins, and Forms page.

The Supplemental Authorized Individuals/Entities for Release of Information (ROI) form is also available on SAPC under the Clinical tab on the Manuals, Bulletins, and Forms page. The form is available in both English and Spanish and may be used to add additional entries for the SAPC Treatment and Care Coordination ROI and SAPC Legal Proceedings ROI.

Electronic versions of the forms are now available in Sage-PCNX including the "ROI for Payment and Operations", "ROI for Treatment and Care Coordination", "ROI for Legal Proceedings", "ROI for Treatment and Care Coordination Printout", "ROI for Payment and Operations Printout", and "ROI for Legal Proceedings Printout."