CG-InSyst Sunset Dec 31, 2023, Information and FAQs   2023-12-18

To ensure we are properly supporting the transition to SmartCare, we have worked with our Information Systems (IS) team to delay the sunset of CG-InSyst, so our provider community has more time to process discharges in CG-SmartCare before turning off CG-InSyst (CG-I). Our team are working with the SmartCare vendor to resolve issues around the SmartCare discharge process.

EXTENSION -- Due to SmartCare Discharge processing delays, Clinician's Gateway-INSYST sunset will be postponed until at midnight,12/31/2023. All new entries must be done in CG-SmartCare starting 1/1/2024. Entries and Edits from CG-InSyst after 12/31 will not be migrated to CG-SmartCare.

FAQ's:

WHAT CAN BE DONE BEFORE THE SUNSET?
Questions regarding CG sunsetting and approving notes in SmartCare.
- *I currently can authorize my notes. Do I do this in CG-I now or should I wait for them to be approvable in CG-S?*
- *And likewise for my staff, they are unable to submit the CG-InSyst notes to me for authorization in CG-SmartCare. Is this happening later?*
- *We are working on opening clients in SmartCare and getting those draft notes and groups fixed. Will this be possible after the Sunset date?*

ANSWER:
CG-InSyst will sunset on 12/31/23, which means that starting 1/1/24, **_ALL_** notes need to be started and authorized in CG-SmartCare (CG-S). But CG-S is already available right now, so any new notes should be started and finalized there now, especially because the new procedure codes exist only in CG-S. Encouraging your team to begin adding notes now will also allow for troubleshooting before the final sunsetting.

In CG-I, if you edit a note or write a new note after the 12/31 sunset date, those entries will not be included when we do the note migration. You will need to re-enter them into CG-S manually.

We will be migrating notes from the CG-I database to be live in the CG-S database sometime after 1/1/24. Until then, those notes that are live in CG-I, can only be viewed in CG-S. After the transfer (when live in CG-S), they can be edited and submitted for approval/authentication in CG-S.

To contextualize this with your questions,
- You can currently authorize and finalize your notes in CG-S, but only if they were started there.
- Notes started in CG-I are currently unable to be authorized in CG-S, only viewed.
- We would not recommend authorizing notes in CG-I (unless they are dated 6/30 or earlier). When the notes are brought over to CG-S, they will be set to Draft status no matter what because the billing header of the notes will need to be updated to meet the new DHCS CalAIM rules. (CalAIM training can be found in the ACBH Providers Website - Quality Assurance Training (acgov.org). Look for the Current Procedural Code (CPT) training section) So, if the note had been authorized in CG-I, and then migrated to CG-S as a Draft, you would have to go through the process of authorizing your notes again in CG-S.

    This applies to your staff as well.
- Only staff's new notes that were started in CG-S can be sent to you for approval in CG-S.
- Until we do the note migration, any notes started in CG-I cannot yet be submitted to you for authorization in CG-S.
- Group Notes from CG-I will only be available for editing in CG-S after the migration.

- During the migration of CG-I notes, all notes will be changed to Draft status, so would need to be authorized again after being updated to CalAIM requirements. So, we recommend waiting until after the migration to submit for approval.
- We recommend writing all notes in CG-S at this time to use the new CalAIM formats and to allow for approval/authentication whenever possible.

QUESTION: WHO CAN FINALIZE AND FOR WHICH CLIENTS – **WHILE WAITING FOR DISCHARGES IN SMARTCARE?**

ANSWER:
1. **Non-CalOMS** programs can be finalized in CG-S for clients that have registered and enrolled in SC. They can currently end enrollments as needed since they are not required to use the SUD Discharge screen. (See the Non-CalOMS section of the SmartCare billing manual)

2. **Cal-OMS Programs:**

   For new clients: After completing the Substance Use Disorders Registration document in SmartCare, which includes the Program Enrollment , then they can write notes and finalize in CG.

   For existing clients with closed episodes from InSyst and who need to be re-enrolled in SC: Complete the Substance Use Disorders Registration document, which includes the Program Enrollment in SC, so they can write notes and finalize in CG-S.

   For continuing clients who have open episodes: The enrollments should exist in SC, so they can write notes and finalize in CG-S. (We have identified that a few open episodes were not migrated. Providers need to check program enrollment to confirm the program enrollment in question has been migrated to SC. If providers find an enrollment has not migrated to SC as expected, then they should process the enrollment in SC because no additional migration is occurring.)

   For existing clients who need to be discharged and possibly re-enrolled: The SC SUD Annual/Discharge document used to discharge the Program Enrollment is still under review with the Vendor. Unfortunately, the SUD discharges cannot be completed at this time and therefore CG-S would still think the enrollment is open. Hence, they would be able to write notes and finalize in CG-S. RISK: If the enrollment dates that are ultimately created in SC do not include the service date, the services would be rejected during upload process validations

   Risk Example: a client that was originally opened June 1, 2023 but is meant to be discharged on October 1, 2023 and then re-enrolled on December 1, 2023. Without being able to discharge, it would currently look like the client has been open continuously since June 2023. Providers could write and finalize notes for this client on any date, such as November. Then assuming that the October discharge was processed in SC later, if the service date on the note is November 2023, then it will be rejected during the upload process for having a service date outside of the enrollment period.

If you have any questions, please come to the SUD Office Hours. The link is on the ACBH Providers Website

SUD Office Hours
Monday - Thursday - 2:00pm - 2:45pm
*The SmartCare implementation team will be off celebrating the holidays, **December 25th – 29th**, and **January 1st**. SmartCare Office Hours will be cancelled on these days.*
Please click the attached link to join the call.
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