Behavioral Health Department
Alameda County Health

Memo

Date: March 9, 2026
To: Alameda County Behavioral Health Department (ACBHD) Users of Clinician's Gateway (CG)
From: ACBHD IS Clinical Applications Team
Subject: Indirect Note Updates in Clinician's Gateway

The purpose of this memo is to provide information about recent updates to Clinician's Gateway (CG) Indirect Note section.

Reason for the Updates
Recent changes to CG now require a SmartCare (SC) enrollment for all finalized services. This caused an issue with users, i.e. Outreach Services, who need to finalize an Indirect Note for services that have no specific SC enrollment.

Scope of Changes
The changes described in this memo impact the Indirect Note template.

***CG Indirect Note Template Enhancement* Overview**
The Indirect Note template was updated to work the same way as an individual (direct) note template where a user selects a client first and then a program. In addition, logic was added allowing a user to finalize and transfer an Indirect Note to SC using the AAA/Indirect Client but retaining the actual client ID in CG for medical record continuity.

New Logic
If a user selects a real client and not the AAA/Indirect Client (or leaves the client ID blank), the following **Yes/No** radio button asks the user "Should this client's ID be included with the Service Transfer to the Billing System?".

Yes = When the service is finalized, the ClientID will be transferred to SC. Keep in mind, users will continue to get a CG error message if no valid program enrollment exists.

No = When the service is finalized, the AAA/Indirect Client id will be inserted during the transfer to SC. This will allow the note to be finalized, and the service successfully transferred to SC. The real Client ID will remain attached to the Indirect Note in CG.

Action Required

Please communicate the information in this memo to all team members that use CG.

Support

For questions about this memo please contact Information Systems Support, achsupport@acgov.org.