


**- MEMORANDUM -**

DATE: February 7, 2024  
TO: Alameda County Behavioral Health (ACBH) Medi-Cal Providers Using Clinician's Gateway  
FROM: Camille Peterson, Information Systems Analyst   
Vanessa Baker, Deputy Director, Plan Administration  
SUBJECT: **Changes to Data Entry Values in Clinician's Gateway-SmartCare**

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The purpose of this memo is to inform providers of changes to billing data entry in Clinicians Gateway-SmartCare (CG-SC) to match requirements from SmartCare. These changes will be effective immediately and continue to be implemented over the next few weeks.

**What is changing in CG-SC**

To align the billing data entry fields in CG-SC with the SC system, users will notice changes to the duration field entries for some procedure codes.

Examples of these changes include the following:

- For Residential Day codes, users will enter "1" day in the duration field instead of "24" hours. Once the system is updated, the only acceptable value will be "1" day. An error message will alert users when the entry falls outside the allowable value.
- Many zero-minute codes (e.g. Procedure Code 197 – CG Info Only), will change from requiring "0" minutes to "1" item in the duration field. An error message will alert users when the entry falls outside the allowable value.
- Some minimum and maximum duration values will be updated for specific codes. Error messages will alert users if they fall outside the range.

Existing notes in CG-SC will be automatically updated to reflect these changes and do not need to be altered by providers.

**Next Steps**

This memo is informational only. Please alert your team regarding these upcoming changes.

**Questions and Support**

Specific questions about procedure codes can be directed to ACBH QA at [gata@acgov.org](mailto:gata@acgov.org) or the BBS unit at [Provider.Relations@acgov.org](mailto:Provider.Relations@acgov.org).

