alameda county behavioral health

MENTAL HEALTH & SUBSTANCE USE SERVICES

2000 Embarcadero Cove, Suite 400
Oakland, Ca 94606
510-567-8100 / TTY 510-533-5018
From: Karen Capece, Interim Deputy Director/Plan Administrator
To: Alameda County Behavioral Health (ACBH) Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers
Date: July 3, 2023

TOPIC: SmartCare Go Live - Temporary Pause Readiness Action Steps and Go Live Resources

Memorandum

SmartCare Go Live -Temporarily Paused

As noted late on Friday, the SmartCare system implementation was paused temporarily so that some of the identified issues could be further rectified. This impacts both the **MH and SUD** systems.

Unfortunately, due to DHCS CalAIM Payment Reform procedure code changes effective 7/1/23, ACBH is unable to continue to use InSyst. As a result, in lieu of using SmartCare, providers are asked to follow the workarounds noted below. We fully expect this to be short-term and apologize for the inconvenience.

Workaround Until SmartCare Go Live

If using Clinician's Gateway, there are 2 options:

Option 1:
1. Utilize the SmartCare paper registration form to register new clients: MHS_Client_Registration or SUD_Client_Registration. Do not submit documents to ACBH. Register clients in SmartCare when available for use.
2. Use the legacy Clinician's Gateway- InSyst platform and create *DRAFT* notes for all existing, new, and unregistered clients. It is critical to save these notes as DRAFT to prevent any erroneous finalization which would lead to erroneous claiming.
3. Include the following information in your notes: Start time, Direct Service Time, Travel Time, Documentation Time, the Mode of Delivery (face to face, phone, video, written), and diagnosis specific to the service.
4. Copy/paste the notes into Clinician's Gateway-SmartCare platform (CG-SmartCare), including billing information, when the system goes live.

Option 2:
1. Utilize the SmartCare paper registration form to register new clients: MHS_Client_Registration or SUD_Client_Registration. Do not submit documents to ACBH. Register clients in SmartCare when available for use.
2. Document your notes on paper. You can use the ACBH Templates below if you prefer. There is no need to send paper copies of your notes to ACBH.
   a. ACBH Templates MH: Progress Note, Assessment, Problem List. NOTE: Although the templates were developed for Fee-For-Service providers, they can be used by all providers. Include Add-on Codes (and time for add on codes if necessary) to the Narrative section of your Progress Notes.
   b. ACBH Templates SUD: Problem List, Progress Note. The Quality Assurance team is creating specific templates for SUD providers and expects to disseminate them for use on July 5th.
3. Copy/paste the notes into CG-SmartCare, including billing information, when the system goes live.
   a. Note: To save time, MH Assessments (excludes SUD) created on paper can be scanned into LaserFiche:
      • If not billing for the assessment, the note does not have to be re-written in the CG-SmartCare platform.
      • If billing for the assessment service, a Progress Note should be created and added to the CG-SmartCare Platform, including billing information, referencing the scanned Assessment. As a reminder, after

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7/1/23, documentation time cannot be billed separately and must be included along with a billable service.

If not using Clinician's Gateway:

1. Utilize the SmartCare paper registration form to register new clients: MHS_Client_Registration or SUD_Client_Registration. Do not submit documents to ACBH. Register clients in SmartCare when available for use.
2. Complete documentation in your agency's clinical EHR, but do not enter services in SmartCare until instructed by ACBH.
3. Include the following information in your notes: Start time, Direct Service Time, Travel Time, Documentation Time, the Mode of Delivery (face to face, phone, video, written), and diagnosis specific to the service.
4. Enter the billing information into SmartCare when the system goes live.

ACBH Plan for Resolution of SmartCare Issues ASAP

ACBH is working diligently to resolve the SmartCare issues and to implement workarounds that are less burdensome for providers, including rolling out the CG-SmartCare platform as soon as possible.

Other SmartCare Information to Prepare for Launch and SmartCare Resources

Register for Training and Office Hours

If you have not already registered for SmartCare training and Open office hours, please do so immediately. Training times and registration links are posted on the QA Training page in the section titled "SmartCare End User Training (EUT) and Office Hours".

ACBH Leadership will attend the MH July 5th and SUD July 6th SmartCare trainings for support and to more fully understand the issues experienced.

As a reminder, the deadline to submit July and August services was extended to September 15, 2023.

SmartCare Resources

The SmartCare webpage on the ACBH Provider website includes a wealth of information including the following:

Recorded Trainings:

1. System Basics
2. Client Search, Client Information and Flags
3. Client Registration and Program Enrollment

Manuals:

The manuals provide information related to SmartCare Login instructions, System Basics, Client Registration, Program Enrollment, Timeliness (MHS), Diagnosis, Update/Discharge.

1. MHS SC Mini Manual Walkthrough_v.5

Alameda County Behavioral Health Care Services
A Department of Alameda County
Health Care Services Agency

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2. SUD SC Mini Manual Walkthrough_v.1

Paper Forms:

ACBH IS anticipates system bugs and issues with every new system. If Staff are unable to complete their task in the system, ensure that data is collected on paper forms.

MHS Client Data Collection Forms
- o   Client Registration
- o   Episode Update
- o   Episode ICD 10 Update
- o   Timely Access Data Tool/Timeliness Data Reporting: Data Collection Form

SUD Client Data Collection Forms
- o   Client Registration
- o   Episode Update
- o   Episode Discharge

For more memorandum updates, please visit ACBH Provider Website/QA. ACBH values and relies on provider feedback towards decision-making. Should you have questions or concerns, please email us at: ACBHSmartCare@acgov.org