



# SmartCare Provider Administrative Training

# Course Content

- Inquiry
- Enroll Client into program
- Scanning(My Office)
- Client Flags
- State Reporting
- Update/Verify client coverage
- Special Population (Client)
- Diagnosis
- Client Clinical Problem Details (Client)
- Entering services
- Corrections
- Discharge Process

# Proper Use of SmartCare

- You must have permission from program to use away from agency
- Do not access over unsecure Wi-Fi or in a public area
- Always protect client information
  - Health Insurance Portability and Accountability Act (HIPAA)
- Username and Passwords
  - Provides access into SmartCare
  - Contains user's specific classification and permission levels for access to screens, list pages, and reports
  - Do not let anyone work under your username
  - Do not share your password with anyone, including the EHR Team

# Proper Use of SmartCare Continued

## ➤ Forgotten Username or Password

- If you have forgotten your password, click on the “Forgot Password” link. If you continue to have trouble logging in call our support line to reset your password. Password resets must be done over the phone
- If you have forgotten your username, your authorized approver will need to send an email to training registration requesting your username

# Accessing SmartCare

SmartCare is an internet browser-based application

- It can be used on the following internet browsers
  - Microsoft Edge
  - Google Chrome
  - Firefox
- SmartCare is NOT compatible on the following internet browsers
  - Safari
  - Internet Explorer

# SmartCare Webpage

<https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/Avatar.aspx>

- Behavioral Health Services (BHS) - Electronic Health Record (EHR) Team Contact Information
- Meeting Information
  - Mental Health and Substance Use Prevention and Treatment (SUPT) User Forum schedule and minutes
- SmartCare
  - Launch SmartCare
  - California Mental Health Services Authority (CalMHSA) Training Resources
  - Sacramento County Training Resources
- Quality Management Resources

# Part 1 - Client Inquiry and Data Entry

- Inquiry
- Disposition an Inquiry
- Enroll Client into a Program
- Treatment Teams
- Client Information
- Scanning
- Client Flags

# Inquiry Information

- Inquiry screen allows staff to document request from a client including a request for services
- If the person is only requesting information, you can log the interaction without the need to create a client ID in SmartCare
  - The requested information will be stored in SmartCare for future reference
- Only Clinical staff should determine the disposition of an inquiry
  - Admin staff can enter the disposition on behalf of clinical staff
- Please see Provider inquiries Tip Sheet on our webpage for tips on how to complete an inquiry
  - <https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/EHR-Training.aspx>

# Enrolling a Client into a Program

- Once you've saved an Inquiry, a new client ID can be created by selecting the button to "Link/Create Client"
  - When linking the new client, the name, SSN, and DOB will pull forward to the screen. You'll need to click on the following search buttons in order to enable the New Client button to become enabled
    - Broad Search
    - SSN
    - DOB
- Once the new client has been created you can then enroll them into a program
- Search "Client Programs (Client)" to enroll the client into a program
- The client must have a client ID created prior to enrolling

# Treatment Team (Client)

- This screen is used to track staff assigned to a client's care
- The Treatment Team list page can be used to see the client's treatment team from other Mental Health(MH) programs
  - SUPT providers can only view the treatment team for client's enrolled in their own program
- Discharging a client from a program won't automatically deactivate all treatment team members associated with that program. If the client has been discharged from your program but is still showing up on your caseload, go into the Treatment Team screen and see if you're still listed as active
- If you are still listed as active on the Treatment Team list page, follow the steps to add an end date and deactivate yourself from the treatment team by following the steps in the link below:
  - <https://2023.calmhsa.org/how-to-view-whos-on-the-clients-treatment-team/>

# Client Information (Client)

- If any demographic information needs to be added or changed after creating the inquiry, you can do that here
- You are able to add contacts or aliases for the client if needed
- Verify the client address is entered properly

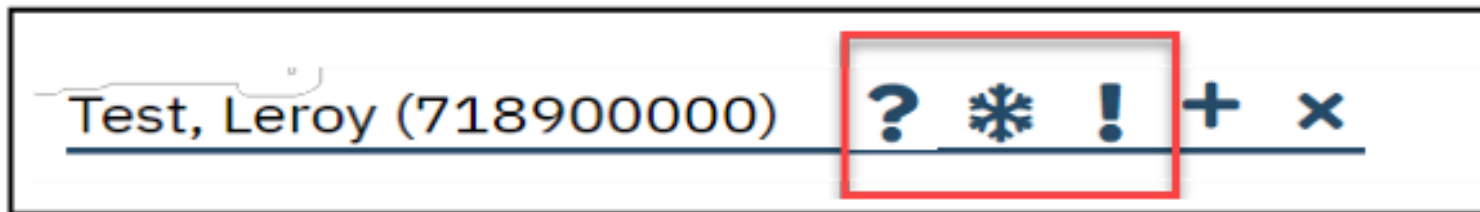
# Scanning (My Office)

- Used to view scanned documents
- Used to scan new documents
- How to batch scan
- How to delete a scanned document

# Client Flags (Client)

- Client Flags alert users with critical beneficiary support information. An icon which corresponds to the Client Flag will show up in the client header
- For more detailed instructions please refer to the Client Flag tip sheet located on our webpage:
  - <https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/EHR-Training.aspx>

Once a client has been enrolled in a Client Flag, the icon(s) will be visible in the client's header.



# Part 2 - State Reporting

- Mental Health Providers
  - CSI Overview
  - CSI Standalone Collection
  - CSI Summary Report
- SUPT Providers
  - CalOMS Information

# Client Service Information (CSI) Overview

- Collected as a State mandated reporting requirement for mental health service providers
- There are different levels of CSI that are captured through SmartCare
  - Anytime you see (CSI) on a form you need to make a selection or entry.
- Please watch the CalMSHA training video posted in the Billing Documentation section of CalMSHA's webpage
  - To see a demonstration of the CSI screens, click on link below.
- <https://2023.calmhsa.org/billing-documentation/>

# California Outcomes Measurement System (Cal-OMS)

- Cal-OMS is California's data collection and reporting system for Substance Use Disorder (SUD) treatment services
- Only SUPT Programs are required to report Cal-OMS data
  - NOTE: Recovery programs are not required to submit Cal-OMS data
  - Please see CalOMS Tip Sheet on our website provided below
    - <https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/EHR-Training.aspx>

# CalOMS Information

- Cal-OMS Admission form must have all fields and sections completed in accordance with Department of Health Care Services (DHCS) requirements
- Keep in mind enter to all the information that you have and make it as complete as possible
- Please watch the California Mental Health Services Authority (CalMSHA) training video posted in the Billing Documentation section of CalMSHA's webpage
- When changing Level of Care (LOC) within the same agency, it's not necessary to enter a new CalOMS. However; if they are transferring to a different agency through a change in LOC, then the new agency is required to enter a new CalOMS
  - To see a demonstration of the CalOMS screens, click on link below:
    - <https://2023.calmhsa.org/billing-documentation/>

# CalOMS Annual Update/Discharge

- If your client's CalOMS admission was completed in Avatar, you will need to follow the step-by-step Tipsheet posted on our webpage
- SUPT providers must complete the CalOMS Update/Discharge prior to the Discharge
- Please see the tipsheet below:
  - [CalOMS Tip Sheet.pdf \(saccounty.gov\)](#)

# Part 3 - Coverage

- Client Eligibility
- Coverage

# Verifying Coverage

- It is important to verify medical coverage for scheduled and unscheduled clients
- There are several ways to verify Medi-cal, Other Health Care (OHC) and Medicare coverage allows users to check for OHC and Medicare coverage
- Please watch the CalMSHA training video posted in the Billing Documentation section of CalMSHA's webpage
  - To see a demonstration of the Coverage screens, click on link below:
    - <https://2023.calmhsa.org/billing-documentation/>

# Coverage Information

- Coverage is client based
- Each Payor is a Plan in SmartCare
- The start and end dates of a plan must include the dates the client is open to your program
  - These dates may have been previously entered by another agency where the client received services.
- Do NOT remove a plan because the client may have that coverage with a different program
- When entering the insurance ID for Medicare Part B, please enter it in both the Insurance ID and Medicare Beneficiary ID field.
- Important: Make sure you update the Plan Time Span section of the Coverage screens
  - Note: Billing will not claim if this section is not complete

# MH Coverage Plan Order

- Other Health Care (OHC)
- MediCare
- Medi-Cal MH
- Managed Care Plan payors
- MH County Funds payor

# SUPT Coverage Plan Order

- Other Health Care (OHC)
- MediCare
- Medi-Cal DMC
- Managed Care Plan payors
- ADS DMC County Funds payor

# Report Information

- Sacramento has created reports specific to our County.
  - In SmartCare if you search for (SAC) then reports available to your role will display
  - A list of reports that have been released on our Department Health Services (DHS) Behavioral Health Services (BHS) Electronic Health Record (EHR) webpage under Technical Support
    - Please refer to our List Pages and Reports Tip Sheet on our website listed below:
      - <https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/EHR-Training.aspx>

# Program Coverage Report (SAC)

- The report displays current open enrollments with first 4 current Payors

## Program Coverage Report

Current Open Requests/Enrollments with First 4 Current Payors

Client ID	Client Name ↕	Enrolled ↕	Cov1 ↕	Cov2 ↕	Cov3 ↕	Cov4 ↕
			Medi-Cal MH 91234567F	Managed Care-Aetna (601) 94567812A	MH County Funds 12345	

Version 8/24/23

# UMDAP Financial Assessment (MH Only)

- UMDAP - Uniform Method to Determine Ability to Pay
- When a client is eligible for UMDAP, you will need to end date some of the coverage plans depending on what payors your client has.
- An UMDAP will not be required for a client/family with:
  - Full Scope Medi-Cal
- An UMDAP will be completed for client/family under the following circumstances:
  - Indigent/Self Pay
  - Medicare Only
  - Private Insurance Only
- **NOTE: QM provides UMDAP training which includes the Fee Waiver process.**
- Please watch the CalMSHA training video posted in the Billing Documentation section of CalMSHA's webpage.
  - To see a demonstration of the UMDAP screens, click on link below.
    - <https://2023.calmhsa.org/billing-documentation/>

# UMDAP Coverage Update (MH Only)

- The Medi-Cal MH, Managed Care Plan Payors and MH County Funds Payor should all be ended if the client has UMDAP
- Keep OHC and Medicare active

# Part 4 - Supplemental Data

- Special Population Tracking
- Emergency & Pregnancy Indicators
- Client Clinical Problem Details (Client)

# Special Population Tracking

- When should you use the Special Population form?
  - When you are serving any clients that are apart of the following populations:
    - Foster Care: Living in or has lived in an out of home placement based on a court order for placement
    - Katie A : A lawsuit settlement after the death of a foster care child. The following 2 services resulted after the lawsuit.
    - IHBS: Intensive Home-Based Services
    - ICC: Intensive Care Coordination
- Why is it important to have accurate Start and End Dates?
- Coordinated care is imperative for the accuracy of these start and end dates and it is best practice service delivery for these populations of consumers who are involved in multiple systems
- Please refer to the Clinical Documentation section of CalMSHA's webpage.
  - To see a demonstration of the Special Population Tracking screens, click on link below:
    - <https://2023.calmhsa.org/clinical-documentation/>

# Pregnancy Indicator

- Medi-Cal requires providers to use a pregnancy indicator to specify when services are provided to a pregnant client
- In the Client Clinical Problem Details (Client) screen use SNOMED Code 248985009 (F34.90) to indicate the client is pregnant
  - Note: Don't forget to add an end date when the client is no longer pregnant. End date still the 365 days post birth.
- Please watch the CalMHSA training video for a demonstration posted in the Clinical documentation section of the CalMHSA webpage at the following link:
  - <https://2023.calmhsa.org/billing-documentation/>

# Client Clinical Problem Details (Client)

- The SNOMED code is entered by direct staff. The Problem Details list allows providers to enter in that information
- Please refer to CalMSHA User Guide below:
  - [SmartCare-Clinical-Documentation-User-Guide-5.8.23.pdf \(calmhsa.org\)](#)

# Part 5 - Billing

- Diagnosis
- Services (Client)
- Batch Services(Client)
- Service Corrections

# Diagnosis

- All clients must have an active DSM-5/ICD-10 Diagnosis entered that covers all dates of service in your program
- Some administrative staff enter Diagnosis on behalf of direct care staff
- The diagnosis permission is granted based on classification or by special request
  - For staff who are entering on behalf of a diagnosing practitioner. In the Source field of the Diagnosis screen, enter the diagnosing practitioner's name and professional classification
- Please refer to the Diagnosis tipsheet on our website:
  - [BHS EHR Training & Schedule \(saccounty.gov\)](https://www.saccounty.gov/ehrt/training)
- Additional resources are available on CalMHSA's website:
  - <https://2023.calmhsa.org/?s=diagnosis>

# Important facts about Diagnosis

- Without a diagnosis the services will not show up on your invoice for the county
- Required for **all** services
  - Effective dates should cover the dates of service
- The diagnosis must be entered in the program you are providing services
- The diagnosis must be signed

# How are Services Entered?

## Batch Services Entry (My Office)

Batch Service Entry

07/26/2023 All Programs Staff Name All Procedure Groups Apply Filter

Client Preference  M  TU  W  TH  F  Also Include Complete/Show Services for the day  Only Show Clients Seen In Last 90 Days

Last Name Begins With Last Name Begins With... Organizational Hierarchy

Default Values

Staff Procedure Code Time In Time Out Dur. Location

Staff Name

Admin staff use Batch Service Entry (my office) to enter multiple Services for multiple days and multiple clients.

## Services (Client)

Service Detail Billing Diagnosis Authorization(s)

Service

Client... Test Entry Status Show Start Date 09/14/2023 Program

Procedure Start Time Face to Face Time 0.00

Clinician Name End Date

Location Attending Referring

Client was present Other Person(s) Present Cancel Reason

Group... Charge \$0.00 Balance Rate ID

Admin Staff use Services (client) to enter Individual service(s) if an agency has their own EHR system and needs to enter Services into SmartCare. SmartCare user may use this to enter new Services for replacements.

## Service/ Note (Client)

Progress Note

Effective 09/14/2023 Status New Author Owens, Shalina

Service Note Billing Diagnosis Warnings

Service	Note	Billing Diagnosis	Warnings
Service			

Used by direct care staff to document and create services for a client.

## Service Import

	ClientId	ClinicianId	ProcedureC	LocationId	DateOfService	EndDateOf	FaceToFace	TravelTime	Documenta	AttendingI	ReferringI
1											
2			93	14	8/3/2023 14:10		50	20	5		
3			93	14	8/1/2023 13:30		60	0	5		
4			105	14	8/1/2023 14:35		55	48	9		
5			93	13	8/1/2023 08:30		58	0	6		
6			73	13	8/1/2023 07:55		26	0	8		
7			105	11	8/1/2023 10:00		26	0	4		
8			105	14	8/1/2023 10:05		30	0	2		
9			105	3	8/1/2023 08:42		20	0	4		

Service import allows providers who use their own EHR the ability to import all of their monthly services.

# Batch Service Entry (My Office)

- Batch Service Entry allows you to enter multiple services at one time
  - Multiple clients at the same time
  - Multiple days for one client
  - Multiple services for individual client for the same day
- Please refer to CalMSHA's tip sheet for Batch Service Entry screens, click on link below:
  - <https://2023.calmhsa.org/how-to-enter-a-batch-of-services/>

# Overnight Job

- What is an Overnight Job?
  - Overnight Job validates the services that are entered into SmartCare
  - It will assign a service status: Show or Complete
    - Complete: Means the services is ready to be claimed
    - Show: Means there maybe some issues with the service

# Service Status Descriptions

- **Cancel** - Shows the appointment was cancelled
- **Complete** - Service(s) validated after the overnight job
- **Error** - Prevents a services from claiming out
- **Scheduled** - The service was scheduled via the Calendar but has not occurred
- **No Show** - The client or staff did not show for the appointment
- **Show** - The service occurred

# Service Corrections


- Changes can be made prior to services being claimed
- Changes can be made if the service is in a Show or Complete status
- Only administrative staff can make changes to a service

# Resources to find Services needing Corrections

- View the Service Needing Attention Widget
- Run Services (My Office) list page
- Possible issues to look for:
  - Financial information has not been complete for the client
    - Refer to the Client Account Screen
  - Billing Diagnosis required before completing the services
    - Run Services Diagnosis Error (Sac) (My Office) report
  - Unable to find matching rate for the selected procedure
    - Reach out to the EHR Billing team- [BHS-EHRBilling@saccounty.gov](mailto:BHS-EHRBilling@saccounty.gov)

# Services Needing Attention Widget

- On the SmartCare dashboard you will see a widget called Services Needing Attention
  - This widget will display all of the errors within a note or services that need correcting

Services Needing Attention 	
Total of 'Show' charges: \$ 1272.43	
<a href="#">View All</a>	<a href="#">15</a>
Billing diagnosis required for completing the service	<a href="#">13</a>
Financial information has not been completed for this c...	<a href="#">10</a>
Unable to find a matching rate for the selected procedu...	<a href="#">10</a>

# Service Needing Attention Widget continued

- After selecting all in the Services Needing Attention Widget, My Service list page will display all of the clients, services and warnings to correct

My Services (15)

All Clients All Statuses All Procedures All Programs **Apply Filter**

Custom Date From To **Services With Errors**

Only include Services with Add On Codes Staff **Organizational Hierarchy...**

Client	Auth	DOS	Procedure	Units	Program	Status	Staff	Group Name	Comment	Cancel	Warnings	Add On Codes	Attach
<a href="#">Test, Billy (1069)</a>		<a href="#">09/08/2023 11:00 AM</a>	Psychothe...		Turning P...	Signed	Owens, Shalina				Billing diag.		
<a href="#">Test, Jamie (1206)</a>		<a href="#">09/08/2023 10:00 AM</a>	Psychothe...		BACS-OP C	Signed	Owens, Shalina				Financial in		
<a href="#">Test, Bell (1046)</a>		<a href="#">09/08/2023 09:00 AM</a>	Mental He...		El Hogar...	Signed	Owens, Shalina				Billing diag.		
<a href="#">Test, Bell (1046)</a>		<a href="#">08/29/2023 09:00 AM</a>	Care Mana...		FFS-Adult..	Signed	Owens, Shalina				Unable to fi		
<a href="#">Test, Lawrence (1086)</a>		<a href="#">07/25/2023 09:00 AM</a>	Housing P...		APCC-TWC	Show	Owens, Shalina				Unable to fi		
<a href="#">Test, Debra (1103)</a>		<a href="#">07/25/2023 09:00 AM</a>	Housing P...		APCC-TWC	Show	Owens, Shalina				Financial in		
<a href="#">Test, Benjamin (1148)</a>		<a href="#">07/25/2023 09:00 AM</a>	Housing P...		APCC-TWC	Show	Owens, Shalina				Unable to fi		
<a href="#">Pan, Peter (1024)</a>		<a href="#">07/25/2023 09:00 AM</a>	Housing P...		APCC-TWC	Show	Owens, Shalina				Financial in		
<a href="#">Day, Jessica (1009)</a>		<a href="#">07/25/2023 09:00 AM</a>	Housing P...		APCC-TWC	Show	Owens, Shalina				Financial in		
<a href="#">Test, Marg (1137)</a>		<a href="#">07/18/2023 09:00 AM</a>	Group Tra...		APCC-TWC	Show	Owens, Shalina				Financial in		
<a href="#">Test, Brit (1186)</a>		<a href="#">07/18/2023 09:00 AM</a>	Group Tra...		APCC-TWC	Show	Owens, Shalina				Financial in		
<a href="#">Knotts, Don (1080)</a>		<a href="#">07/18/2023 09:00 AM</a>	Group Tra...		APCC-TWC	Show	Owens, Shalina				Financial in		
<a href="#">Day, Jessica (1009)</a>		<a href="#">07/18/2023 09:00 AM</a>	Group Tra...		APCC-TWC	Show	Owens, Shalina				Financial in		
<a href="#">Test, Barry (1041)</a>		<a href="#">05/16/2023 09:00 AM</a>	Alcohol &...		BACS-CWC	Show	Owens, Shalina				Financial in		
<a href="#">Test, Barry (1041)</a>		<a href="#">05/15/2023 09:00 AM</a>	Hypnother...		BACS-CWC	Signed	Owens, Shalina				Financial in		

# Services(My Office)

- Run the Services (My Office) list page to view the Failure to Complete Reason(s):

Services (168) Select Action ★ ★

All Services ▼ **Show** ▼ Include Do Not Complete ▼ All Programs ▼ Financial Assignment... ▼ **Apply Filter**

All Locations ▼ All Procedure Codes ▼ All Clinicians ▼ All Service Entry Staff ▼ All Service Areas ▼

Service Id  Entered From  ▼ Entered To  ▼ **DOS From** 09/01/2022 ▼ **DOS To** 09/30/2023 ▼

Include Services created from Claims  Only include Services with Add On Codes  Only show Non-Billable Services  Show Only Active Clients

Client Name  **Organizational Hierarchy...**

**Select:** All, All on Page, None

Client Name	DOS	Units	Charge (Rate Id)	Procedure	Status	Clinician	Program	Location	Comment	Failure to Complete Reason(s)
	<a href="#">08/29/2023 9:00 AM</a>			Care Management Se...	Show	Owens, Shali...	FFS-Adult O...	Office		Billing diagnosis req...
	<a href="#">08/22/2023 11:30 PM</a>		40.00 (22)	Crisis Intervention S...	Show	Duthler, Kristi	APSS-SAC-E...	Office		Financial informatio...
	<a href="#">08/22/2023 10:00 AM</a>		147.90 (1...	Community-Based W...	Show	Trainer, Four	BACS-OP CO...	Telehealth - ...		Must have a signed ...
	<a href="#">08/22/2023 8:00 AM</a>		1309.29 (...)	Psychotherapy for Cri...	Show	Duthler, Kristi	APSS-SAC-E...	Office		Financial informatio...
	<a href="#">08/22/2023 12:00 AM</a>			Engagement	Show	Duthler, Kristi	APSS-SAC-E...	Office		Unable to find a mat...
	<a href="#">08/08/2023 3:00 PM</a>			Housing Plan Develo...	Show	Draper, Ama...	BACS-CWC C...	Office		Unable to find a mat...

# Failure Reason: Financial information has not been complete for the client

- Double check the Client Account screen please see screenshot below

Client Account

**Overview** Charge/ Payment Summary

#### Account Information

Client Name	Test, Entry
Financially Responsible	<a href="#">Test, Entry</a>
Current Client Balance	\$0.00
Unpaid Services	<a href="#">\$0.00</a>
Unposted Payments	\$0.00
Last Statement Sent	
Payment Arrangement Amount	0
Client Fund Balance	0

#### 3rd Party Payer Information

Plan	Balance	Unbilled Amt	>90 Days	Flagged
<a href="#">Blue Cross - Van Nuy...</a>	<a href="#">\$19,319.53</a>	<a href="#">\$19,319.53</a>	<a href="#">\$0.00</a>	

#### Payment History

Last 30 Days  Show Client Payments Only

Payer	Date	Amount	Check#	Unposted Amount
-------	------	--------	--------	-----------------

Internal Collections

External Collections

Don't Send Statement

Reason

Financial Information is Complete

#### Accounting Notes

# Services Diagnosis Error (Sac) Report

- If you see a failure reason that says Billing Diagnosis Required run the Services Diagnosis Error (sac) report to find the diagnosis error and make the necessary corrections in the Diagnosis Document (client) screen

## Service Diagnosis Errors



T [REDACTED]

Program Name	Client Name	clientid	Error Type	First Problem Service	First DX
[REDACTED]	[REDACTED]	[REDACTED]	First DX Effective Date AFTER Date of Service	7/1/23	7/26/23
[REDACTED]	[REDACTED]	[REDACTED]	NO DX in Program of Service	7/19/23	
[REDACTED]	[REDACTED]	[REDACTED]	DX on file is not signed	7/21/23	7/21/23
[REDACTED]	[REDACTED]	[REDACTED]	First DX Effective Date	8/3/23	8/5/23

# Service Corrections

- Services in Show status

- Duration / Unit

- Face to Face time

- Documentation

- travel

- Location

- Mode of delivery

- Service date

- Service time

- Program

- Procedure

- Clinician name \*\*\*

- Services in Complete status

- Duration / Unit\*\*\*

- Face to Face time

- Documentation

- Travel

- Location

- Mode of delivery

- Service date

- Service time

- Program

- Procedure\*\*\*














# Service Corrections Cont.


- Complete status
  - If changes are made to the Duration / Unit then email billing team to regenerate the charge
    - BHS-EHRBilling@saccounty.gov
      - Procedure Code
      - Can only change if the associate note is the same as the original
      - Please see Procedure Manual from QM

# Service Correction cont.

## Changing procedure codes-

- SmartCare allows you to change a procedure code in certain situations
- If you receive the error below you are not able to make this change
  - If the service hasn't been claimed the support team is able to error the original procedure and move the note to a copied procedure which will allow you to change the procedure
  - Email [BHS-EHRsupport@saccounty.gov](mailto:BHS-EHRsupport@saccounty.gov) with the following information
    - Client ID
    - Program Name
    - Date(s) of Service
    - Original procedure code
    - Duration of the service provided
    - Practitioner

Service Detail Regenerate Charge             

 You can not set a Procedure code which is associated with a different Associated Note Id

**Service Detail** | Billing Diagnosis | Authorization(s)

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### Service

Client...	Test, Entry	Status	Show	Start Date	09/22/2023	Program	xxxxSe
Procedure	TCM/ICC	Modifier...	Start Time	9:00 AM	Face to Face Time	50	
Clinician Name	Saldivar, Sarah				End Date	09/22,	

# Important Information Regarding a Discharge

- When client's treatment has ended or based on QM requirements for your program
- Make sure that all of the required elements are completed before completing the discharge
- Be sure to choose correct program
- Please watch the CalMSHA training video posted in the Billing Documentation section of CalMSHA's webpage
- SUPT providers must complete the CalOMS Update/Discharge prior to the Discharge
- To see a demonstration of the Discharge Summary screens, click on link below
  - <https://2023.calmhsa.org/clinical-documentation/>

# Discharge Information Continue

- When choosing a discharge reason please refer to the Discharge Option document provided by Quality Management (QM)
  - <https://dhs.saccounty.gov/BHS/Documents/Provider-Training/dischargeoptions.pdf>

# How can I get additional help?

- **CalMHSA LMS Trainings-** CalMHSA has provided many training videos and materials on their webpage <https://2023.calmhsa.org/>. There are interactive training videos as well as training guides which can be printed out and referenced
- **BHS EHR Team** can be contacted by e-mail and phone.
  - E-mail: [BHS-EHRsupport@SacCounty.gov](mailto:BHS-EHRsupport@SacCounty.gov)
  - Phone: 916-876-5806.

# Additional Support

- **BHS EHR Training-** Contact for training registration or account updates
  - [bhs-ehrtrainingreg@saccounty.gov](mailto:bhs-ehrtrainingreg@saccounty.gov)
- **BHS EHR Billing-** Contact for billing or claiming questions
  - [BHS-EHRBilling@saccounty.gov](mailto:BHS-EHRBilling@saccounty.gov)
- **Quality Management-**Contact for documentation questions
  - [QMInformation@saccounty.gov](mailto:QMInformation@saccounty.gov)
- **Quality Management Staff Registration-**Contact for license updates
  - [DHSQMStaffReg@saccounty.gov](mailto:DHSQMStaffReg@saccounty.gov)

