

Memo

Date: June 20, 2024

To: Alameda County Behavioral Health Medi-Cal Specialty Mental Health (SMHS) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers utilizing Clinician's Gateway

From: Torfeh Rejali, Quality Assurance Division Director 

Subject: Errored Note Processing

This memo is to inform providers of a reference guide developed by the Information Systems and SmartCare teams that will assist in correcting notes that are identified as having errors. This information only applies to providers using Clinician's Gateway (CG).

Background

Soon, Clinicians Gateway will be transferring services to SmartCare for claiming. When CG attempts to transfer notes into SmartCare, the transfer may be blocked by SmartCare due to an identified error. Examples of errors include issues related to procedure codes, license types or dates of service. When errors are identified, the note is returned to CG for correction.

Process and Reference Guide

When notes are flagged as having an error, they are reverted to Draft status in CG and returned to the author of the note for correction. In the case of departed staff notes, they are also sent to the assigned supervisor who finalized the note.

The notes will appear in the Pending Services list in CG with an Error icon attached. The nature of the error is displayed when viewing the note. Errors may need to be corrected in SmartCare or CG.

Providers are asked to utilize the detailed [reference guide](#) that was created to assist with correcting the errors. This resource is also posted on the [Clinicians Gateway](#) page of the provider website in the Manuals and Documentations section.

Errors should be corrected and notes re-finalized as soon as possible so that they can be sent to SmartCare for claiming within the timeframes previously established.

Action Required

Please notify your teams regarding this process and the available reference guide.

For questions, please contact HCSASupport@acgov.org.