alameda county
behavioral health
MENTAL HEALTH & SUBSTANCE USE SERVICES

2000 Embarcadero Cove, Suite 400
Oakland, Ca 94606
510-567-8100 / TTY 510-533-5018
Karyn L. Tribble, PsyD, LCSW

- MEMORANDUM -

DATE: September 16, 2022

TO: All Alameda County Behavioral Health (ACBH) Specialty Mental Health Services (SMHS) Providers

FROM: Torfeh Rejali, Quality Assurance (QA) Administrator   *Torfeh Rejali*

SUBJECT: **Client and Service Information (CSI) Assessment Timeliness Reporting**

_____

The purpose of this memorandum is to announce the deployment of the CSI Timeliness Assessment screens in InSyst. These screens will replace the current CSI Assessment Record Data e-Form for data entry for SMHS providers. Fee For Service providers will continue using the e-Form.

Background
CSI Assessment Timeliness Data Reporting is required for new Medi-Cal and Medi-Cal eligible clients, those who are new to the mental health plan (MHP) and, returning clients who have not received outpatient services in the MHP system within the past 12 months.

With the exception of Out of County, Therapeutic Behavioral Services (TBS), Crisis, Conservatorship, Guidance Clinic and STAT programs, Alameda County SMHS providers have been submitting timeliness data using a CSI Assessment Record Data e-Form.

New CSI Timeliness Assessment Screens in InSyst
Effective immediately, the CSI Timeliness Assessment screens in InSyst will replace the CSI Assessment Record Data e-Form. These new screens allow for a simpler, more streamlined method for entering the information. Additionally, they include built-in validation to reduce data entry errors. Some of the data is pre-populated for ease of use and data can be entered partially if needed and completed at a later time.

In addition to internal testing, ACBH partnered with a number of providers to test these new screens. Two pilots were completed, resulting in very positive feedback and providers commenting that the new screens made it much easier to enter the needed data.

Action Required
Special access is required in order to use the new CSI Timeliness Assessment screens in InSyst. Please review the attached **Onboarding Instructions** document for access instructions as well as other important details and resources. **Providers are asked to begin using these screens as soon as access is granted.**

Support
All training materials, including two recorded trainings programs related to Network Adequacy requirements and use of the CSI Timeliness Assessment screens, can be found on the ACBH Provider Website, [Quality Assurance Training page](#), under Training Handouts and Resources, section titled: *Network Adequacy Certification Tool (NACT) – Timely Access Client Service Information (CSI) Assessment Record Data Submission Training for Community Based Organizations.*

For your convenience, the links have also been provided below. Users who are new to CSI Assessment Record Data collection and requirements should review all training materials provided prior to using the new screens. Users with previous knowledge of the CSI Assessment Record Data requirements, may choose to only review the recordings noted with asterisks ** below.

1. INSYST CSI Timeliness Training Manual **

2. MHS CSI Timeliness Data Collection Form with Instructions**

3. CSI Assessment Record Data FAQ's

4. CSI Assessment Record Data Definitions

5. INSYST CSI Assessment Data Record Submission – Recorded Training**

6. Network Adequacy Certification Tool Training- Presentation Deck

7. Network Adequacy Certification Tool- Recorded Training

For questions, please contact QATA@acgov.org.