Agenda

Electronic Health Record (EHR) MH User Forum

Date: May 29,2025
Time: 1:00 to 2:30 PM
Location: Virtual using Zoom

Facilitator: Melony Ibarra

Scribe: Chean Chheng

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions • Zoom meeting overview • **Agencies attended:** • **Telecare** • **APCC-TWC** • **Turning Point** • **BACS** • **APSS** • **Pacific Clinics** • **Capital Star** • **Paradise Oaks** • **Hope Cooperative** • **Guiding Our Youth** • **SSYAF** • **River Oak Center for Children** • **Heartland** • **El Hogar** • **Sierra Vista Hospital** • **Well Space** • **Dignity Health** • **La Familia** • **UCD CAARE** • Avatar contract ending 6/30/25 • Do not use test clients in the live SmartCare environment, reach out to EHR Training Registration team to get access to Training environment for testing. • New Agenda Item for future User Forums: **Provider Topics -** We are providing an opportunity to discuss items that users would like to be brought to attention during our User Forum meetings. Please reach out to	Melony	1:00 PM	5 min

us with your items in advance to allow us to prepare material and subject matter experts to discuss the topics.
• Support/Training Registration and Billing Mailboxes
  ○ **Support**: BHS-EHRSupport@saccounty.gov
  ○ **Training Registration**: BHS-EHRTrainingReg@saccounty.gov
  ○ **Billing**: BHS-EHRBilling@saccounty.gov			

Medi-Cal/Medicare Claiming/Fiscal Update • How to avoid duplicates Tip Sheet can be found on the website: https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/EHR-Claiming.aspx • Claiming Status Update (Claimed through March 2025 for both Medicare and Medi-Cal) • Claims Correction Spreadsheet (CCS) Currently being completed within 8 weeks of the date submitted. Please allow us time to process these. • Medicare update • Ensure to run the program coverage report to identify address issues. • Pseudo social security numbers can be entered under custom fields and under pseudo social security numbers.	Richard	1:05 PM	10 min
ECM Claiming • SmartCare Claiming Updates • Claims have been submitted through February 2025 for Health Net and are awaiting adjudication.	Richard	1:15 PM	5 min
Other Billing/Claiming Items • When entering a client's address, make sure to select 'Home' in the drop down. If the client is homeless, it's okay to put Homeless in the address field, but make sure to use a valid city, state, and zip code. • Ensure to run the Program Coverage Report to identify address issues • Pseudo social security numbers – This can be entered in the Client Information screen under the Custom Fields tab in the pseudo social security numbers field.	Richard	1:20 PM	5 min

• Unique CCS number - Effective July 1, 2025, any CCS submitted will be assigned a tracking number. You will be getting a response that your CCS was received along with a tracking number. • New Client Merge Request Form. It's required to complete this form for merge requests. It can be found here: https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/EHR-Claiming.aspx • Billing Manual updated version 2.1 (FY24-25) and 3.0 (FY25-26) have been released from DHCS. They can be found here https://www.dhcs.ca.gov/services/MH/Pages/MedCCC-Library.aspx. Service Tables can also be found here, however there aren't any updates.			

SmartCare Support
• **Reminders**
  ○ Please reach out to us for support questions at BHS-EHRSupport@saccounty.gov
  ○ EHR Support line: 916-876-5806
  ○ Reminder to enter a location for Labs
  ○ Recommended not to use the Web Browser Password Auto fill
  ○ Notifying EHR Team and QM when staff are no longer with your program
  ○ Notifying the EHR Team when a program closes
  ○ Scanning
• **EPCS Certificate Renewals**
  ○ EPCS prescribers have started to receive renewal notices from IdenTrust.
    ▪ An email was sent out by EHR support to those that have/may receive a notice within the next few months.
    ▪ If there is a renewal email received, please reach out to bhs-ehrsupport@saccounty.gov to let us know and hold on to the email.
    ▪ We will provide a Renewal Voucher for the prescriber to get their certificate renewed.
  ○ New evidence-based practice –Individual Placement and Support and a BHS staff team called Specialty Clinicians that will show in inquiry screen.
  ○ Scanning updates – If you choose a document and do not complete the process of uploading the document into SmartCare, it still creates the image and has nothing associated with it. When scanning into My Office screen, if you
	Melony	1:25 PM	10 min

go in and use the drop-down menu and sort by "not associated". You're going to see documents that you have. There are over 30,000 documents not completely scanned into SmartCare, and they are taking up system storage. We ask that you help clean up those documents as much as possible.			
CalMHSA Timely Access Document Report • TADT should be completed for every new enrollment o This should get rid of the extra step to try and figure out if they had services in the past. • The State is reviewing this data to ensure timeliness, and we need to do our due diligence.	Dawn	1:35 PM	5 min
SmartCare Reports • Release Items • SmartCare Technical Support	John/Val	1:40 PM	10 min
CalAIM • The last Collaborative Resource Roundtable was on 5/28 Topic: Long-Acting Injectable Treatments • The next Collaborative Resource Roundtable is on 6/25 Topic: Street Medicine • Time: 12:00 – 1:00 PM • The next ECM Provider meeting is 6/5 at 9:00 A.M. • The next ECM training 6/5 @ 1:00 pm ECM inbox - bhs-ecm@saccounty.gov	Darlene	1:45 PM	5 min

Training Updates
▪ New – Need to Know section on BHS-EHR Webpage
▪ The SmartCare Technical Support section of the EHR Webpage has updated tip sheets.
• Training schedules posted through July 2025
• Slide decks updated on 4/29/25
    o MH Provider Admin
    o SUPT Provider Admin
    o Provider Service Corrections
• Training Registration for staff at a New Agency, please ensure that the program has already been set up on SmartCare before sending in training registration forms.
• Virtual Training Requirements – attendees are required to appear on camera now during attendance rollcall to ensure attendance requirement is met and credit can be given for full training.
	Kat	1:50 PM	10 min

• Optional Direct Care Staff training – Designed for Direct Care users who need additional training after completion of assigned LMS module videos and provides an opportunity to ask questions. • Next MH User Forum: Thursday, July 31st from 1:00 to 2:30 PM.			

New SmartCare Items or Issue Updates
 	
• You are now able to document AB 352 compliance with SmartCare. AB352 is a California law that adopts protections for sharing information about gender affirming care, abortion abortion-related services, and contraception. The law prohibits patient information for these protections from being shared out of state. SmartCare has added three new special population types in the Special Population screen as outlined below:
    ▪ AB352-Abortion
    ▪ AB352-Contraception
    ▪ AB352- Gender Affirming Care
    • For more information regarding AB352, see CalMHSA's webpage, https://2023.calmhsa.org/ab-352-compliance-how-to-add-new-indicators-to-a-clients-record-in-special-populations/
• Service Note Reviewers Screen – This is a client-based screen allowing users to view all service notes for a specific client which can be filtered by program(s), previous number of days notes were written, Procedure code(s) and Note status, Service
    o Error with filtering programs, previous number of days notes were written, procedure codes, and status has been resolved and should be working as intended.
• REMINDER: A CANS Discharge must be completed for all clients when they are discharged from the program
 	
• The validation errors that were occurring with the PSC-35 have now been resolved. Users will now be able to complete their PSC-35's for clients without receiving the error message that cannot be completed.
	Kristi	2:00 PM	5 min

Open Forum	All	2:05 PM	25 min

• **Safety Crisis Plan Screen –** has updated to a new screen and the name remained the same. We are awaiting a response to ensure the correct screen name and permissions are set and will follow up with a blast email.			