Billing Office Hours

October 10, 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 prior to the meeting – indicate it's for discussion in the next billing office hours
- Submit questions in the Q&A feature during the meeting and we will address them as time permits, please do not use the Chat Feature
- 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/Reminders
- FY 24-25 Billing Update
- Open Discussion

Fiscal Year Final Billing Deadlines

- FY 22-23: 12/31/2024
- FY 23-24
  - July-Dec. 2023 services: 12/31/2024
  - Jan.-July 2024 services: 3/31/2025
- FY 24-25: original claim submission within 180 days from date of service; replacement claim deadline 365 days from date of service

10/7/2024 Sage Provider Communication

- **Document Routing and Appending Training**
  - Key items to note:
    - Document Routing and Appending functionality is targeted to be implemented for productive use on Monday, 10/21/2024
    - Document Routing will allow users to send (route) certain forms/documents to a supervisor or approver for finalization and signature. Additionally, Appending documents will allow providers to update parts of the medical record with additional information that occurred after a note was finalized without needing to revert from final to draft.
    - SAPC is holding a training on Tuesday, 10/15/24 to demonstrate the new functions
    - Please refer to the 10/7/2024 Sage Provider Communication email for the training registration link

10/9/2024 Sage Provider Communication

- **Required Transition to Microsoft Authenticator app for Multi-Factor Authenticator (MFA)**
  - As previously communicated, **effective immediately, providers will no longer be able to access Sage-PCNX or County applications without authenticating through the Microsoft Authenticator app**.
  - Staff who are experiencing issues with the MFA authentication, please call the DPH Service Desk at **213-462-1411** directly and not the Sage Help Desk.
  - Please refer to the 10/9/2024 Sage Provider Communication email for complete MFA instructions

FY 24-25 Billing as of 10/10/2024

- **Billing Highlights**
  - Total Charged: $90.3M ($18.7M billed since last week)
  - Total Approved: $84.1M – 93.1% (down 0.6% from last week)
  - Total Denied: $6.2M – 6.9% (up 0.6% from last week)
- **Top Denials**
  - Procedure not on fee schedule
  - Eligibility Not Found/Verified in CalPM
  - Performing provider is blank

Reminder: FY24-25 State billing has begun, providers may start seeing State denials.

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