

BILLING & DENIAL RESOLUTION TUTORING LAB

A P R I L 3 , 2 0 2 5



- Announcements and Reminders
- Tutoring Session Topics
 - FY Deadline Preparations
 - Rates Matrix Demonstration
 - Primary Provider Replacement Claim Training Follow-up
 - Roll-up Recoupments
- Open Q&A

ANNOUNCEMENTS & REMINDERS

REMINDERS

- Reminder to Rebill CO 96 N54 Recoupments
 - A DHCS configuration issue generated erroneous CO 96 N54 denials which mainly impacted service codes G2212, H0034, H2017, H2014, and T2021.
 - DHCS sent the list of impacted services to SAPC and it was shared with providers via SFTP on Friday February 28th.
 - If providers need the list again, please email SAPC-Finance@ph.lacounty.gov

FY DEADLINE PREPARATIONS

BILLING DEADLINES FOR ORIGINAL & REPLACEMENT CLAIMS

- FY22-23
 - Deadline: June 30, 2025
- FY23-24
 - Deadline: June 30, 2025
- FY24-25
 - Replacement Claim: Starting 7/1/2025, Claims can be replaced up to 365 from date of service
 - Primary Providers should use the Replacement Claim Assignment (CMS-1500) form to replace claims and services for FY24-25.

REQUEST BILLING ASSISTANCE FORM

- Please submit Sage Help Desk tickets NOW for any concerns or assistance, please don't wait until June.
 - Don't forget to use the new [Request Billing Assistance forms](#)!
 - We strongly recommend using these forms and **NOT** calling in to the Help Desk for **billing questions/assistance** as the Help Desk reps may not ask for all of the necessary information to speed up the resolution of your request. The forms capture all the necessary basic information to start our investigations.

REQUEST BILLING ASSISTANCE FORM

riel, how can we help?

nd requests

Open a Case
Contact support to report a problem, or open a Case.

Request Something
Browse the Service Catalog for services and items you need

Categories

- Application Access
- Care Record Requests
- Portal Plus
- Services**
- System Access
- I Need Help

Services

Create Case
Create Case

View Details

Database Copy
Request a database copy from one environment to another

View Details

ONC Information Sharing R...
ONC Information Sharing Request

View Details

OrderConnect EPCS Hard T...
Request an EPCS hard token transfer for OrderConnect

View Details

Request a replacement
Schedule an appointment to request a service with cash tray


View Details

Request Billing Assistance
Use this form to request billing assistance

View Details

Request Billing Assistance

Use this form to request billing assistance

 Request assistance from SAPC with local denials, state denials, general billing questions, and payment related questions.

* Indicates required

* Billing Assistance Request Type

-- None --

-- None --

- Local Denial
- State Denial
- General Billing Question
- Payment Inquiry

RATES MATRIX DEMONSTRATION

RATES MATRIX DEMONSTRATION OVERVIEW

- Tier 1, 2, 3
- How to filter data in the rates matrix
 - Level of Care
 - Procedure Codes
- Billing Rules
- CPT Add On Codes
- Place of Service
- Modifiers

PRIMARY PROVIDER REPLACEMENT CLAIM TRAINING FOLLOW-UP

3/24/2025 TRAINING RECAP

- Effective Monday, March 31, 2025, Primary Sage Users/Providers will be able to submit replacement claims in PCNX using the **Replacement Claim Assignment (CMS-1500)** form
- When appropriate, submitting replacement claims is the recommended claim resubmission method over voiding/rebilling
- Replacement claims cannot be submitted past the submission deadlines set for each fiscal year

3/24/2025 TRAINING RECAP

- To help identify replaced claims, the Provider EOB Remittance Advice Report has been updated to include an (R) on the replaced service line between the Status and CPT Code columns

Client Name (ID): TEST,CARLA MRS (148387)								DOB: 01/01/2001		Gender: F			
Date Claim Received: 03/11/2025													
<u>Batch</u>	<u>SvcRef#</u>	<u>Auth #</u>	<u>Contract #</u>	<u>Contract Type</u>	<u>Date of Service</u>	<u>Status</u>	<u>CPT Code</u>	<u>Claimed Units</u>	<u>Claimed Amount</u>	<u>Allowed Amount</u>	<u>Denied/ Adjusted</u>	<u>Member Co-pay</u>	<u>Amount Paid</u>
378762	SVC.000	P10094	341234	DMC	03/04/2025	A (R)	T1017:U1	5.0	\$513.75	\$513.75	\$0.00	\$0.00	\$513.75
								5.0	\$513.75	\$513.75	\$0.00	\$0.00	\$513.75

TRAINING SLIDES, RECORDING & JOB AID

<http://publichealth.lacounty.gov/sapc/providers/sage/finance.htm>

Sage Finance

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Billing

Subject	Description	Date
Primary Provider Replacement Claim Assignment (CMS-1500) Job Aid (New - March 2025)	This document provides guidance for primary providers on how to bill replacement claims using the Replacement Claim Assignment (CMS-1500) form in PCNX.	 03/26/25
Primary Provider Replacement Claim Assignment (CMS-1500) Training Slides (New - March 2025)	These slides are from the 03/24/2025 Primary Provider Replacement Claim Assignment (CMS-1500) Training.	 03/26/25
Primary Provider Replacement Claim Assignment (CMS-1500) Training Recording (New - March 2025)	This video is a recording of the 03/24/2025 Primary Provider Replacement Claim Assignment (CMS-1500) Training.	 03/26/25

ROLL-UP RECOUPMENTS



CO 97 M86 STATE DENIALS

- All state denials for CO 97 M86 (roll ups) that have been withheld, will be recouped the week of 04/07/25 - 04/011/25
- Starting 04/07/25 all new CO 97 M86 denials will be recouped automatically
- Services that have the same procedure code, provided on the same day, rendered by the same provider, to the same beneficiary are required to be rolled up into one service line
- If the place of service differs, but the procedure code is the same, it is still required to roll up the services. If there are two services, providers can choose either place of service. However, if there are 3 or more services then choose the most frequent place of service.
- Exceptions
 - Group services (HQ modifier)
 - 90785, 96170, 96171, T1013, T2021, T2024, and H2011 (with place of service 15)



OPEN Q&A