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DMC-ODS Provider Meeting July 12, 2023



Agenda

- Welcome and Introductions
- Provider and County Updates/Announcements
- Update and Q&A: Electronic Health Record Update
- Adjourn

Updates and Announcements

Provider Updates/Announcements

County Updates/Announcements

- DHCS Information Notices:
 - [BHIN 23-024](#): Treatment Perceptions Survey – Please Save the Date (October 16-20, 2023)
- Questions/Feedback/Next Steps – FY 2023-24 Contract Renewal
- Follow-Up: Provider Collaboration Discussion
 - Late Afternoon Social Gathering – Please Complete the [Doodle Poll](#) by 7/25
 - Self-Care Lunch and Learn Session (to be scheduled)

Update: Medi-Cal Eligibility Re-determinations

Who:

- Public Assistance (PA) Contact for SUD Providers: **Peter Funk** (pfunk@marincounty.org)

What:

To assist with continuous Medi-Cal coverage given return to regular Medi-Cal rules, this pilot was developed to provide a direct point of contact in PA for SUD Providers to inquire about Medi-Cal, including:

- Ascertaining eligibility status (active, denied, discontinued, pending)
- Troubleshooting Intercounty Transfer issues
- Troubleshooting Managed Care and access to care issues
- Receiving change reports for Medi-Cal eligibility, including but not limited to redetermination paperwork
- Navigating and remedying discontinuances and Medi-Cal restorations

How:

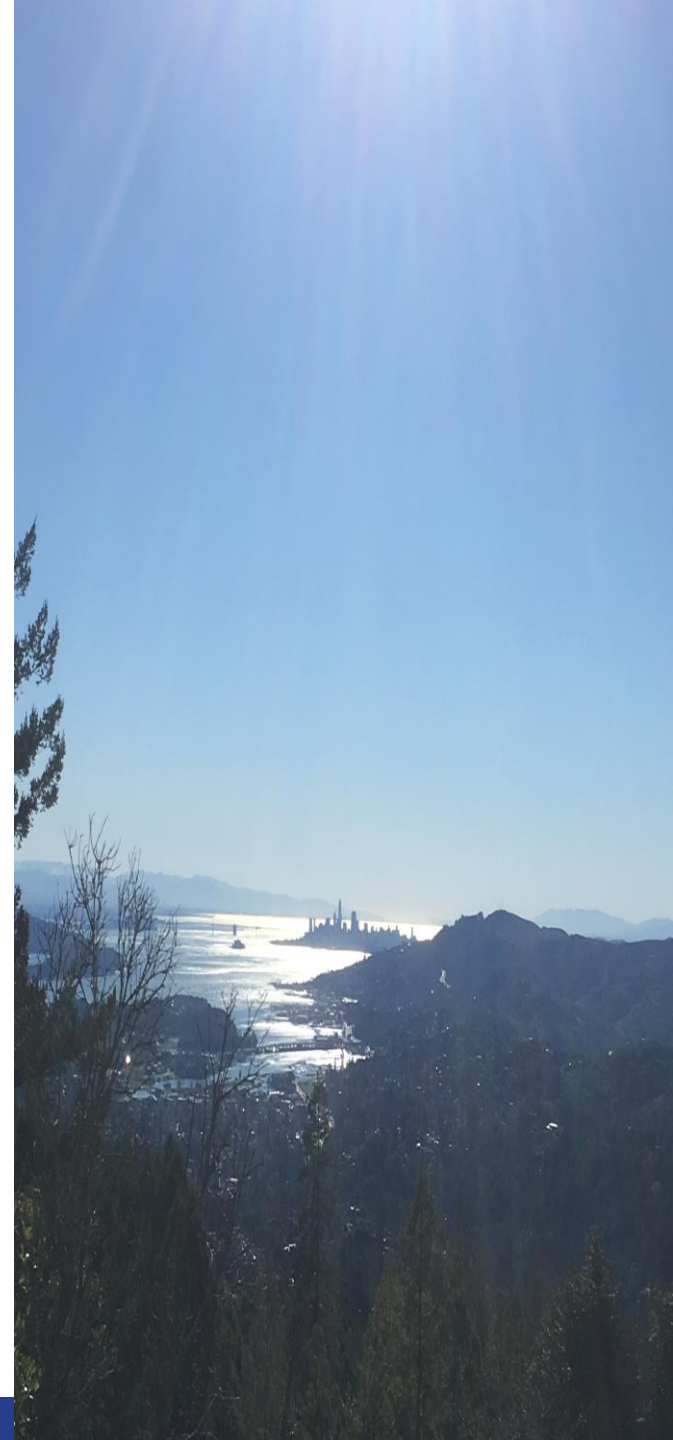
- For PA and SUD to discuss, the client will need to **complete the *Authorization for Release of Protected Health Information to Third Parties (DHCS 6247)*** and return it to the Peter. It can be emailed, mailed, dropped off, faxed, or completed by phone by the client with Peter.
- *Note: Peter aims to respond within 48 hours and please encrypt emails.*


SmartCare – Electronic Health Record Update



SmartCare Reminders

- We appreciate your patience
- You will be paid
- June encounters and billing is still in WITS
- Please log in and use the system as soon as you can so any login/authorization issues can be found/fixed
- Please access the available support resources (instead of e-mailing Leigh)
 - Update: There is a new form to request support from the BHRS EHR Team (instead of the BHRS EHR Support e-mail)
- New User Set Up
 - Interim Plan: Complete [WITS User Change Form](#) and submit to SUD Contract Manager



- For new accounts, follow the updated SMWS protocol (coming soon)
- Complete Moodle trainings at <https://moodle.calmhsalearns.org>
- Use all resources at <https://2023.calmhsa.org> including user manuals and training videos
- Use the **Chat** function on the 2023.calmhsa.org site to connect with CalMHSA's Helpdesk
- Follow the in-system SmartCare "**Walk Me**" function by clicking on the question mark icon  at the top of the tool bar or wherever you see it displayed
- Call or email the **CalMHSA Helpdesk** for "how do I . . .", "I can't find . . .", "I am experiencing this glitch . . ." (916-214-8348 or EHR@calmhsa.org)
- **Updated:** To submit a support request to the BHRS EHR Team user permissions, new programs, site maintenance, please use the following form (replaces e-mail address): <https://forms.office.com/g/GTLENXfuT2>
- For ongoing clinical training, email BHRS Quality Management at BHRSQM@marincounty.org (questions about which services to choose and required documents)


Office Hours Extended to July!

Thursday's – 11am – 12pm

Zoom (Drop-In):

<https://us02web.zoom.us/j/85885551962>

Support Tips

- Check with your Super User
- Use AI “walk me” feature 
- Check the FAQs
- There is a new form to request support from the BHRS EHR Team:
<https://forms.office.com/g/GTLENXfuT2>
- When reporting an issue, include the action you were trying to take and what went wrong. Take a screenshot to capture the exact error message and location.
- Often they need the client you were working on – the form can’t take PHI so use the client number
- Discussion – Triaging the Type of Support





THANK YOU!



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