

The Clinicians Gateway-SmartCare (CG-SC) SUD application is available for clinicians to use. **New work** can be started in CG-SC. Established clients and their enrollments (before 7/1/23) have been uploaded from SmartCare. While July-December Draft notes created in CG-InSyst are currently read-only in CG-SC, they will be available for editing/finalizing in CG-SC after migration completion.

**NEW ENTRIES**

Established clients with open enrollments: (most open episodes from InSyst were migrated to SmartCare, but providers need to check program enrollment in SmartCare to verify that a given enrollment did transfer from InSyst. If the enrollment is missing, providers can add the enrollment in SmartCare.)

- All types of new notes, treatment plans, assessments and problem lists may be written, reviewed and finalized.
- Clients ID numbers are the same.
- New e-prescribed medications will be posted in CG-SC Medication Logs, not CG-InSyst.

New Clients/New Enrollments:

- Support Staff should be registering and enrolling new clients now that SmartCare has been available. It is important to work from the oldest to the newest.
- Enrollments need to be completed in order for group notes, treatment plans, and problem lists to be completed. Partial group notes can be written for groups with a mix of enrolled and unenrolled clients.
- Before clients are added or enrolled in SmartCare, can write Individual Draft notes in CG-SC. If a client ID# is known, note it in the content.

Existing clients who need to be discharged (and re-enrolled, if applicable):

- The SC SUD Annual/Discharge document used to discharge the Program Enrollment is still under review with the Vendor. Unfortunately, SUD discharges cannot be completed at this time.
- Because the client would still be listed as open, providers could write and finalize notes in CG-SmartCare. The potential side effect is SmartCare might reject the note when service uploads begin if the service date falls outside of the client's enrollment period in SmartCare. The note would then be returned to the clinician's Pending Services list in CG-SC in Draft status for editing.

New Notes: In CG-SmartCare, new notes that can be edited have service numbers starting with 6,000,000.

**ON HOLD DRAFT NOTES**

- Draft notes from July-December in CG-InSyst will be migrated later to CG-SC, after the systems have settled down.
- Support Staff should register/enroll July-December clients ASAP so they are available when the notes are migrated.
- The migrated notes, including the clinical content, will be in Draft Status. No re-creation of clinical content will be needed.

- Once the notes have been migrated, the billing header of the notes will need to be updated to meet the new DHCS CalAIM rules and procedure codes. The differences were so major that a 1:1 correlation is not possible.
- Before migration, Draft notes from CG-InSyst are currently viewable but not editable in CG-SmartCare on the View Staff page of the note's author (service numbers are less than 1,000,000 and button is orange, see image in Historical Notes).
- After migration: Notes will then move to the Pending Services list on the author's Home page. Edit and finalize will then be possible (as indicated by the button color changed to blue).

Pending Services										28 Results
Svc #	Ser #	Client #	Client Name	Provider	Date	Template	Procedure	Sort	Reviewer	
5693039		75087772	TEST, CINDYTWO	CLINICIAN GATE...	7/3/2023	Clinician P...	CG INFORMA...	○ Draft		editable
5694676			testing, tester	CLINICIAN GATE...	7/1/2023	Refer Create		○ Draft		

## HISTORICAL NOTES from CG InSyst

- Notes from CG-InSyst have been made viewable in CG-SC for continuity of care and for the convenience of the clinicians. Staff will not need to move between CG-I and CG-SC to view old documents.

The staff can tell which system the notes belong to by the service record numbers and button color. If they start with 1,000,000 or lower and have an orange button, then the note is live within CG-InSyst. They can be edited in CG-I. If the service number starts with 6,000,000 or higher and has a blue button, then it is live within CG-SmartCare. They can be edited in CG-SC.

Draft Service Records										48 Results
Service #	Client #	Client Name	Provider	Date	Status	Template	Procedure	Type		
6000077		test, coyote	MAGNOLIA WMNS RES A...	10/10/2023	Draft	Daily Svc Cal...	3.1 RES (H0019) Reside...	Individual	●	
890575		test, test1	HORIZON 3.2 CHERRY HI...	7/13/2023	Draft	Screening	SUD ASAM InPerson Sc...	Individual	○	
820646			CITY OF FREMONT 1.0 O...	7/10/2023	Draft	Indirect	SUD TRACKING OUTR...	Indirect	○	
820648	10067802	TEST, ADAM	CLINICIAN GATEWAY TES...	7/10/2023	Draft	Progress Not...	Group Counseling	Group	○	
819225		Sly, Fox	CENTER POINT KEARNE...	7/3/2023	Draft	WM Screening	SUD CG Informational N...	Individual	○	
791909	10067802	TEST, ADAM	CLINICIAN GATEWAY TES...	5/12/2023	Draft	Progress Not...	OS Rec Srv - Group Coun	Group	○	
791910	10088032	TEST, BETTY	CLINICIAN GATEWAY TES...	5/12/2023	Draft	Progress Not...	OS Rec Srv - Group Coun	Group	○	
764116		test, test	H.A.A.R.T.- OTP CORE	3/21/2023	Draft	Walk-Ins or C...		Document	○	
726167		stallone, sylvester	CLINICIAN GATEWAY TES...	1/1/2023	Draft	Assessment ...	SUD TRACKING ALOC	Individual	○	
715604	10087955	TEST, GANDALF	CLINICIAN GATEWAY TES...	12/8/2022	Draft	Weekly Sum...		Document	○	

**We are currently looking at Friday 12/15/2023 as the last day CG-InSyst will be available to write notes for anything after 7/1/2023.**

If you have any further questions about the Clinician Gateway-SmartCare SUD application, please review the resources available on the Providers Website – Clinicians Gateway page:

- Clinicians Gateway-SmartCare FAQs at <https://bhcsproviders.acgov.org/providers/CG/docs/CG-SmartCare%20FAQ%20Tips%20and%20Tricks%202023-10-29.pdf>
- Clinicians Gateway-SmartCare Transition PowerPoint: <https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fbhcsproviders.acgov.org%2Fproviders%2F>

[CG%2Fdocs%2FClinicians%2520Gateway-SmartCare%2520Updates%25202023-10-29.pptx&wdOrigin=BROWSELINK](#)

- Contact System Support by email at [his@acgov.org](mailto:his@acgov.org) or by phone 510-567-8181

CPT Code training and code charts can be found on the Providers Website in the Quality Assurance Training page [ACBH Providers Website - Quality Assurance Training \(acbhcs.org\)](#).

We greatly appreciate your support while the team diligently works to ensure the full transition of SmartCare. For SmartCare updates, training dates, Office Hours and links, key forms, manuals, and training videos, go to: [SmartCare Site](#). For additional SmartCare information, please reference: [SmartCare and Payment Reform Quick Reference Memo](#) or reach out to our team with questions: [ACBHSmartCare@acgov.org](mailto:ACBHSmartCare@acgov.org).