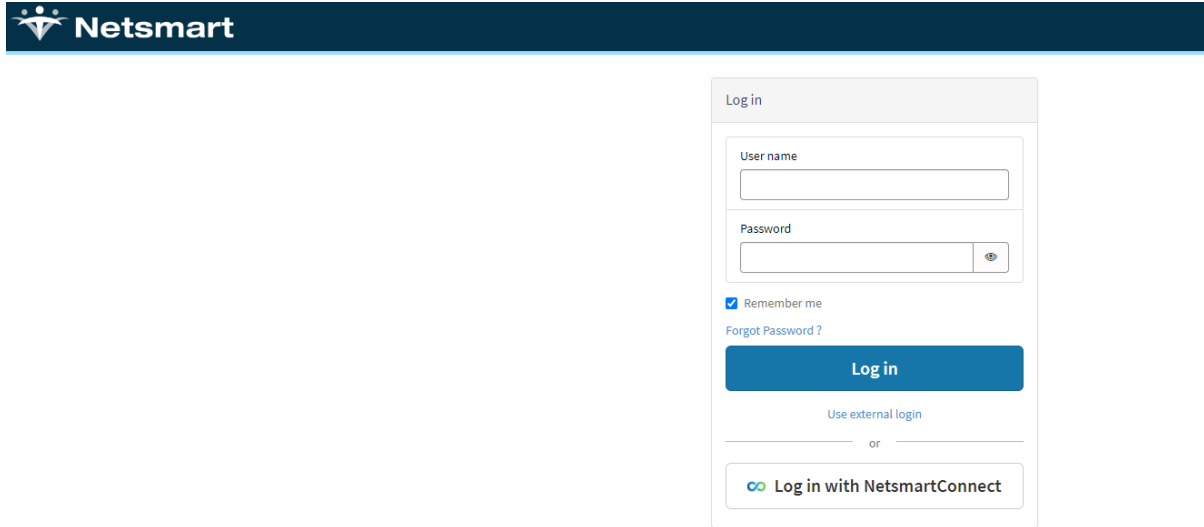


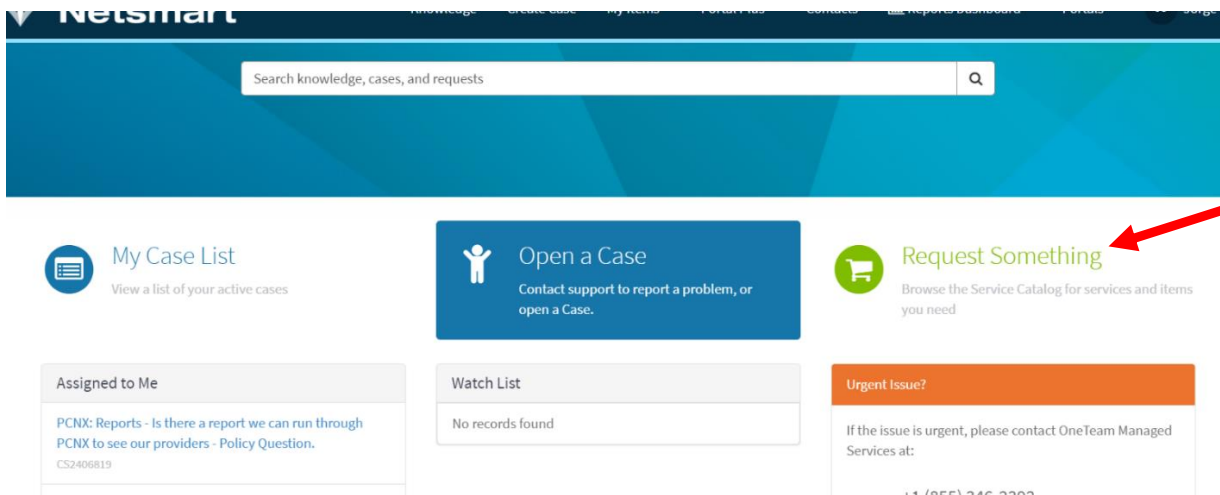
Online Sage User Provisioning Workflow

The Sage Help Desk will be utilizing the Online Sage User Provisioning Workflow for Creation, Modification, and Termination of Sage User Accounts. The steps to submit the request is as follows:

Step One: Log into the Sage Service Now Portal at <https://netsmart.service-now.com/plexussupport>



Step Two: Click on “Request Something”



Step Three: Click on "SAPC Sage User Creation Form" to start a request

System Access

I Need Help

View Details

View Details

Modify a Medical Record

Modify a Medical Record

OrderConnect EPCS Hard To...

Request an EPCS hard token transfer for OrderConnect

View Details

View Details

Database Copy

Request a database copy from one environment to another

View Details

SAPC Sage User Creation Form

Sage User Provisioning

View Details

Step Four: Fill in the SAPC Sage User Creation Form with the required information

Home > Customer Service > Care Record Requests > SAPC Sage User Creation Form

Search

SAPC Sage User Creation Form

Sage User Provisioning

Submit

Sage User Account Request

* Request Type

Creation

* User Type

SAPC Provider

* Practitioner? (Practitioner Enrollment information must be completed)*

Yes

* Agency Name

Department of Health Services (Los Angeles County)

System Code

PCNDHS

* First Name

New

* User ID

c410356

Middle Name

* Email

NUser@dhs.lacounty.gov

Step Five: Upload any attachments needed to process the request

The screenshot shows the 'SAPC Sage User Creation Form' in the Netsmart system. The form is partially filled out with the following information:

- Discipline: Certified SUD Counselor
- Area of Practice (Practitioner Categories for Coverage): Professional Services
- Practitioner Credential: CADC II
- Taxonomy Code: 101YA0400X
- Student/Intern Supervisor's Name: (empty)
- Student/Intern Supervisor's NPI Number: (empty)
- Student/Intern Supervisor's Taxonomy Code: (empty)
- Comments: (empty)

In the 'Add attachments' section, there is a link for 'Attestation Form for PCNX Training' and two buttons: 'Upload' and 'Delete'. A red arrow points to the 'Upload' button.

The following are documents needed to be uploaded when submitting the request:

Practitioners (LPHA/License Eligible LPHA/Counselor)

- Copy of ASAM training certificate for LPHA/License Eligible LPHA/Counselor
- Copy of License/Credential for the LPHA/License Eligible LPHA/Counselor
- Completed Credentialing Attestation Form
- Completed PCNX Training Attestation Form

Clinical Trainees

- Completed Student-Intern Attestation Form
- Completed PCNX Training Attestation Form
- Completed Credentialing Attestation Form

License Vocational Nurse (LVN)/Licensed Psychiatric Technician (LPT)/Medical Assistant (MA)

- Copy of License (LVN & LPT), Copy School Certificate (MA)
- Completed Credentialing Attestation Form
- Completed PCNX Training Attestation Form

Peer Support Specialists

- Copy of California Mental Health Services Authority (CalMHSA) Certificate
- Completed Credentialing Attestation Form
- Completed PCNX Training Attestation Form

Non-Practitioners

- Completed PCNX Training Attestation Form

Step Six: Submit the request

Home > Customer Service > Care Record Requests > SAPC Sage User Creation Form

Certified SUD Counselor

* Discipline
Certified SUD Counselor

* Area of Practice (Practitioner Categories for Coverage)
Professional Services

* Practitioner Credential
CADC II

* Taxonomy Code
101YA0400X

Student/Intern Supervisor's Name
Student/Intern Supervisor's NPI Number

Student/Intern Supervisor's Taxonomy Code

Comments

Add attachments
Attestation Form for PCNX Training.pdf
Upload Delete

Submit

Step Seven: The system will generate a case number and the request will be forwarded to SAPC's Sage Access Management Section (SAMS) for review and approve

Thank you, your request has been submitted.

Request Details

Number: REQ0064900

Attachments
There are no attachments

REQ0064900

Request

* Number
REQ0064900

Opened
07/17/2024 08:21:57 PM

Requested for
Jorge Ortega

Opened by
Jorge Ortega

Location

Approval
Approved

Due Date
07/17/2024 08:21:57 PM

Stage
Requested

Price
\$ 0.00

Related Lists
Requested Items | Approvals | Group approvals | Recurring Prices | Purchase Orders | Transfer Orders | Assigned Licenses | Catalog Tasks

Sourced

Step Eight: Once approved by SAMS the Sage Help Desk will create the Sage user account and will send an email to the user that the Sage user account has been created