



# Billing Office Hours

August 29, 2024

Substance Abuse Prevention and Control  
County of Los Angeles Department of Public Health





## Open Discussion Expectations

- Please submit questions to [sapc-finance@ph.lacounty.gov](mailto:sapc-finance@ph.lacounty.gov) prior to the meeting – indicate it's for discussion in the next billing office hours
- Submit questions in the chat during the meeting and we will address them as time permits
- Keep your microphone on mute unless speaking
- Use the raise hand feature to request to speak
- Do not share PHI in the chat or on your screen



# Agenda

- Announcements
- FY 24-25 Billing Updates and Reminders
- Open Discussion



# Announcements




**FAQ, slides, and recordings are available on the Sage website!**

## Sage Finance

SAPC Home / Providers / Sage Home / Sage Trainings / Sage Finance Open All

**Billing** +

**Billing Office Hours** -

Subject	Description	Date
Billing Office Hours Frequently Asked Questions <i>(New - August 2024)</i>	Billing office hours listing of frequently asked questions. This list is updated on a weekly basis to provided users for the most recent information for common questions.	 08/22/24
Billing Office Hours 7/25/2024 <i>(New - August 2024)</i>	Billing office hours presentation discussing items for the new Fiscal year FY 24-25 and Changes to the Rates and Standards Matrix.	 08/22/24
Billing Office Hours Recording 7/25/2024 <i>(New - August 2024)</i>	Billing office hours presentation discussing items for the new Fiscal year FY 24-25 and Changes to the Rates and Standards Matrix.	 08/22/24



# Announcements

## H0050 for Contingency Management is available to be billed

- Remember that the primary diagnosis for the patient must be: R82.998 or Z71.51 or the services will be denied

## Meeting Change Proposal

- Extend this session another 30 minutes every other week for those interested in reviewing case studies on billing scenarios and potentially working in small groups to review



## FY 24-25 Billing as of 8/27/2024

- **Billing Highlights**
  - Total Charged: \$30M (\$2M billed since last week)
  - Total Approved: \$28.9M – 96.2% (up 0.1% from last week)
  - Total Denied: \$1.1M – 3.8% (down 0.1% from last week)
  - 66 agencies have billed (up 1 from last week)
- **Top Denials**
  - Eligibility not found/verified in Cal-PM
  - Performing Provider is blank
  - Procedure not on fee schedule



# Billing Monitoring Findings

- **Financial Eligibility**

- DMC guarantors should not be removed, even if the patient has lost benefits
  - Use the [Documenting Changes in Financial Eligibility Status job aid](#) to assist in updating the patient's Financial Eligibility record
  - If the DMC guarantor is removed but SAPC has not yet billed services that were covered, the service may be taken back as they are no longer able to be billed to DMC.
- Patients experiencing homelessness should have their address entered as either the local DPSS office or the program site
- Ensure the three fields in the images below are completed

Subscriber Release Of Info \*

- Informed Consent To Release Medical Info
- Yes, Provider Has Signed Statement Permitting Release

Eligibility Verified \*

Yes

Coordination Of Benefits \* (REQUIRED)

Yes



# CaIPM Eligibility Check Widget

CALPM ELIGIBILITY CHECK

Search:

PATID	Program_value	EPISODE_NUMBER	Guarantor	Elig Verified	cov_effective_date	cov_expiration_date	CIN	Diagnosis Type
PATID	Program_value	EPISODE_NUMBER	Guarantor	Elig Verifi	cov_effective_date	cov_expiration_date	CIN	Diagnosis T
125928	Recovery Inc	1	DMC	Y	2017-12-01	2017-12-31	Missing	Admission
125928	Recovery Inc	1	DMC	Y	2017-12-01	2017-12-31	Missing	Update
130796	Recovery Inc	4	DMC	Y	2017-07-01		Missing	Admission
159904	Recovery Inc	1	DMC	Y	2019-02-06		Missing	Admission
159904	Recovery Inc	1	DMC	Y	2019-02-06		Missing	Update
159950	Recovery Inc	1	DMC	Y	2019-12-05		Missing	Admission
...	...	...	...	...	...	...	...	...

- Populates data for patients with missing or incorrect data on the FE and/or Diagnosis form that leads to denials for “Eligibility not found/verified in CaIPM”
- Check this widget before entering services for a patient and update any missing information
- See the [PCNX Guide to Widgets](#), page 32 for more information





# Billing Monitoring Findings

- **Authorization Numbers**

- For authorizations spanning FY 23-24 and 24-25, please double check the correct authorization is being used
- These authorizations are split – meaning two are created, 1 for FY 23-24 and 1 for FY 24-25 with different authorization numbers
- Secondary Providers may need to update your EHR with the split authorization numbers if not done already
- Primary Providers should double check the authorization dates before billing

- **Provider Authorizations (P-Auths)**

- Services billed via P-Auth: H0049-N, CENS, Recovery Services
- See the [PCNX Guide to Widgets](#), page 34 for information on using the Provider Auth (PAuths) widget to identify agency PAuths (example on next slide)



# Provider Auth (PAuths) Widget

PROVIDER AUTH (PAUTHS) 🔍 🔄

Search:

Provider	Auth#	Auth Begin Date	Auth End Date	Level of Care
Recovery Inc	P12386	2023-07-01	2024-06-30	ASAM 3.1 - Perinatal-PPW
Recovery Inc	P12410	2023-07-01	2024-06-30	ASAM 1.0

Showing 1 to 2 of 2 entries





UNIT/BRANCH Contact	E-mail	Description of when to contact
Sage Helpdesk	Phone Number: (855) 346-2392 ServiceNow Portal: <a href="https://netsmart.servicenow.com/plexussupport">https://netsmart.servicenow.com/plexussupport</a>	All Sage related questions, including billing, modifications, system errors, and technical issues.
Sage Management Branch (SMB)	<a href="mailto:sage@ph.lacounty.gov">sage@ph.lacounty.gov</a>	Sage process, workflow, and general questions.
QI and UM	<a href="mailto:sapc.qi.um@ph.lacounty.gov">sapc.qi.um@ph.lacounty.gov</a>	All authorization related questions, questions to the Medical Director, medical necessity
Systems of Care	<a href="mailto:sapc_asoc@ph.lacounty.gov">sapc_asoc@ph.lacounty.gov</a>	Questions about policy, the provider manual (youth, PPW, criminal justice, homelessness)
Health Outcomes and Data Analytics (HODA)	<a href="mailto:hoda_caloms@ph.lacounty.gov">hoda_caloms@ph.lacounty.gov</a>	All questions regarding Sage CalOMS including forms, submission, and requests for trainings.
Contracts	<a href="mailto:sapcmonitoring@ph.lacounty.gov">sapcmonitoring@ph.lacounty.gov</a>	Questions about general contract, appeals, adverse events. Agency specific contract or agency CPA if known.
Strategic and Network Development	<a href="mailto:sudtransformation@ph.lacounty.gov">sudtransformation@ph.lacounty.gov</a>	DHCS policy, DMC-ODS general questions
Clinical Standards and Training (CST)	<a href="mailto:dsapc.cst@ph.lacounty.gov">dsapc.cst@ph.lacounty.gov</a>	Clinical training question, documentation.
Finance	<a href="mailto:sapc-finance@ph.lacounty.gov">sapc-finance@ph.lacounty.gov</a>	Question related to billing, denials, and tiers.