SAGE UPDATES

All Treatment Provider Meeting July 15, 2025

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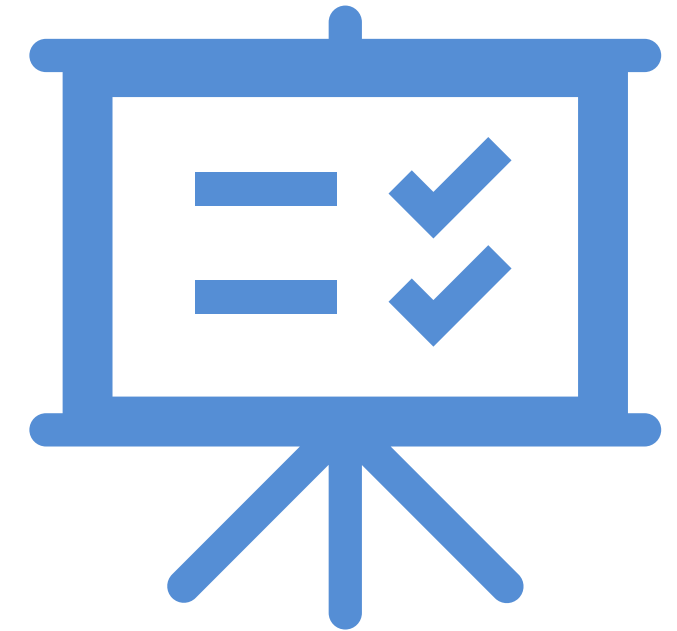Los Angeles County Department of Public Health
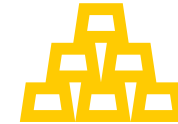
Overview

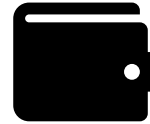End of Year/New Fiscal Year

Sage Updates

New Functionality

Appointment and Referral Disposition Redesign

Clinical Trainings

End of Fiscal Year

10... 9... 8... 7... 6... 5...
4... 3... 2... 1...
Happy New (Fiscal) Year!!!

No Authorization or CLAIMS Blackouts for FY 25-26

Who Made it Happen?

SAPC- Sage Management

SAPC- Clinical Services

SAPC- Sage Access Management

SAPC- Finance

Netsmart

837 File Load Delays

- All files have been successfully processed and there is no longer a backlog of 837 files.

OTP Authorizations

- SAPC extended contracts through 26-27, which allowed OTP authorizations to be automatically split if crossing FY26-27.

Update on Known Issues Pending Resolution

MSO KPI Data- Resolved 7/14

- MSO data not updating past 6/25/25.
- In the interim, providers may use the following reports for information that may have otherwise been obtained through KPI.
  - Authorization Request Status Report
  - Claim Status Report (sent via SFTP)
  - Cost of Service by Client Report
  - EOB Remittance Advice (sent via SFTP)
  - Provider Services Detail Report
  - Provider Services Summary Report

Fast Service Entry Submission Error

- Form is erroring out randomly when entering claims for some providers.
- Does not appear to be universal across all agencies.
- Providers who have submitted tickets have been provided workarounds.
- SAPC and NTST are actively investigating the errors and making updates as errors occur to create a permanent solution.
- SAPC does not have an ETA on resolution.
- Providers who are experiencing the error should create a helpdesk ticket and email sage@ph.lacounty.gov.

Close all Open Forms

- The Close all Open Forms function within the Control Panel is currently not working as intended and only closing one form at a time.
- Resolution is being validated and will be pushed to LIVE once validated.

ASAM CO-Triage and Young Adult Screener Widgets

- Added to the Client Dashboard view.
- Includes all CO-Triages or Young Adult Screeners for the patient (from other providers or SASH/CENS/CORE).
- Includes all available responses from the screening.
  - Substances used is not currently available, but in process to be included.
- Intended to improve visibility on screenings conducted throughout the network and reduce need for separate screenings.

SAPC-LNC (Learning and Network Connections)

- SAPC-LNC.org
- On-demand, FREE of CHARGE, trainings available 24/7 anywhere

- Trainings specifically created for all SAPC providers
  - Clinical trainings
  - ASAM A and B as required by DMC
  - Sage User trainings-multiple user roles
  - Billing trainings
  - Operational trainings
  - Onboarding trainings

Sage New and Exciting Updates

SAPC has developed a CalOMS report to provide necessary information to providers without needing to contact the CalOMS Liaison.

- Populate providers who have an open CalOMS admission for a given patient
  - Provider name
  - Admission date
  - Location of Admission
  - Level of care

Will ONLY work if a valid *Release of Information* is filed in Sage that matches the provider name who has the open admission.

- If a valid ROI is not on file, the report will show "No Consents on File. Please contact the LA County CalOMS Liaison for help."
- SAPC built functionality into the ROI to allow providers to complete the form in Sage and upload a signed ROI for Secondary Sage Users or for ROIs for telehealth patients.

Next Steps for Providers

HODA team will provide all the details and use cases during the next CalOMS all provider meeting on July 17th.

Review the Release of Information training in the SAPC-LNC or on the SAPC Sage website on how to use the ROI Form in Sage

The report will be available in Sage before the CalOMS all provider meeting next week.

The Sage team has been working with Netsmart to develop medical record printouts for each clinical document in Sage.

- Printouts are a professionally formatted version of the document that can be run for a date range.
- Printout will include all appropriate signatures, date signed (in draft and final) and credential of the signer/finalizer.
- Includes documents routed for signature and appended when applicable.

Printouts will be delivered in phases

- Phase I expected to be delivered by end of July.
- Phase II expected to be delivered by end of September.

Phase I Printouts

- Admission (Outpatient)
- Diagnosis
- Monthly Activity Report
- Patient Handbook Acknowledgement
- RBH Discharge
- Referral Connections
- Service Connections
- ROI-In Network
- Update Client Data
- Youth and Young Adult Screener

Phase II Printouts

- ASAM Triage
- ASAM Comprehensive
- Client Other Health Coverage
- Discharge and Transfer form
- Drug Testing
- Financial Eligibility
- Patient Medications
- Cal-OMS Admission
- Cal-OMS Discharge
- Progress Note Printout
- Problem List/Treatment Plan

Sage Form Improvements

# Reintroduction: Appointment Disposition Workflow

Purpose: To meet federal and State requirements for timely access of patients from first request to assessment appointment.

- The *"Appointment Disposition Log"* offers providers and SAPC a means of better tracking appointment outcomes.
  - When combined with the Referral Connection or Service Connection, completes the referral loop and necessary metrics.

- "*Referral ID Report*" populated from the Referral Connection Form and Service Connection Log offers providers the ability to track metrics for appointments (show and no-show), assess efficiency of intake and admission workflows and other operational aspects for intakes.

Reintroduction: Appointment Disposition Workflow

SAPC is reintroducing the **NEW** and **IMPROVED** **Appointment Disposition Form** in PCNX to track what happens after clients are screened and receive a scheduled appointment, including No Shows.

➤ In accordance with 42 CFR Part 438.206(c)(1) and WIC section 14197 (d), counties are required to monitor, assess, and meet timely access to service.

➤ SAPC Information Notice will be released and trainings provided.
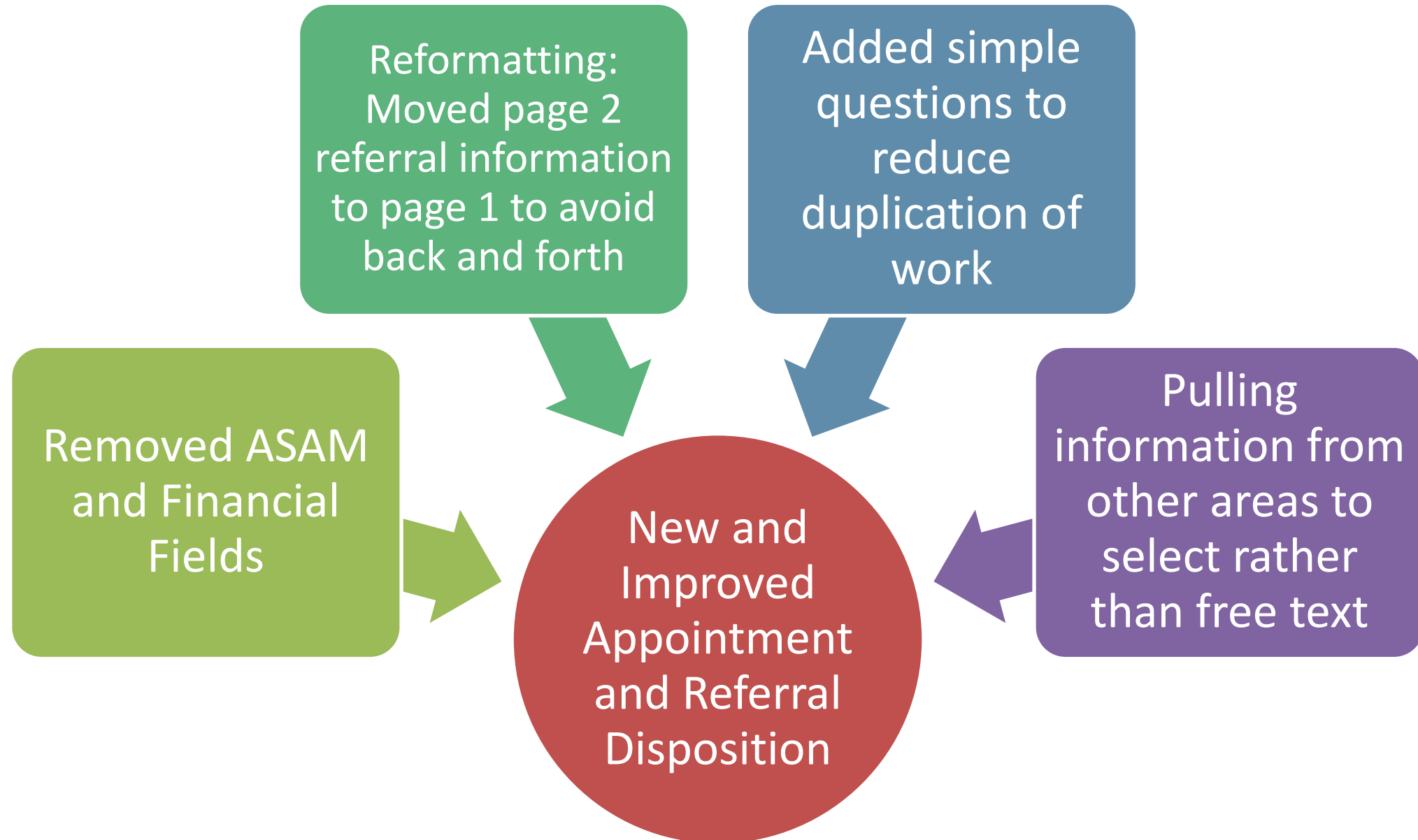
Sage Team is developing widgets for providers to quickly see appointments from the Service Connections and Referral Connections forms.

- Referral ID report will remain available

Compliance widgets for both providers and SAPC to monitor completion of the Appointment and Referral Disposition form.

- Enables providers and SAPC to follow up on missing documents with mutual visibility for easy monitoring.
- Helps to alert to complete documentation.

Referral and Appointment Disposition Workflow Redevelopment

June 2024

SAPC trained on new workflow and forms

July 2024

SAPC listened and paused the requirement, but maintained functionality for provider use

July 2025

Present changes to providers and elicit feedback

September 1,2025

Full implementation with new SAPC IN

June 2024

Providers voiced concerns about process

January 2025

Started redevelopment of the workflow and forms

August 2025

Present final version at PAC meeting on 8/12

CST Training Highlights

Name of Training	Date & Time	Link to flyer for registration
Methadone and Beyond: Medications for Addiction Treatment (MAT) for Alcohol and Opioid Use Disorder	**Thursday 7/17/25 8:30am-12:30pm**	[Click Here to register]
The Recovery Housing Landscape and Findings for LA Sober Living House Studies: Implications for Substance Use Treatment Providers- **SAPC/UCLA Lecture Series**	**Friday 7/18/25 10:00am-1:15pm**	[Click Here to register]
Substance use Treatment Screening Tools & SBAT: What They Can Do for You	**Wednesday 7/23/25 10:00am-11:45am**	[Click Here to register]
Clinical Documentation for Substance Use Treatment Providers: CalAIM Requirements and Best Practices	**Wednesday 7/30/25 8:30am-12:30pm**	[Click Here to register]
For a list of more trainings available and the SAPC Training Calendar please visit or scan QR Code: [LA County Department of Public Health - Substance Abuse Prevention and Control - SAPC Trainings]		