

Memo

Date: April 12, 2024
To: Alameda County Behavioral Health Medi-Cal Providers Using Clinician's Gateway (CG)
From: Vanessa Baker, Deputy Director, Plan Administration
Subject: Guidance for Finalization of Documentation in CG-SmartCare for Departed Staff

This memo is intended to acknowledge and address the challenges of finalization of clinical documentation in the County's electronic health record (EHR) by departed staff as a result of SmartCare implementation and resulting delays. A companion resource guide accompanies this memo and is linked at the end of the document.

Background

Due to technological impacts, implementation of the SmartCare version of Clinician's Gateway (CG-S) was delayed for several months. To continue providing and documenting services, Alameda County Behavioral Health Department (ACBHD) recommended several documentation methods to providers, including the following:

1. Complete documentation in the InSyst version of Clinician's Gateway (CG-I). Once CG-S is functional, EHR developer will migrate CG-I records to CG-S (as "draft" status). The rendering provider would then correct, complete, and finalize clinical documentation in CG-S.
2. Complete paper documentation and enter documentation into CG-S once functional.
3. Maintain documentation in electronic form and enter documentation in CG-S once functional.

The processes just described are effective at documenting clinical services when the staff remain at the agency to complete and finalize documentation in the EHR. However, if staff leave an agency, they are no longer available to electronically sign "draft" documentation once CG-S is operational.

Guidance for Finalization of Departed Staff Clinical Documentation

To assist providers in completing/finalizing clinical documentation in the scenarios described above, ACBHD has developed specific guidance accessible [here](#) on the [ACBH SmartCare](#) page. Please note that if these scenarios are relevant for your agency, action is required **by no later than April 19, 2024**.

As is possible, providers should finalize clinical documentation in accordance with the timeframes established in [QA Memo 2024-13 SmartCare Launch Service Entry Deadlines](#). Please prioritize finalization of July 2023 clinical documentation as follows: 1) Notes by existing staff 2) Medi-Cal claimable notes by departed staff. ACBHD recognizes that the 4/19/24 deadline for July service entry, noted in the memo, may be challenging for finalization of departed staff documentation. If you require an extension, please contact Vanessa Baker, ACBHD Deputy Director, Plan Administration at vanessa.baker2@acgov.org. Clinical documentation that is not entered by the deadline will not be claimed to the State.

Support

ACBHD is fully committed to supporting our providers to implement the guidance described in this memo. For documentation-related questions please contact QATA@acgov.org. For IS/CG/EHR-related questions, please contact HCSASupport@acgov.org.