Behavioral Health Department
Alameda County Health

Memo

Date: May 31, 2024

To: Alameda County Behavioral Health Medi-Cal Specialty Mental Health Providers (SMHP) and
Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers

From: Vanessa Baker, Deputy Director, Plan Administration & SmartCare Executive Sponsor *Vanessa Baker*

Subject: SmartCare Service Completion Nightly Job

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IMPORTANT: Attention All SMHP and DMC-ODS Providers

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Important Update: On **Friday, May 31, 2024**, SmartCare's nightly Service Completion process will be enabled.

Why Does this Matter? The **Service Completion** process validates the service in **"Show"** status & checks the service for any service completion *errors or warnings*. SmartCare will run the Service Completion process on services, three days after the date of service entry. The first nightly job will process all services from July 2023 through current & then the next nightly job will process services three days after the date of service entry.

Services that have error messages or warnings will remain in "Show" status until all errors and warnings are addressed & corrected. Services that meet system setup requirements and have no validation errors or warnings, will move from a "Show" status to a "Complete" status & generate a charge record for claiming. When a service is in "Complete" status and a charge record is generated, **it can no longer be altered and/or changed.**

The first nightly job will process a large batch of retroactive services. Service completion errors must be reviewed on the Services List Page. So, providers should review & correct the errors listed below in order of service month, starting with July 2023 dates of service.

Next Steps: July 2023 dates of service errors must be reviewed & corrected immediately, in order for ACBHD to claim them accordingly & meet the State's 12 month claim timeliness regulations. All subsequent months of service should be reviewed & corrected by the 10th of the prior month. For example, August 2023 dates of service errors should be reviewed & corrected by July 10th.

SMHP Providers can review Chapter 9, page 72 in the <u>SmartCare Service Entry Mini Manual v1.1</u> for a list of potential service completion error messages & detailed instructions on how to use the "Services My Office List Page" to research & correct service errors. DMC-ODS OTP/NTP Programs can review Chapter 9, page 75 in the <u>Service Entry SUD NTP-OTP Mini Manualv1.0.</u> for a list of potential service completion error messages &detailed instructions on how to use the on how to use the "Services My Office List Page" to research & correct service errors. Service Entry training manuals will be updated on the BHD Providers website to provide more detailed instructions on how to identify services that have error messages & warnings and action steps to resolve errors.

System Performance Since the first nightly job will process a large batch of retroactive services, you may encounter system performance issues over the weekend. Please ensure to frequently save your work in case the system freezes or logs you out.

Clinician's Gateway Clinician's Gateway services will transfer to SmartCare in a few weeks, date TBD. At that time, they will be included in the nightly service completion process.

Support ACBHD is fully committed to supporting our providers. For IS/SC/CG/EHR-related questions, please contact <u>HCSASupport@acgov.org*</u> or call 510-817-0076. ***IS Contact Information has changed. Please ensure to use our updated information.**

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Please see Error Message and Corrective Action Table on the Following Page

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Error Message	Corrective Action
ICD10 Code is not valid for FY2023.	Complete a new Diagnosis document for the same period with a valid ICD10 Code. Service will pull in the diagnosis from the diagnosis document when service completion runs again, or the provider can go directly to the service detail screen and refresh the diagnosis to ensure the diagnosis gets pulled over immediately.
Billing diagnosis required for completing the service.	A valid Diagnosis document must be completed for the client for the period of the service. Services will automatically pull in the diagnosis from the diagnosis document when service completion runs again or the provider can go directly to the service detail screen and refresh the diagnosis to immediately pull in the diagnosis information and ensure it's recorded. Contact provider to complete this action. **Correction:** •Use the Documents (client) list page to research if the client has a valid Diagnosis document on file in SmartCare. •If there is a Diagnosis document on file, review the following and make updates as needed. ▪ Is the Client enrolled in the program shown on the Diagnosis Document? ▪ Review the Diagnosis Documents status and ensure the document status is signed. ▪ Review the Diagnosis Document's effective date, does it align with the Service date? •If there is no Diagnosis document on file, please enter a new Diagnosis document with the correct diagnosis information as in the client's clinical chart with the appropriate effective date. ▪ At time of enrollment use the enrollment date as the Diagnosis Documents effective date. ▪ At time of a change/update to diagnosis information use the date the information changed per the clinical staff as the Diagnosis document effective date. Refer to the SmartCare Service Entry Mini Manual v1.1 Chapter 4 for additional information.
Production Services with Status = Scheduled, Cancelled No Show or Complete. The Status Types Scheduled, Cancelled, and No Show, have been removed from the dropdown on Service Details screen. However, you may encounter these status errors if the service was entered prior to the change.	If the service should be in "Show" status, follow next steps by status type: a. Complete - leave the service in "Complete" status and moving forward, should only mark the status as "Show". b. Scheduled - Mark as "show" c. Cancelled – Mark as "error" and re-enter the service d. No Show - Mark status as "error" and re-enter the service. If the service should NOT be in "Show" status, follow next steps by status type. a. Complete - Send an email to the BBS* requesting ACBH to error the service(s) out. BBS will mark the status as "error" b. Scheduled - Mark status as "error" c. Cancelled - Mark status as "error" d. No Show - Mark status as "error" *BBS Customer Service Line - (800) 878-1313