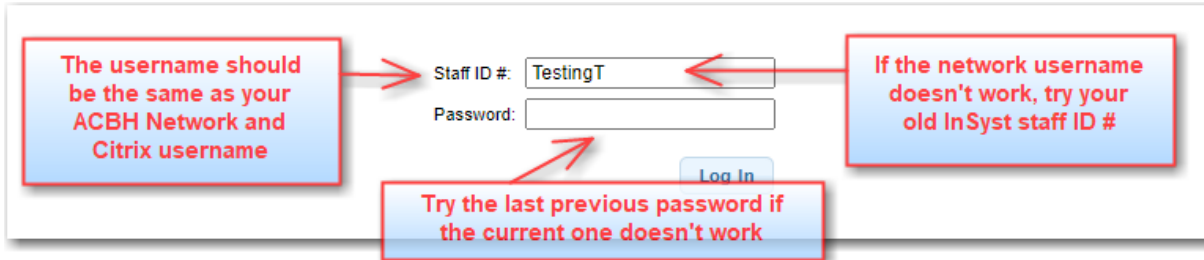
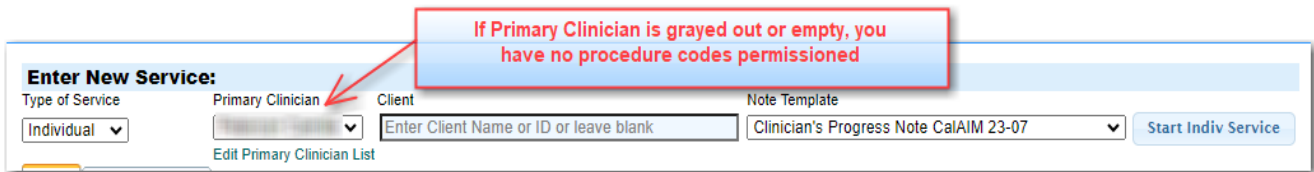


**Q: I can't log in. What can I do?**

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.



This screenshot shows the 'View Staff' page for a staff member. A red circle highlights the 'View Staff' link at the top. A red box highlights the 'Staff Type' field, which is 'Psychiatrist', with a callout: 'Staff Type and Programs can be found on the View Staff page'. Below the staff information, there are sections for 'Statistics', 'Procedures' (142 Results), and 'Providers' (52 Results). The 'Providers' table is highlighted with a red box and contains the following data:

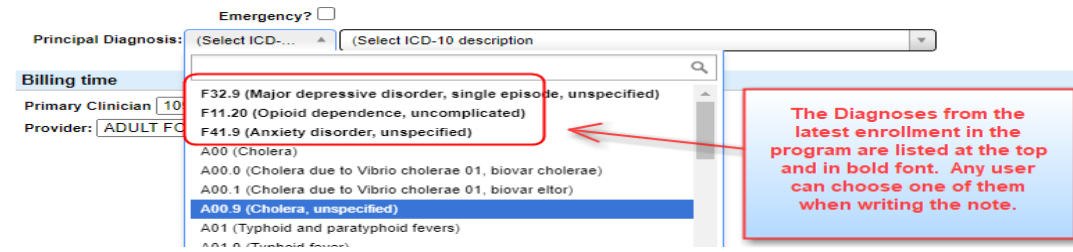
Id #	Name	Address	City, State, Zip	Phone
010620	EBCRP - Residential County	2551 SAN PABLO AV	OAKLAND, CA 94612-1159	(510) 893-3733
0106M6	EBCRP-PROJ PRIDE 3.1RES PANDMC	2545 SAN PABLO AV	OAKLAND, CA 94612-1159	(510) 446-7160
0106ME	EBCRP-PRPRIDE 3.1RES PAREN DMC	2545 SAN PABLO AV	OAKLAND, CA 94612-1121	(510) 446-7100
0106Q6	EBCRP-PROJ PRIDE 3.5RES PANDMC	2545 SAN PABLO AV	OAKLAND, CA 94612-1159	(510) 446-7160

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

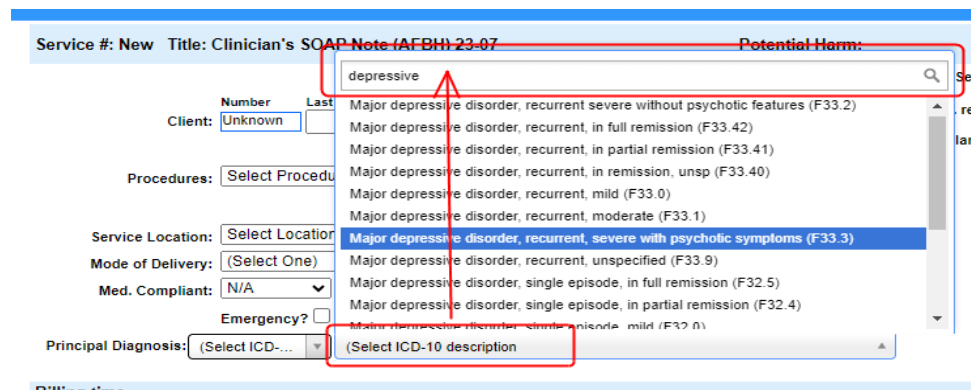
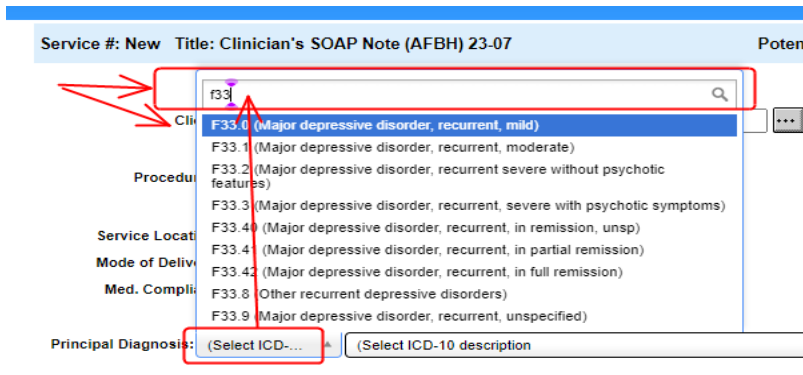
A: Please refer to the guidance sent out by ACBH BBS and QA. If you use a code that will not be allowed according to the guidance, when the services are claimed, they will be denied. Please refer to the guidance sent out by ACBH BBS and QA to aid in choosing codes which will be allowed for claiming.

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

Service #: 8010885 Title: Clinician's Progress Note CalAIM 23-07 Potential Harm:

Service date: 07/26/2023  
Client opened: 1/1/2009  
Util. review date:  
Client Plan due date: 12/31/2019  
C/P has expired!

Client: Number 75138646 Last Name TESTING First Name TEN

Procedures: H2021 Community-based Wrap-Around Svcs, per 15 min

Service Location: Office (Primary)  
Mode of Delivery: Face-to-face  
Med. Compliant: N/A Side Effects: N/A  
Emergency?

Principal Diagnosis: (Select ICD-... (Select ICD-10 description)

**Billing time**  
Primary Clinician 10904 - Peterson, Camille E  
Provider: CHILDRENS SPECIALIZED SVS MHS (81092)

Service Start: 03:50 PM  
Duration: 00:30  
Travel Time: 00:00  
Documentation Time: 00:15  
Clinician Time: 00:45

Some 15 minute codes will allow more than 15 minutes. When you Save as Pending, no warning appears. (The system will calculate the number of 15 minutes units to be claimed)

If more than 15 minutes is forbidden, the system will produce a warning. 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.

**This service cannot be saved until the following issues are resolved:**  
\* The clinicians time is more than the maximum allowed at the selected provider (15 minutes).

Service #: 8010885 Title: Clinician's Progress Note CalAIM 23-07 Potential Harm:

Service date: 07/26/2023  
Client opened: 1/1/2009  
Util. review date:  
Client Plan due date: 12/31/2019  
C/P has expired!

Client: Number 75138646 Last Name TESTING First Name TEN

Procedures: 90792 Psy Diag Eval w-medical, 15 min.

Service Location: Office (Primary)  
Mode of Delivery: Face-to-face  
Med. Compliant: N/A Side Effects: N/A  
Emergency?

Principal Diagnosis: (Select ICD-... (Select ICD-10 description)

**Billing time**  
Primary Clinician 10904 - Peterson, Camille E  
Provider: CHILDRENS SPECIALIZED SVS MHS (81092)

Service Start: 03:50 PM  
Duration: 00:30  
Travel Time: 00:00  
Documentation Time: 00:15  
Clinician Time: 00:45

When service duration exceeds the maximum allowed, a warning is triggered and the note cannot be Saved as Pending. (Drafts can be saved)

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

Number: 75138646, Last Name: TESTING, First Name: TEN

Service date: 07/26/2023

Client opened: 1/1/2009

Util. review date:

Client Plan due date: 12/31/2019

C/P has expired!

Procedures: 90791 Psychiatric Diag Evaluation, 15 min.

Service Location: Office (Primary)

Mode of Delivery: Face-to-face

Med. Compliant: N/A, Side Effects: N/A

Emergency?

Principal Diagnosis: F32.1 Major depressive disorder, single episode, moderate

Billing time

Primary Clinician: 10904 - Peterson, Camille E

Provider: CHILDRENS SPECIALIZED SVS MHS (81092)

Service Start: 03:50 PM

Duration: 00:15

Travel Time: 00:00

Documentation Time: 00:15

Clinician Time: 00:30

Add Additional Clinicians

Care Team Members: 0 Result

Add-on Codes: G2212 Prolonged E/M (each add'l 15min)

Add-On Time: 00:45

Interactive Complexity: None

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.

Enter New Service:

Type of Service: Group

Primary Clinician: Peterson Camille

Group: 244 New Group

Note Template: Clinician's Progress Note CalAIM 23-07

Start Group Service

Notes Client Shortcuts

Edit Primary Clinician List

Edit Your Groups

New Group (244)

Client # 75087772

Client Name TEST CINDYTWO

Default Provider: ADULT FORENSIC BEHAVIORAL HLTH (81142)

Save Provider

Add Clients Search 0 Results

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.

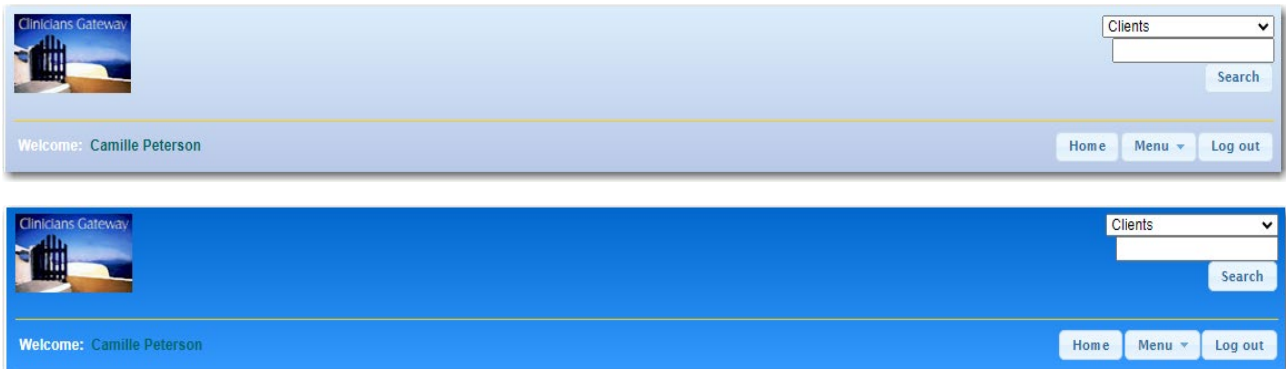
Q: **Why can't I edit the pending or draft notes** that I see in CG-SmartCare from June 2023 and earlier?

A: June 2023 and earlier historical notes are viewable 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.

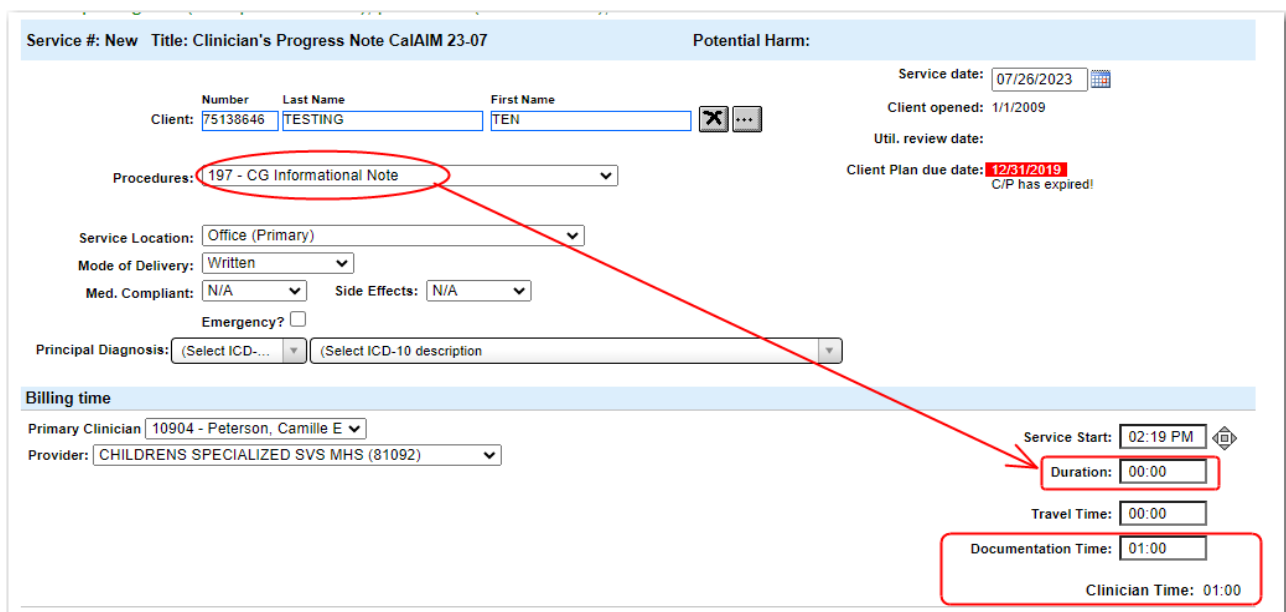
CG-InSyst has a gentle blue header. CG-SmartCare has a bold blue header.



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.**



Service #: New Title: Clinician's Progress Note CalAIM 23-07 Potential Harm:

Service date: 07/26/2023  
Client opened: 1/1/2009  
Util. review date:  
Client Plan due date: 12/31/2019  
C/P has expired!

Number Last Name First Name  
Client: 75138646 TESTING TEN

Procedures: 197 - CG Informational Note

Service Location: Office (Primary)  
Mode of Delivery: Written  
Med. Compliant: N/A Side Effects: N/A  
Emergency?

Principal Diagnosis: (Select ICD-... (Select ICD-10 description)

Billing time  
Primary Clinician: 10904 - Peterson, Camille E  
Provider: CHILDRENS SPECIALIZED SVS MHS (81092)

Service Start: 02:19 PM  
Duration: 00:00  
Travel Time: 00:00  
Documentation Time: 01:00  
Clinician Time: 01:00

The documentation time was counted in the Statistics.

Type of Service	Clinician Role	Number of Services	Average Interval	Time	Time Reporting
Individual	Primary Clinician	2	0	02:00	Enter Estimated Time: 00:00 Calculate
	Co-Clinician	0	0	00:00	
Group	Primary Clinician	0	0	00:00	Est. %
	Co-Clinician	0	0	00:00	
Indirect	Primary Clinician	0	0	00:00	
<b>Totals:</b>		<b>2</b>	<b>0</b>	<b>02:00</b>	

And the documentation time was included on the Daily Staff Log

Srv. #	Date	Type	Client #	Client Name	Reporting Unit	Procedure	Status	Approve	Time #	In Group	Approve Time
8010852	7/26/2023	Indiv.	75138646	TESTING TEN	81092 CHILDRENS SPECIALIZED SVS MHS (81092)	197 - CG Informational Note	FINALIZED	Approved	01:00	1	01:00
8010851	7/26/2023	Indiv.	75138646	TESTING TEN	81092 CHILDRENS SPECIALIZED SVS MHS (81092)	197 - CG Informational Note	FINALIZED	Approved	01:00	1	01:00

Documentation times  
2 service records on 7/26/2023 for a total time of 02:00.

ALAMEDA COUNTY Behavioral Health Care Services

### Individual Staff Log

Service Date: 7/26/2023

Svc #	Type	RU	Client #	Client Name	Procedure	Time H:M	Grp Ct	Loc	Rec.	Flags
8010852	Indiv.	81092 CHILDRENS SPECIALIZED SVS MHS (81092)	75138646	TESTING TEN	197 - CG Informational Note	01:00	1	Office (Primary)		76
8010851	Indiv.	81092 CHILDRENS SPECIALIZED SVS MHS (81092)	75138646	TESTING TEN	197 - CG Informational Note	01:00	1	Office (Primary)		

2 service records on 7/26/2023 for a total time of 02:00

I hereby certify, under penalty of perjury, that the information contained in this document is accurate and free from fraudulent claiming.

Peterson, Camille E., Admin/Clerical      7/26/2023

7/26/2023 2:24:57 PM  
ELECTRONIC PROTECTED HEALTH INFORMATION

**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.