



Communication Release

1/31/2025

Provider Feedback Requested on the Request of Information_In Network Form and Workflow

SAPC requests that providers please provide feedback on the Release of Information_In Network form to Sage@ph.lacounty.gov by **Friday February 7, 2025**. Based on feedback received, SAPC may make updates to this form or processes prior to making the form available in the LIVE environment.

Sage-PCNX Form and Report Updates

The following providers updates on forms, widgets, and reports within the Sage EHR system.

Form/Report/Widget	Changes	Environment	Date Available
Release of Information_In Network Form	<p><i>New</i> – Form in Sage developed to replace the hard copy SAPC Release of Information form that would be uploaded to Sage through Provider File Attach.</p> <p>Allows providers to obtain and document a patient’s authorization to release PHI within the SAPC provider network electronically while also capturing patient signature digitally.</p> <ul style="list-style-type: none"> • Ability to add a new release of information • Ability to revoke an existing release of information <p>Contains the following:</p> <ul style="list-style-type: none"> • Specific parameters of the disclosure • Federal confidentiality rules that govern disclosure of substance use information • Signatures of patient (or legal representative) and witness 	TRAIN	1/24/2025
Release of Information_In Network Report	<p><i>New</i> – Report in Sage developed to allow providers to view a list of patients who have a completed and/or revoked Release of Information form(s).</p>	TRAIN	1/24/2025
SAGE PCNX: RELEASE OF INFORMATION_IN NETWORK TRAINING VIDEO	<p><i>New</i> – The training video for the Release of Information_In Network form has been added to the TRAIN environment in the PCNX Training Videos View. The video is located at the bottom of the view.</p>	TRAIN	1/30/2025
Budget Tracking Report	<p><i>New</i> – Report in Sage to allow providers access to view all authorizations and claims billed to SAPC by fiscal year.</p>	LIVE	1/21/2025
Problem List/Treatment Plan Worklist Report	<p><i>Updated</i> – Report updated in Sage to assist (LE)LPHAs to identify and view which problem list/treatment plans are ready for their finalization on the form or signature via document routing.</p>	LIVE	01/30/2025

	The configuration of report is identical to the Documents in Draft and for Co-Signature; however, is specific to only Problem List/Treatment Plans in Sage. Providers will be able to view Problem List/Treatment Plans in any of the following four statuses: 1. Draft, 2. Draft- Ready for Review, 3. Routed for Approval and 4. Routed and Rejected.		
Progress Note Status Report	Updated – The Status parameter is now available to provider to filter the report by notes in Final, Draft, and Pending status. The output also is once again populating the Finalized By/Date Finalized field. This will note the “Author” if the form was finalized without document routing and will show “Supervisor” if finalized through document routing.	LIVE	1/30/2025

SAPC Finance Billing & Denial Resolution Tutoring Lab

The February Billing & Denial Resolution Tutoring Lab is scheduled for *Thursday, February 6th, from 1-2:30pm* and will continue to meet on the first Thursday of every month. These sessions will include announcements and reminders related to billing, demonstration of billing processes/review of policies/troubleshooting, and open Q&A. SAPC Finance encourages all agency billing staff to attend as well as any additional agency staff interested in hearing billing and denial resolution information. If providers have requests for procedures or policies to review during the lab, please email SAPC-Finance@ph.lacounty.gov. The link to the meeting is below and will also be added to the SAPC Training Calendar. Please be sure to add it to your calendars!

Meeting Name: Billing & Denial Resolution Tutoring Lab

Date and Time: First Thursday of every month from 1-2:30 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.**

LA Wildfire: Notification of SAPC & Sage-Related Flexibilities

ASAM Requirements for Emergency Transfers: Utilization Management (UM) is waiving the requirement of a new ASAM Continuum for patients relocated due to the fires. Providers are advised to submit a Medical Necessity note, indicating for example “Patient relocated from X to Y on XX/XX/XXXX due to wildfires”, and UM will be able to verify the patient’s prior authorization and approve the remainder of the authorization.

SAPC is implementing an expedited approval process for residential authorizations whereby a non-LPHA may submit a note indicating "Patient relocated from X to Y on XX/XX/XXXX due to wildfires" with the assumption that medical necessity was previously established at the transferring facility by an LPHA. If the ASAM Continuum was not able to be completed prior to the relocation, the new site should complete it.

For impacted outpatient/intensive outpatient sites, providers may still render telehealth services if the patient consents to this method and consent should be documented within the Progress Note. Additionally, providers who are SAPC approved to provide field-based services (FBS) may render services at approved community locations, including the patient's home.