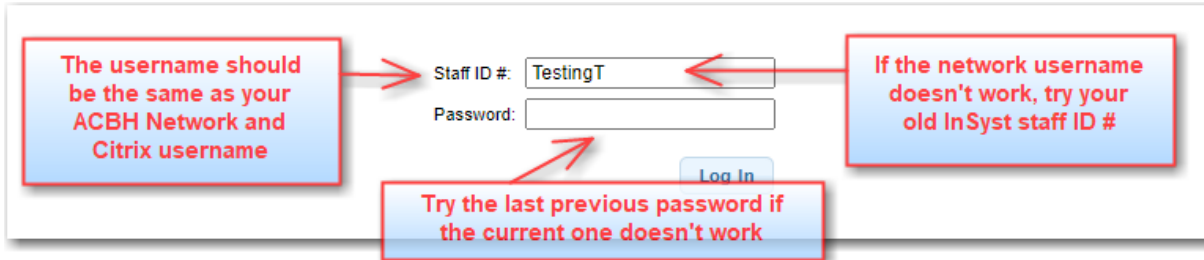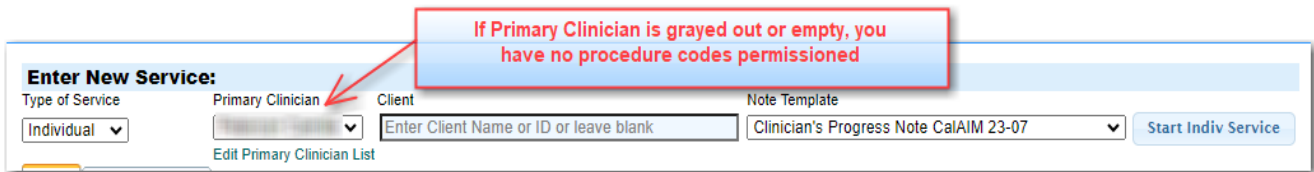**Q: I can't log in. What can I do?**

A: First try to login with your ACBH Network (Citrix) username. It is usually your last name plus a letter. If that doesn't work, try your old InSyst staff ID # for the MHS or SUD system. (SUD staff ID # was used for dual staff.) If the password is wrong, try the last previous password. If these strategies do not work, contact ACBH System Support.

Q: Can't start a note because my name isn't in the **Primary Clinician** field. This happens when you have no procedure codes allowed. You may need a staff type or a program added to your account in SmartCare and/or CG-SMC in order to get procedure codes. Contact ACBH System Support to verify that you have a staff type ("license") in SmartCare and a program in Clinicians Gateway. The staff type would transfer overnight from SmartCare to Clinicians Gateway.

Q: **What Procedure Codes can I use?**

A: Please refer to the guidance sent out by ACBH BBS and QA. If you use a code that will not be allowed according to the guidance, when the services are claimed, they will be denied. Please refer to the guidance sent out by ACBH BBS and QA to aid in choosing codes which will be allowed for claiming.

Q: I'm having trouble finding the **Principal Diagnosis** in the drop down for my notes.

A: Any user can choose one of the diagnoses from the SmartCare program enrollment listed at the top of the drop down.
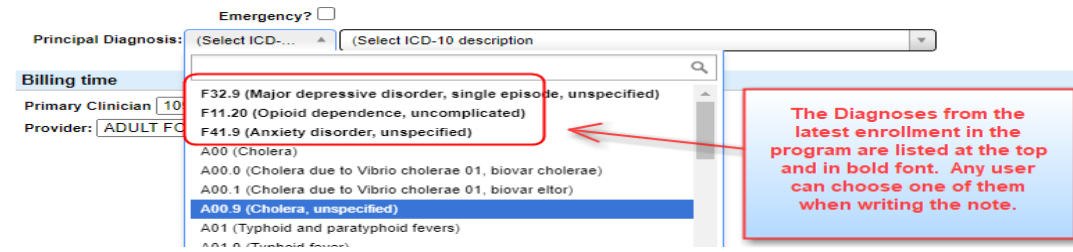
Or Start typing the ICD-10 code or the name (e.g. "F33" or "depressive") into the search box and then pick from the smaller set that is offered. You will be offered ICD-10 codes that are allowed for your staff type to choose.
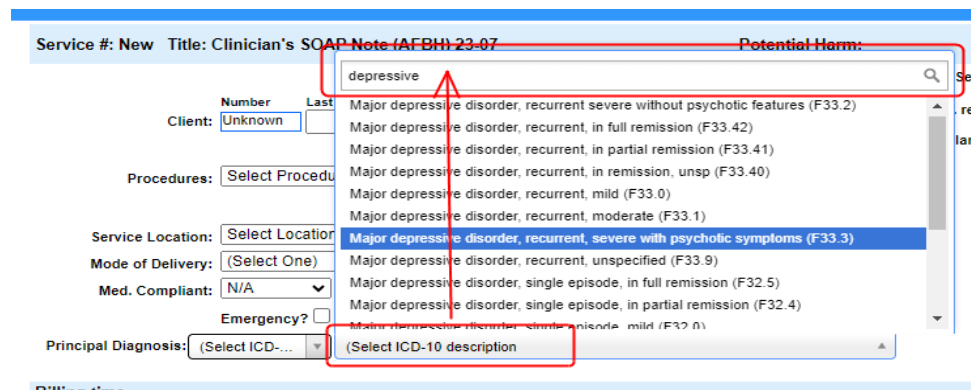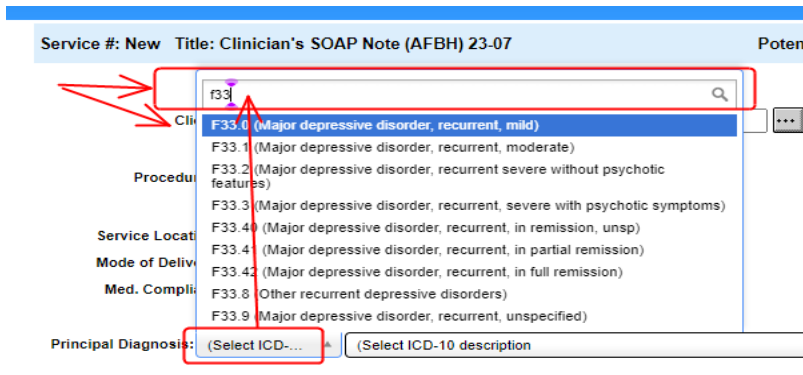
Q: Service Duration: Can I enter more than 15 minutes when using a code with a "15 minute" description?

A: <mark>Try entering a service duration larger than 15 minutes and hit Save as Pending</mark>. If more than 15 minutes are allowed, the service will save.

<mark>If more than 15 minutes is forbidden</mark>, the system will produce a <mark>warning</mark>. The note can't be pended or finalized with more time than is allowed. Utilize the Add-On Codes for the remaining service time. It could be saved as a Draft for later editing.

If more than 15 minutes is forbidden, use the Add-On Codes for the remaining service time.

Q: Group Notes won't launch the Service Time fields. How can I get the time fields to display?

A: Please **edit your group to add a "Default Provider".** Click **Save Provider**! When default provider is added to the group, the service time fields appear.

Q: Group Notes – Where can I enter the Add-On code and its duration?

A: The Add-on code and its duration field is on the individual note for each participant.

Q: **Why can't I edit the pending or draft notes** that I see in CG-SmartCare from June 2023 and earlier?

A: June 2023 and earlier historical notes are <u>viewable</u> in CG-SmartCare to aid in continuity of care. However, they can only be edited in the application where they were generated. So notes generated in CG-InSyst can only be edited in CG-InSyst. However, after the July notes are migrated to CG-SmartCare, then July notes will be editable in CG-SmartCare.

Q: **Why can't I see a new client** with the new numbers 80000000+?

A: Perhaps you are looking in CG-InSyst. New clients will only be in CG-SmartCare. Ask your support staff whether the client has been registered and enrolled in CG-SmartCare yet. Check to see if you are in CG-InSyst or CG-SmartCare.
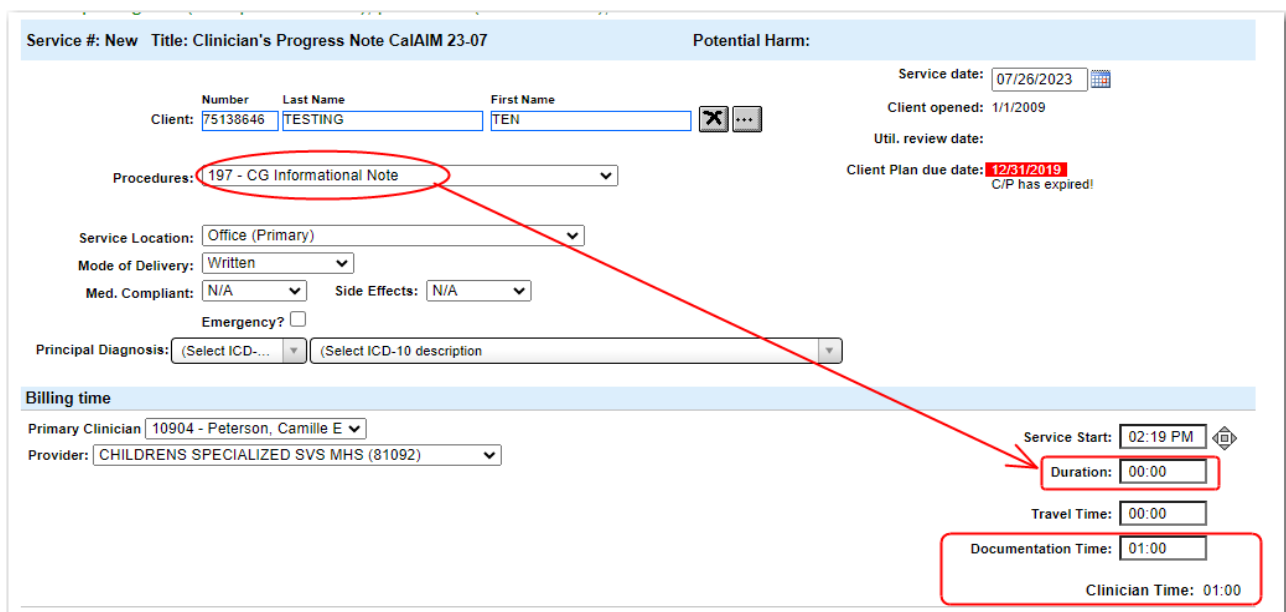
CG-InSyst has a gentle blue header. CG-SmartCare has a bold blue header.
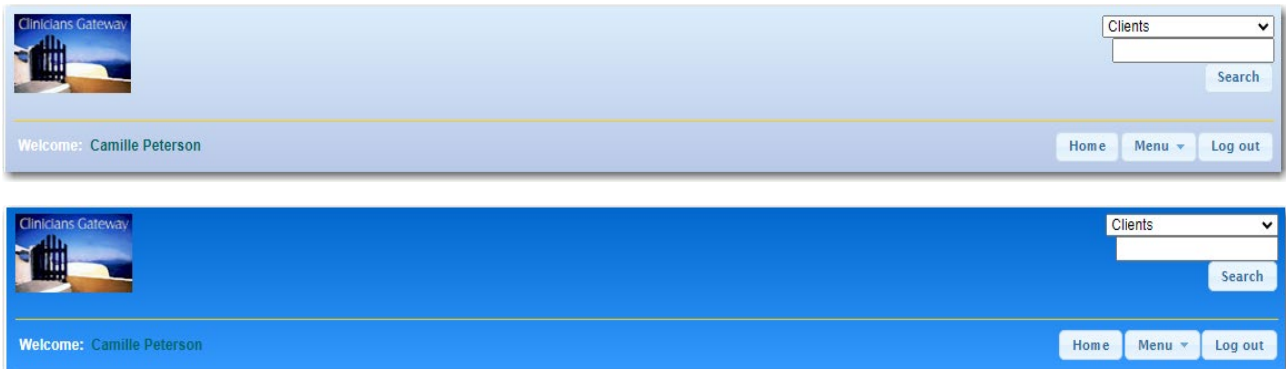
Q: **FOR COUNTY CLINICS who do MAA reporting via the Staff Log: How can I record documentation time** for my **Productivity if I document on a different day** than the face-to-face service?

A: **Users can log documentation on a second day** without the associated service procedure code, using code 197 CG Informational Only code. (For CBO's, the code 197 notes are not transferring to SmartCare, so this documentation time would not transfer into SmartCare for reimbursement reporting. Alternately, CBO's who are not using the Staff Log for MAA reporting should add documentation/travel time to the progress note that documents the service.)

Users may write a **code 197 note (0 minutes service duration) and enter time for the documentation**.

The documentation time was counted in the Statistics.

And the documentation time was included on the Daily Staff Log

Q: What Programs are my Clients Enrolled into after the SUD program roll-ups (consolidations)?

A: Look at the Client Facesheet for open enrollments. Importantly, within the SUD environment, you are only allowed to see enrollments that are in programs on your CG profile. Check your View Staff page to see the "Providers" (programs) that are assigned to your CG account.

Q: What SUD programs were consolidated?
A: Contact the BBS unit or the SUD System of Care liaison for this information.

Q: **What Add-On Codes** can I use on the Residential **Service Note Daily**?
A: The only Add-On Code is the **Child's Bed Day**.

Q: Are some Service Activities wrongly listed on the Residential Service Note Daily?
A: Yes for current regulations. DHCS has changed their guidance but we need to maintain the current choices until after the migration has occurred from CG-InSyst to CG-SmartCare. Per ACBH QA the following can be claimed separately on a Progress Note Single Service. Do not include them as services on the Service Note Daily.

- Care Coordination
- Recovery Services
- Medications for Addiction Treatment (MAT)
- Peer Support Services (existing)
- Clinician Consultation (existing)

Q: Why isn't Search and Tag working?
A: Search and Tag is database driven. It will bring back results for the notes that are live within the respective database. So notes living in CG-SmartCare can be retrieved via CG-S Search and Tag. Notes living in CG-InSyst can be retrieved via CG-I Search and Tag. The July-October notes will be moved from CG-I to CG-S so over time they will be available in different environments.