Communication Release

09/11/2026

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 launched on 9/1/2026 and will close on 9/29/2026. 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. We look forward to hearing from you!

Billing & Denial Resolution Tutoring Lab Survey

SAPC is seeking your input to help shape the future of the monthly Billing & Denial Resolution Tutoring labs! Our goal is to support your billing needs, and to ensure that these lab sessions are more impactful and meaningful for you.

Please take 5 minutes to complete a short survey to voice your needs and provide feedback by clicking the secure link below:

Survey Link: Billing & Denial Resolution Tutoring Lab Survey

Thank you for your participation & we look forward to your responses!

NEW PCNX VIEW: ROIs

A new "ROIs" view was created so a client's electronic release of information (ROI) records key fields are visible in one view. This view requires a client to be selected for the widgets to populate. If no client is selected, the widgets will be blank.

There are five (5) ROI widgets and a Console Widget Viewer which will display the selected record.

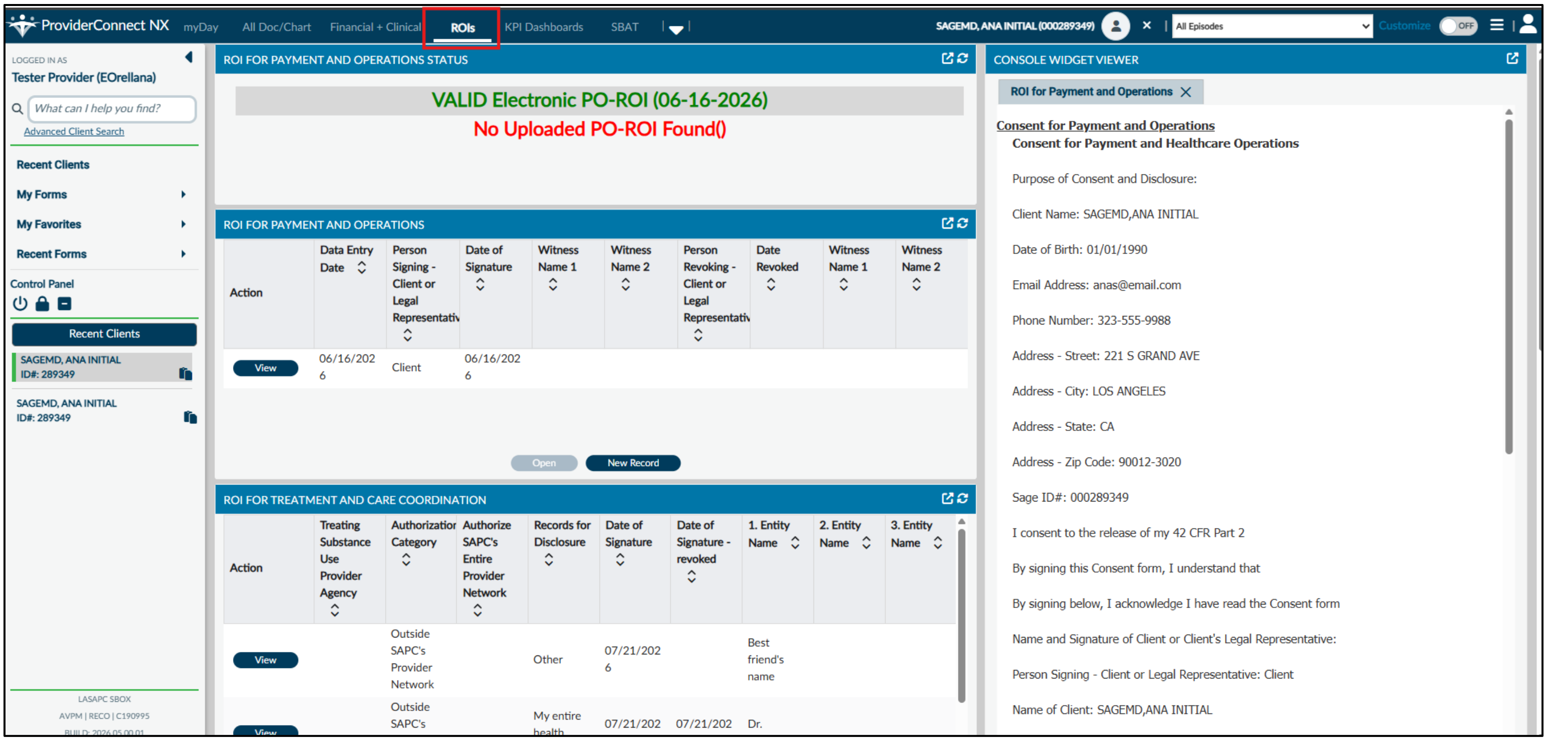
- ROI for Payment and Operations Status
- ROI for Payment and Operations
- ROI for Treatment and Care Coordination
- ROI for Legal Proceedings
- Release of Information_In Network

Only the ROI for Payment and Operations Status widget contains information regarding *uploaded ROIs* (for more details see Sage Communication 7/31/2026 or Sage Release of Information (ROI) Guide). All other widgets only contain information on ROIs that were completed within PCNX as the field information from each form cannot be pulled from uploaded documents. Additionally, the ROI for Treatment and Care Coordination and ROI for Legal Proceedings may have multiple active records which could not be differentiated through uploads. As such, the visible fields on the widgets vary by ROI based on need and available space.

Key differences in the widget columns include:

- The ROI for Payment and Operations widget includes witness names as Utilization Management verifies this ROI for authorization purposes.
- The ROI for Treatment and Care Coordination, as well as the ROI for Legal Proceedings only list three (3) entities on the widget as there is insufficient space to include all possible entries.

It is the responsibility of the user to verify the form is completed properly and has not been revoked prior to making disclosures.



Updated Checklist of Required Documentation

The Checklist of Required Documentation for Utilization Management has been updated on the SAPC Website to include the Payment and Operations Release of Information (PO ROI) form as required. Without this PO ROI form, service authorizations will not be reviewed and providers will not be able to bill for services rendered.

Secondary Provider ROI Form Recreation Review Process Update

SAPC has received a significant number of suggestions and recommendations from providers related to desired updates to the SAPC Release of Information (ROI) forms due to provider challenges encountered during implementation. In response to this provider feedback, SAPC is currently reviewing the SAPC ROI Forms and the review criteria for Secondary providers' recreated ROI forms to determine if possible modifications may be needed.

As a result of this feedback, SAPC is temporarily pausing the review of recreated ROI form submissions. This pause is intended to avoid requiring providers to make additional changes or recreate their forms again within a short period of time due to updated forms and review criteria. In the interim, providers may continue to use the electronic forms available in Sage or the official SAPC ROI paper forms available on SAPC Website.

SAPC will provide additional information regarding any updates to the ROI forms, review criteria, and resumption of the Secondary Provider ROI recreation review process once the ROI form reviews and updates are finalized. We apologize for any inconvenience this temporary pause may cause and sincerely appreciate your understanding, cooperation, and continued efforts to comply with 42 CFR Part 2, HIPAA, and other applicable requirements.

For any questions related to SAPC ROI forms, please contact SAPC-HIM@ph.lacounty.gov.

New GD Modifier for OTP Counseling

As announced during the September Billing & Denial Resolution Tutoring Lab, the Department of Health Care Services (DHCS) has issued Behavioral Health Information Notice (BHIN) 26-022 setting unit thresholds for counseling claims in OTP that meet or exceed 9 units per patient per day. In the BHIN, DHCS outlined that for OTP services for a client in a single day for codes H0004 (individual counseling), H0005 (group counseling), and T1006 (family counseling) that total 9 or more units, the services must include the new GD modifier.

This new modifier is effective for dates of service 9/22/2026 and after. The modifier must be used on all services for the three (3) codes when the total of units across the services is 9 or more in a single day. The BHIN also requires that counties conduct medical necessity verification of services that total 9 or more units per day. For services that are submitted with the GD modifier, SAPC's Quality Improvement (QI) Unit will be reaching out to the agency to validate the clinical documentation for the services to confirm that the patient's treatment necessitates the services provided. If medical necessity is unsubstantiated, the services will be recouped from the agency. If only a partial number of units is substantiated after the review, the agency will be allowed to resubmit the services with the updated units.

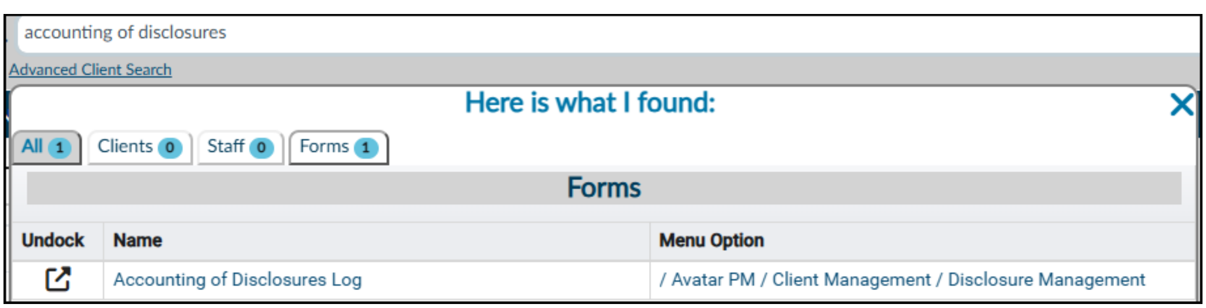
DHCS will be using denial code CO 96 N640 if services are submitted that reach the 9-unit threshold and the GD modifier was not sent on the service.

Review the slides from the September Billing & Denial Resolution Tutoring Lab for examples of services and when to use the GD modifier. The updated Rates Matrix will be uploaded to the SAPC website by Monday, September 14, 2026. For support on using the new GD modifier, please submit a Sage Help Desk ticket using the Request Billing Assistance form.

NEW FORM: Accounting of Disclosures Log in TRAIN - Requesting Feedback

SAPC has created a new Accounting of Disclosures Log that is available in the TRAIN environment for provider review and feedback. This form provides a template for tracking PHI disclosures in accordance with applicable regulations including HIPAA and 42 CFR Part 2.25. Under the Final Rule, it is required to keep an account of disclosures and make them available to clients when requested. Based on feedback SAPC will adjust the form then develop a report for providers to run that will populate with the list of recorded disclosures.

To provide feedback on the Accounting of Disclosures Log, please email Sage@ph.lacounty.gov by 9/25/2026.



Note: Verbal/oral disclosures are not required to be tracked in an accounting of disclosures.

10/8 SAPC Finance Billing & Denial Resolution Tutoring Lab

The October 2026 Billing & Denial Resolution Tutoring Lab is scheduled for *Thursday, October 8th, 2026 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: Thursday, October 8th, 2026 from 1:00 - 2:30pm
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

ROI for Payment and Operations Compliance Report: SAPC released the ROI for Payment and Operations Compliance Report on 8/26/2026 to support compliance tracking. This report displays Payment and Operation ROIs that were either submitted directly in Sage via the ROI for Payment and Operations form or any uploaded versions that were labeled at Payment and Operation ROIs to Provider File Attach. An updated PCNX Guide to Reports detailing how to run, interpret, and export the ROI for Payment and Operations Compliance Report is available.

SAPC ROI Paper Forms Available in Threshold Languages: The paper versions of the three (3) SAPC Release of Information (ROI) forms are available in English and 11 other threshold languages on the SAPC website under the Clinical tab on the Manuals, Bulletins, and Forms page. Providers should use the ROI form in the client's preferred language whenever available to help ensure clients understand the information and make informed decisions regarding the authorization and disclosure of their information.

ROI for Payment and Operations and Service Authorization Requests: Effective 9/1/2026, Utilization Management (UM) began reviewing if a valid ROI for Payment and Operations (PO ROI) is filed as part of the Service Authorization adjudication process. If an electronic PO ROI is not on file, they will verify if one was uploaded through Provider File Attach with no revocation through Document Types: "ROI-Payment and Operations" and "ROI-Revoke Payment and Operations". If a valid record is not found, providers will have 7 days to address the missing documentation, or the Service Authorization Request will be denied. Providers using Provider File Attach to upload paper ROI are reminded to use the appropriate naming conventions to aid in clarity finding a file and ensuring it is uploaded to the correct document type. File Naming Convention: [Type of Document][Date (MM-DD-YY)]-[Client's First & Last Initial][Client ID].

Claim Submission Timeliness Deadlines: SAPC Finance is preparing an Information Notice (IN) to formalize the upcoming claim submission deadlines. Effective January 1, 2027, provider agencies will be held to the claim deadlines below across all fiscal years. Services submitted after the deadline will be automatically denied by Sage.

- Original claims: 9 months/270 days from date of service
- Replacement claims: 12 months/365 days from date of service

Agencies should not delay in the submission of outstanding claim submission nor delay in correcting and resubmitting all Local and State denials by the deadlines above.

Other Health Coverage Billing: SAPC has received coverage denial letters from various Other Health Coverage insurance plans where SAPC was listed as the billing agency. Agencies who are billing OHC plans must ensure that SAPC is not anywhere on the claims submitted to the OHC, to ensure that the agency receives the appropriate denial letters and any payments that may result from claim approvals. Agencies are advised to follow the steps below:

- For agencies who bill via 837 to the insurance plan, ensure Loop 1000A Submitter Name, Loop 2000A Billing Provider Hierarchical Level, and the various 2010 Loops only contain the agency's information and does not include SAPC's details.
- For agencies who bill via CMS 1500 form to the insurance plan, ensure the "Billing Provider Info & PH #" field (#33) includes the agency's information and not SAPC's details.

Women's Health History Form Correction: An update in Sage on 8/26/2026 corrected a navigation issue on the Women's Health History form. Users may now navigate between records of the same client without clearing out the client's name.

Topaz Device for Electronic Signatures: When obtaining signatures in Sage-PCNX, users have the option of using the device's mouse/touch pad or may elect to use a signature pad, such as a Topaz Device. Providers using a Topaz Device need to have installed the appropriate SigWeb drivers available here: http://www.topazsystems.com/software/sigweb.exe. Additionally, in Sage-PCNX, users must update their Preferences and select a Signature Preference. If Signature Preferences are left blank, users will be asked if they will be using a Signature Device or Mouse/Touch pad. Selecting either "Signature Pad" or "Mouse/Touch" will automatically use that option each time a signature is required. Users must update their preference should they need to use the other option or select "Ask Me Each Time" if the preference varies.

Cancellation of FY 26-27 New Fiscal Year Billing Office Hours: Due to minimal participation by provider agencies in the last two Office Hours, SAPC Finance has cancelled the September and October Office Hours. The monthly Billing & Denial Resolution Tutoring Lab will continue as normal and important reminders and technical assistance for FY 26-27 specific findings will be discussed in the Tutoring Lab.