

# **BILLING & DENIAL RESOLUTION TUTORING LAB**

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AUGUST 7, 2025



## AGENDA

- Announcements and Reminders
- Tutoring Session Topics
  - Billing for Screening
  - Denial Crosswalk & Guide Updates
  - Recoupment Adjustments
- Open Q&A

# **ANNOUNCEMENTS & REMINDERS**

# REMINDERS

- **August 29, 2025:** FY 23-24 FINAL billing deadline
- **FY 25-26 Treatment Billing Office Hours**
  - Continues through 10/16; once a month – 3<sup>rd</sup> Thursday of each month from 1-2 pm.
  - The next office hours is scheduled for 8/21.
  - Questions can still be asked during the monthly Tutoring Lab, or you can send requests for topics/questions to review to [SAPC-Finance@ph.lacounty.gov](mailto:SAPC-Finance@ph.lacounty.gov) prior to the next Treatment Billing Office Hours
  - Office Hours link has been posted to the [SAPC Event Calendar](#) and will go out in next week's Sage Provider Communication.
- **Upcoming CST Training**
  - **Topic** – Billing MAT Services Under DMC-ODS: The Codes You Need to Know
  - **Date:** Thursday, August 28, 2025
  - **Time:** 9:00-11:15 am
  - [Registration Link](#)

# **BILLING & DENIAL RESOLUTION TUTORING LAB - FAQ UPDATE**

- FAQs from all tutoring labs from 12/5/2024 to Present have been consolidated into one Excel spreadsheet
- The FAQ questions have been categorized into:
  - Clinical
  - Codes
  - Denials
  - General
  - Policies
- The FAQ columns available:
  - Category, Answer, Tutoring Lab Date, Resources
- Resources tab added
  - Commonly used SAPC websites, SAPC contact emails, and links to previous tutoring lab presentations

# BILLING & DENIAL RESOLUTION TUTORING LAB - FAQ UPDATE

- The updated FAQ format will be available within a couple of weeks after this meeting
- Located here: <http://publichealth.lacounty.gov/sapc/providers/sage/finance.htm>

## Sage Finance

[SAPC Home](#) / [Providers](#) / [Sage Home](#) / [Sage Trainings](#) / Sage Finance

Open All

Billing

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Billing and Denial Resolution Tutoring Lab

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# FAST SERVICE ENTRY SUBMISSION FORM UPDATE

- For Primary Sage Users, the PCNX Fast Service Entry Submission form has been updated with the removal of the below sections and fields. The section noted below was necessary for entry of FY 22-23 and prior group services, which are no longer billable to SAPC.

Pre FY 23/24 Service Details

Number Of Clients In Group (Pre FY 23/24)	Client Documentation Time (Pre FY 23/24)
<input type="text"/>	<input type="text"/>
Number Of Counselors In Group (Pre FY 23/24)	Travel Time (Pre FY 23/24)
<input type="text"/>	<input type="text"/>
Group Service Units (Pre FY 23/24)	
<input type="text"/>	
Group Service Units Per Day (Pre FY 23/24)	
<input type="text"/>	

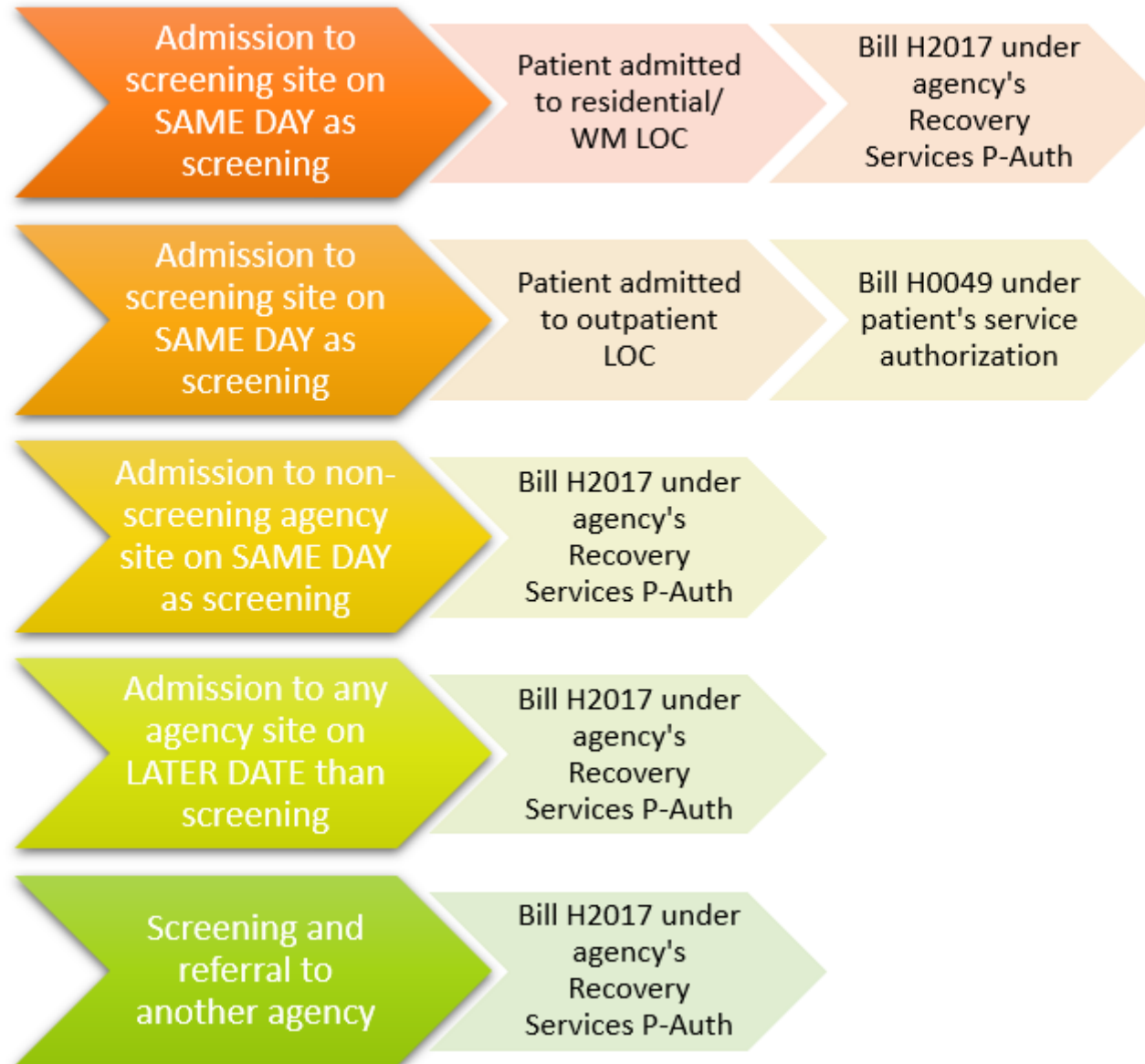
# **BILLING FOR SCREENING**



# BILLING FOR SCREENING

- SAPC Finance is in the final stages of publishing a job aid to support provider agencies with billing for screenings.
- The job aid will provide guidance on which code and authorization type to utilize to bill for the screening based on the screening outcome.
  - A separate guide for CENS DMC billing will also be published soon which will include information on billing for screening for CENS specific sites.
- Based on feedback today, adjustments may be made to the job aid.
- The job aid is aimed to be published on the Sage website by 8/11/2025.



## SCREENING SCENARIOS BILLING DECISION TREE



# **DENIAL CROSSWALK AND GUIDE UPDATES**

# SAGE GUIDE TO CLAIMS DENIAL RESOLUTION

- Updated Reports/Forms/Widgets
- Expanded info on the most common denials & correction procedures
- Lengthy descriptions on critical eligibility & newer Cal-AIM denials

Sage Finance		
SAPC Home / Providers / Sage Home / Sage Trainings / Sage Finance		
		Open All
Billing		+
Billing and Denial Resolution Tutoring Lab		+
Billing Office Hours		+
Denial Troubleshooting		-
Subject	Description	Date
Sage Claim Denial Reason and Resolution Crosswalk Version 5.0 <i>(Updated - July 2025)</i>	This excel document lists local and State denial codes and provides resolution steps to correct claims for rebilling.	 07/10/25
Sage Guide to Claims Denial Resolution Version 5.0 <i>(Updated - July 2025)</i>	This guide explains types of denials, general investigation steps, and how to use the Denial Crosswalk.	 07/10/25

# DENIAL CROSSWALK

- New & Updated denials & descriptions in red color font
- Removal of denials no longer applicable
- 8 new Local Denials
- 11 new State denials

Denial Code (Secondary Providers)	CARC/RARC Description per X12.org	DMC Description <i>Claim Status Reason (D) on EOB or Explanation of Coverage Message from PCNX</i>	Cause and Resolution (Primary & Secondary Providers)
		Total expected disbursement exceeds current account level amount.	<b>Cause:</b> This results when the Fiscal Year contract amount has been reached. No further claims will be approved or paid once the contract has been exceeded until an augmentation has been approved and funding is available.  <b>Primary/Secondary Sage User Resolution:</b> Providers should monitor contract amounts throughout the year and request an augmentation through their assigned CPA prior to exceeding contract amounts. Do not submit any additional claims until augmentation is approved and funding is available, or all claims will be denied.

# **RECOUPMENT ADJUSTMENTS**

# DOUBLE RECOUPMENT ERROR

- Approximately 600 State denials were incorrectly recouped twice
  - Claims appeared on two different Retro EOB's
  - KPI Payment Reconciliation Sheet
    - Total Disbursed column had a negative number

Procedure Overview (1)													
Age on DOS	DOS	Performing Provider	Procedure	Procedure Code	Auth LOC	Auth #	Claim Status	Total Units	Total Charge	Total Disbursed	Procedure Count	Total Takeback	Takeback Date
-								1.00	\$507.80	(\$507.80)	1	\$1,015.60	
			Behavioral Health; Long Term Residential (H0019:U3)	H0019:U3	ASAM 3.5		Approved	1.00	\$253.90	(\$253.90)	1	\$507.80	2025-
			Behavioral Health; Long Term Residential (H0019:U3)	H0019:U3	ASAM 3.5		Approved	0.00	\$253.90	(\$253.90)	1	\$507.80	2025-

# CORRECTION: EOB

- Retro EOB will display a positive adjustment

<b>Adjustment Notice</b> An adjustment of \$ 253.90 has been applied to this payment.					<b>Current Claims:</b> <b>Adjustment: 253.90</b> <b>Adjusted EOB Total: 253.90</b>				
<b><u>Detail Adjustment Information for EOB Number:</u></b> [REDACTED]									
<b><u>Original Service Information</u></b>									
<b><u>Orig EOB</u></b>									
[REDACTED]					<b><u>Adjustment Information</u></b>				
[REDACTED]					[REDACTED]				
<u>Batch.SvcRef#</u>	<u>DOS</u>	<u>Proc</u>	<u>Auth #</u>	<u>Status</u>	<u>Billed</u>	<u>Paid</u>	<u>Adj Date</u>	<u>Adj Amt</u>	<u>Adjustment Reason</u>
[REDACTED]	[REDACTED]	H0019:U3	[REDACTED]	A	253.90	253.90	8/6/2025	\$253.90	Denial Co 177
					253.90	253.90		253.90	
					<b>Total Adjustments: \$253.90</b>				



# CORRECTION KPI: PAYMENT RECONCILIATION

- Total Disbursed Amount is 0

Procedure Overview (1)											
Procedure Code	Auth LOC	Auth #	Claim Status	Total Units	Total Charge	Total Disbursed	Procedure Count	Total Takeback	Takeback Date	Retro Reason	
				1.00	\$761.70	\$0.00	1	\$761.70			
H0019:U3	ASAM 3.5		Approved	1.00	\$253.90	\$0.00	1	\$253.90	2025-	Denial CO 177	
H0019:U3	ASAM 3.5		Approved	0.00	\$253.90	\$0.00	1	\$253.90	2025-	Denial CO 177	
H0019:U3	ASAM 3.5		Approved	0.00	\$253.90	\$0.00	1	\$253.90	2025-	Denial CO 177	

- Total Takeback & Total Charge amounts are skewed

# CORRECTION: KPI - PAYMENT RECONCILIATION

- Retro Claim EOB Summary will show a negative takeback amount (ie a payment)

Retro Claim EOB Summary				
EOB ID	Retro Claim EOB	Take Back Amount	Procedure ID	
[REDACTED]	[REDACTED]	-253.90	[REDACTED]	
		253.90		
		253.90		



**OPEN Q&A**