



Communication Release

9/1/2023

Current Status of SAPC Preparation for Sage ProviderConnect NX Launch

SAPC has completed the majority of the configuration work for Sage-PCNX and is now performing validations using a small group of contract providers prior to releasing SAGE for all providers. Our expectation is that we will have completed this Sage-PCNX review over the next week. Based on this process, the expected timeline for releasing Sage-PCNX to all of the providers is Tuesday, September 12th, 2023. SAPC will confirm and/or update this timeline the week of September 5th, 2023 based on the outcome of the pre-release validation work that is being conducted now.

Continue to Complete Clinical Documentation

During the blackout, providers are expected to continue document care, which includes all assessments, progress notes, level of care justification notes, problem lists and/or treatment plans, discharge notes, and all other clinical documentation in accordance with established documentation timeframes described within the Provider Manual. While Utilization management (UM) will grant exceptions to submission of authorizations within 30-days of admission that were delayed due to the authorization blackout period, UM will not grant exemptions for untimely documentation for when making determinations of medical necessity for care during authorization adjudication due to the authorization blackout.

In anticipation of Sage-PCNX cut over for clinical use, providers are reminded of the following Utilization Management Practices:

- During scheduled downtime, providers should use paper-based documentation. UM is accepting paper-based ASAMs during scheduled downtime. Alternatively, providers may wait for Sage PCNX go-live to complete ASAMs electronically.
- Reminder: QI/UM will not grant exemptions for untimely medical necessity documentation. For non-residential authorizations, provider can request an initial engagement authorization to allow time to engage the patient in treatment and extend the timeframes for which medical necessity needs to be established (30 days for adults and 60 days for youth or persons experiencing homelessness).
- The downtime is expected to be limited to 1 day. Given the brevity of the scheduled downtime (<3 days), providers will need to enter clinical information, via upload and/or directly into Sage forms, from the downtime once SAPC PCNX notifies that PCNX is available.

- Providers will be able to resume clinical documentation (admissions, notes, and auth requests and billing for FY 22-23) in PCNX for dates of service before and after the cut-over period.
- Providers are reminded to follow the [Sage - File Attachment Standardized Naming Convention](#) for paper forms. Sage is able to accept uploads in .PDF and .TIF formats.

The Claims Blackout for FY 23-24 remains in effect and will not be affected by the initial cut over to Sage PCNX for clinical use. SAPC will provide additional guidance as to when the Claims Blackout for FY23-24 will be lifted at a later date.

Additional Training Scheduled for Sage PCNX Go Live: *PCNX Overview: Tips, Updates and Workflows*

SAPC is offering this training via Teams Meeting. This virtual training is intended for all PCNX users as a general overview of the system and should be attended by any user role or staff that will be using PCNX. The training will cover Tips and Tricks to making the most of PCNX, new reports and forms that are specific to PCNX and recommended workflows for optimal efficiency (including use of widgets).

Trainers: Esther Orellana, Ph.D., and Greg Schwarz, Psy.D.

Training Date

Wednesday September 13, 2023

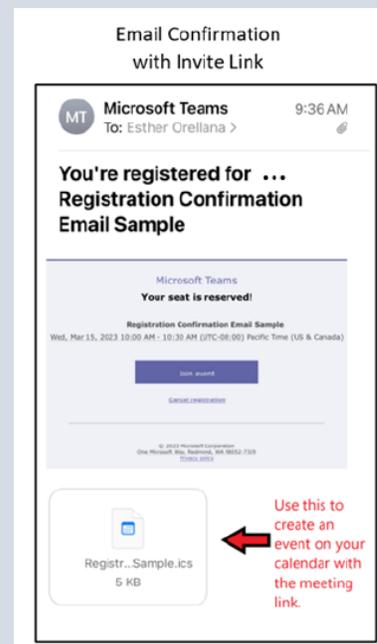
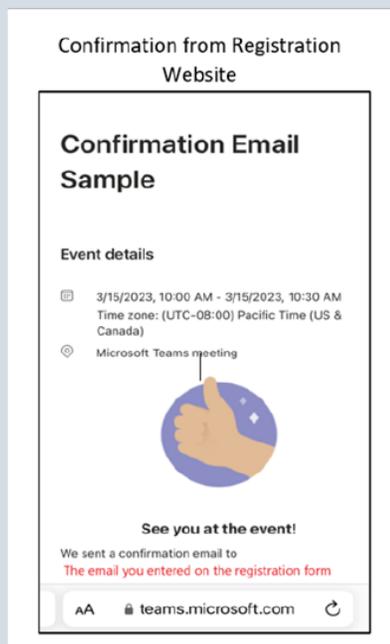
Training Time

2:00 pm – 04:00 pm

Registration Link

[Click here to register](#)

Type your email carefully. Once registered you will receive confirmation on the registration site as well as an email confirmation from Microsoft Teams. **Do not delete the confirmation email** as it contains a unique invite link, and it cannot be re-sent to you by the organizer.



It may take up to an hour to receive your confirmation email. Please check your junk/spam folder. If you still do not see your confirmation email, re-register as there was likely a typo in the email entered.

Participants must register to receive the training link. The login is unique and should not be shared with others. If you lose the training link, you will have to re-register.

If you have any questions regarding this training, please email sage@ph.lacounty.gov

PCNX Claim Testing for Secondary providers

PCNX TRAIN has been configured and is now available for secondary providers to test billing and claim submittal. Instructions for billing testing were sent to Sage Liaisons on Monday, 08/21/23. Please be advised that fees and configurations in the TRAIN environment are not meant to match your actual configurations in LIVE; these are for testing purposes only. If you have any questions about PCNX only, please reach out to sage@ph.lacounty.gov.

If you have 837 questions, please reach out to Lina Tsatryan ltsatryan@ph.lacounty.gov and sapc-finance@ph.lacounty.gov