



SUPPORT



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EXCELLENCE

# DMC-ODS Provider Meeting August 9, 2023



# SEEDS OF HOPE

## LUNCH CELEBRATION

Monday, August 21st 11 AM - 1 PM  
San Rafael Community Center Albert Park  
618 B Street, San Rafael

### FOOD, COMMUNITY, SUPPORT SERVICES, AND MORE!

- Haircuts, massage, and acupuncture
- Clothing giveaway
- **Marin Humane Society** pet services (12-1 PM only)
- Photo booth
- **Clean Slate Program**
- **Legal Aid of Marin**- Community Court
- **The Spahr Center**- Narcan, syringe access, harm reduction supplies & STI testing
- **Ritter Center**- Health services, vaccines, and information
- **Vi-SPDAT** Homelessness Assessments
- **HHS Public Assistance**- general relief/Medi-Cal/Cal Fresh
- **BHRS Access Team**- mental health and substance use services
- **San Rafael Library** book giveaway
- **OD Free Marin**- Fentanyl Awareness Day and Narcan
- **Downtown Streets Team**
- **Lived Experience Advisory Board**
- **Bucklew/Helen Vine Recovery Center**
- **Canal Alliance**
- **Street Chaplaincy**
- **Multicultural Center Of Marin**

Lunch Provided by **Dee Wagner Catering and Forrest Fire BBQ**



## Upcoming Events – Seeds of Hope

# Please Bring and Share with Clients

August 21 @ 11am – 1pm

# Upcoming Events – Save the Date!

## September is Recovery Month

**Helen Vine Recovery Month Celebration**  
**September 21<sup>st</sup> @ 5pm - San Rafael Community Center**  
Flyer Coming Soon



The flyer is a purple-bordered rectangle. In the center, the text reads: "SEPTEMBER IS RECOVERY MONTH" in large purple letters, followed by "RECOVERY IS FOR EVERYONE: Every Person, Every Family, Every Community" in smaller blue and black text. Below this is the website "www.MarinBHRS.org" and the hashtags "#RecoveryMonth" and "#Recovery". The top right corner of the central area has a logo with a stylized 'r' and the words "RECOVERY MONTH". The bottom left corner of the central area has the "MARIN HEALTH & HUMAN SERVICES" logo with the tagline "Health, Well-being & Safety". The entire central area is surrounded by a grid of 20 small portrait photos of diverse individuals of various ages and ethnicities.

# Upcoming Events – Save the Date!

## **SUD Provider Social – September 14 @ 4-6pm / McGinnis Park**

- **Purpose:** Strengthen existing relationships and build new ones – when we know each other as fellow humans our collaboration opportunities expand dramatically and the quality of service we all provide is magnified
- **Who:** You and your staff/colleagues are welcome to join!
- **What:** Informal potluck (snacks, not a meal)



## **Treatment Perceptions Survey: October 16-20, 2023**

# Resource Reminder: Medi-Cal Eligibility Re-determinations

## Who:

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

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# SmartCare – Electronic Health Record

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# SmartCare - Seeking Help

## CalMHSA:

[Live Chat is available and preferred - 2023](#)

[CalMHSA Site](#)

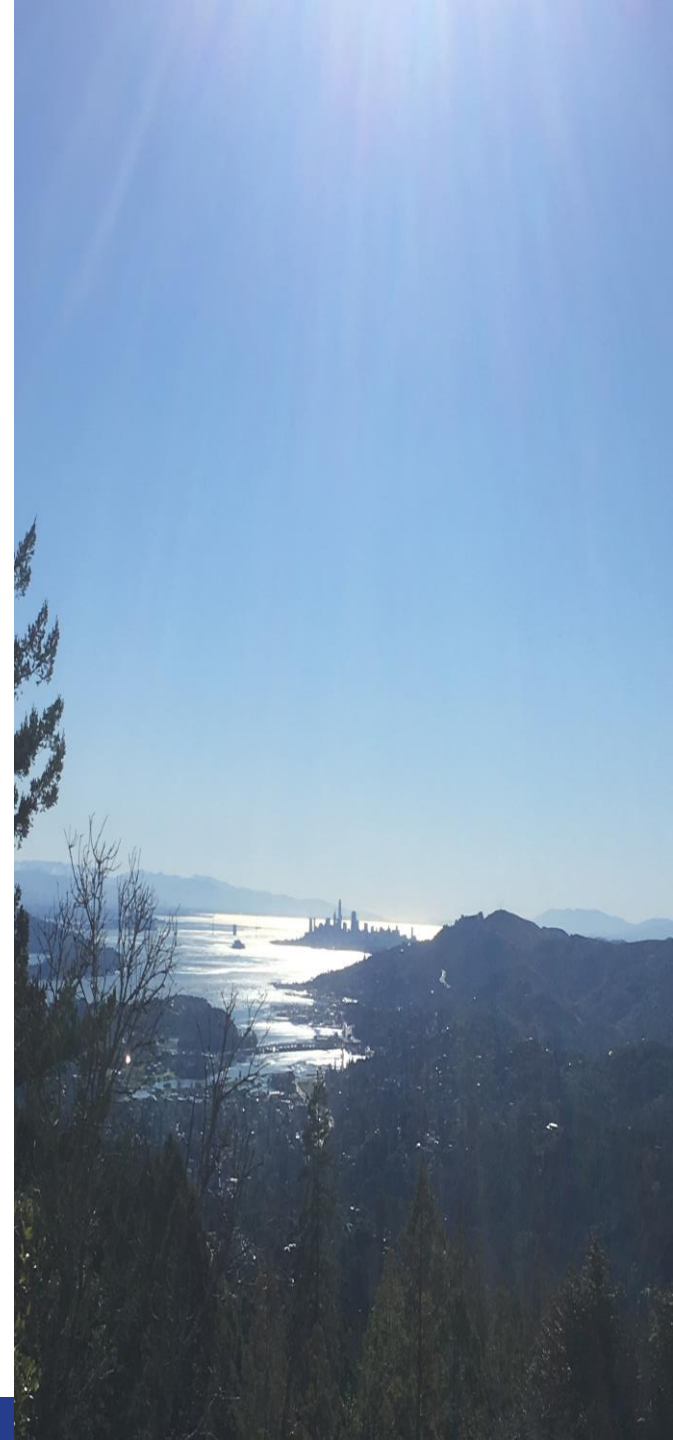
*\* This help is available from 7am – 7pm PST*

[EHR@calmhsa.org](mailto:EHR@calmhsa.org)

*(833) 686-6801*

*Generally quick response time*

- System issues
  - When you click on a button, and nothing happens, or it doesn't seem to be working the way it should.
  - Can't find groups that have already been created.
- Navigating the EHR
- Training Videos & Guides



# SmartCare - Seeking Help

## Marin County BHRS EHR Support Team:

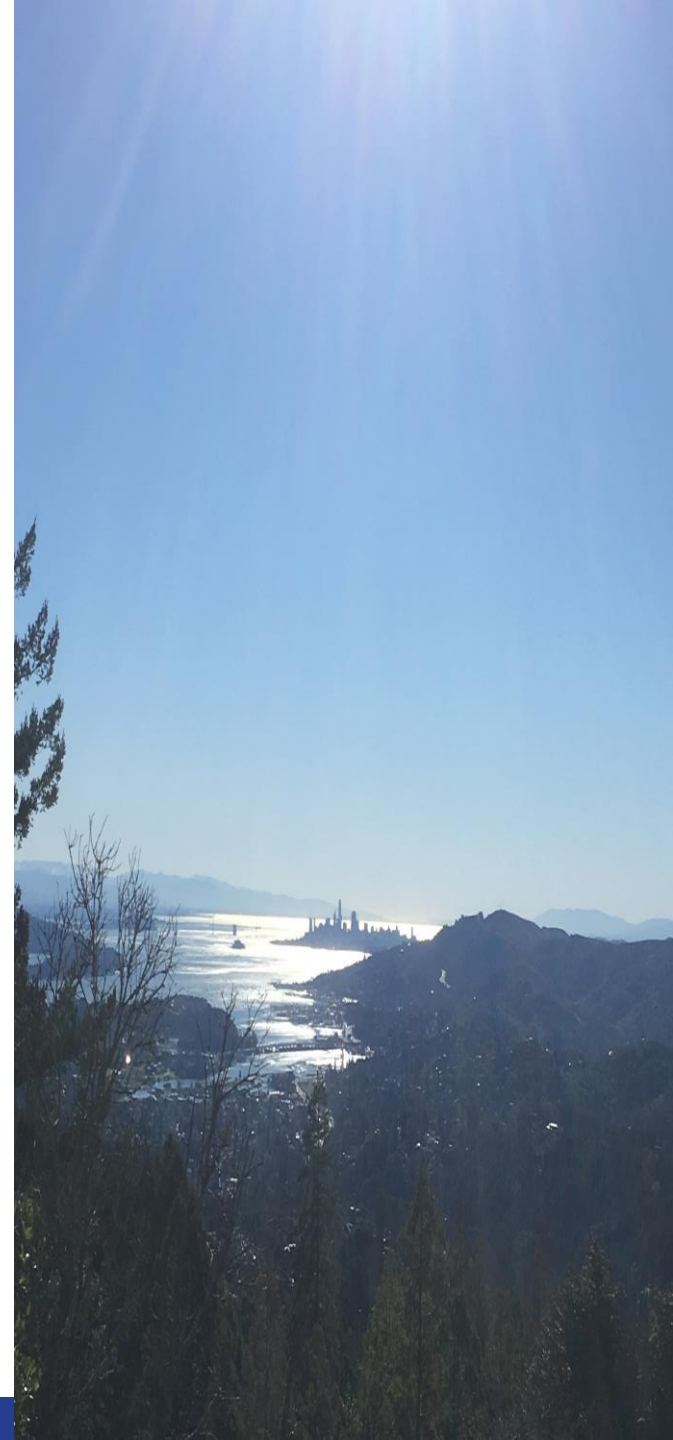
Use this form to put in a support request: [Marin BHRS EHR Support Request](#)

*Response time in/up to 3 days*

- Can't log in/locked out of account.
- There are no programs to select from the program drop down.
- There are no procedure codes to select from the procedure drop down.
- Codes are missing from the procedure drop down.
- Can't add a problem to the problem list.
- Error messages that have to do with permissions.
  - Include the exact wording of the error message.

## Submitting a Support Request:

- *Please provide the specific screens that you were on and the buttons that you clicked that led to the error and the exact error message so the EHR team can troubleshoot.*
- Examples:
  - *Please add the following services for the providers below:  
Provider First/Last: Comprehensive Community Support, etc.*
  - *Please add the following programs for the providers below:  
Provider First/Last: Name of missing programs she should have access to*





# SmartCare - Seeking Help

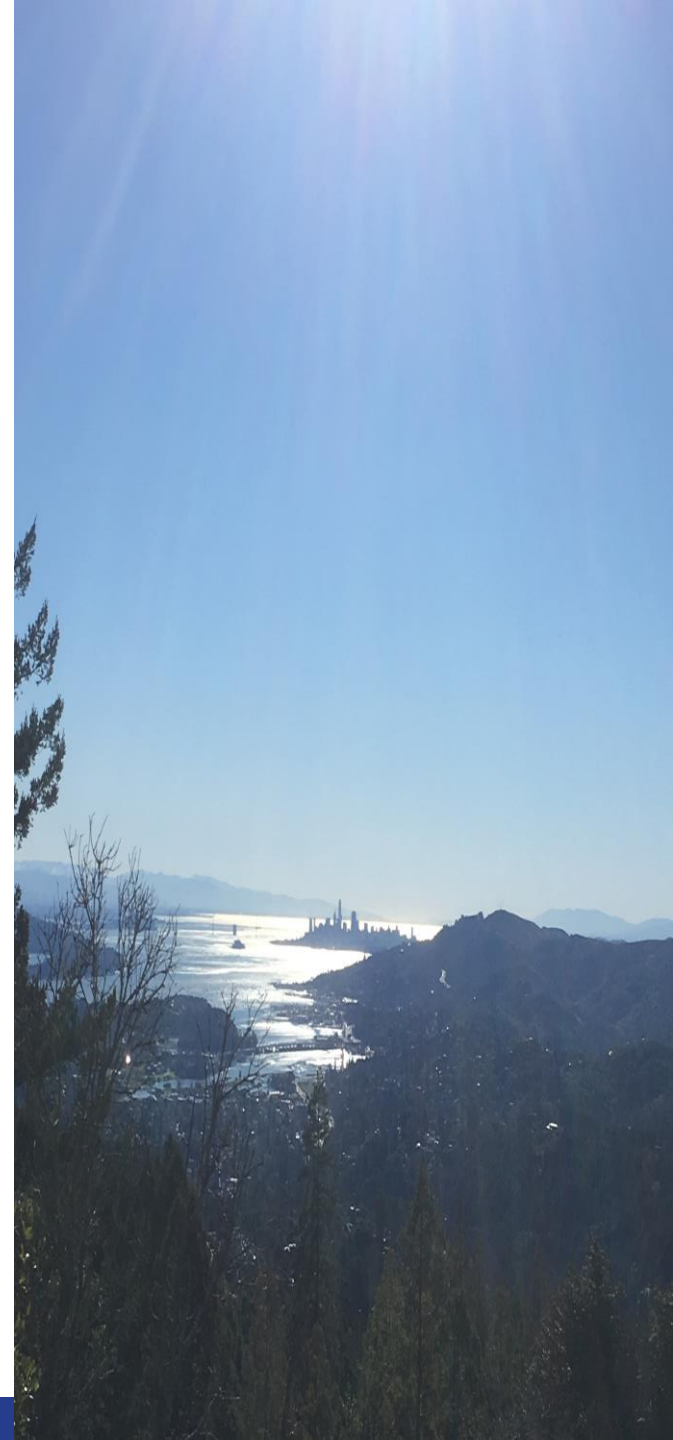
## Ongoing Clinical Support:

[BHRSQM@MarinCounty.org](mailto:BHRSQM@MarinCounty.org)

- BHRS Quality Management provides clinical support for services and required documents, etc.

## Contract Manager:

- Policy questions
  - CPT codes in contract
  - Which procedure codes to pick
- Billing questions
  - *Note: currently we do not have billing functionality and we anticipate possibly 3-6 months for submission. In the interim, we have plans for how to pay contractors and payment will not be delayed.*
- Barrier to time sensitive work (contact Contract Manager in addition to above resources)
- Notify them of reoccurring issues to keep them in the loop so they can provide support.





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