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DMC-ODS Provider Meeting September 13, 2023



Agenda

- Welcome and Introductions
- Upcoming Events
- Provider and County Updates/Announcements
- SmartCare Implementation Updates
- Adjourn

September is Recovery Month



Helen Vine Recovery Month Celebration September 21st @ 5pm – 8pm- San Rafael Community Center



**celebrating
the many faces of recovery**

FREE EVENT
Great Food, Great Music, Great Fun
Thursday, September 21, 5–8 pm
San Rafael Community Center
618 B Street, San Rafael

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Sponsored by
Marin County Behavioral Health and Recovery Services
and Buckelew Programs (Helen Vine Recovery Center)

Join us!

We'll celebrate National Recovery Month with BBQ, refreshments, entertainment, a raffle, and lots of excellent resource information from community providers.

Let us know if you can come!
RSVP: Info@Buckelew.org

PROVIDERS WELCOME

Recovery community partners are encouraged to attend and share information with attendees about your organization's services.

Please reserve your table today! Contact:
GreciaC@Buckelew.org by Friday, September 9.

HELEN VINE RECOVERY CENTER MISSION

To promote the health, safety and sobriety of individuals experiencing problems associated with alcohol and/or drug intoxication. • Since opening in 1999, the Helen Vine Recovery Center (HVRC) has helped more than 22,000 individuals overcome addiction, heal emotional trauma and develop the tools they need to transform their lives.

QUESTIONS? CALL 415.491.5748



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)
- **Please Accept/Decline the Outlook Invite*



Updates and Announcements

Provider Updates/Announcements

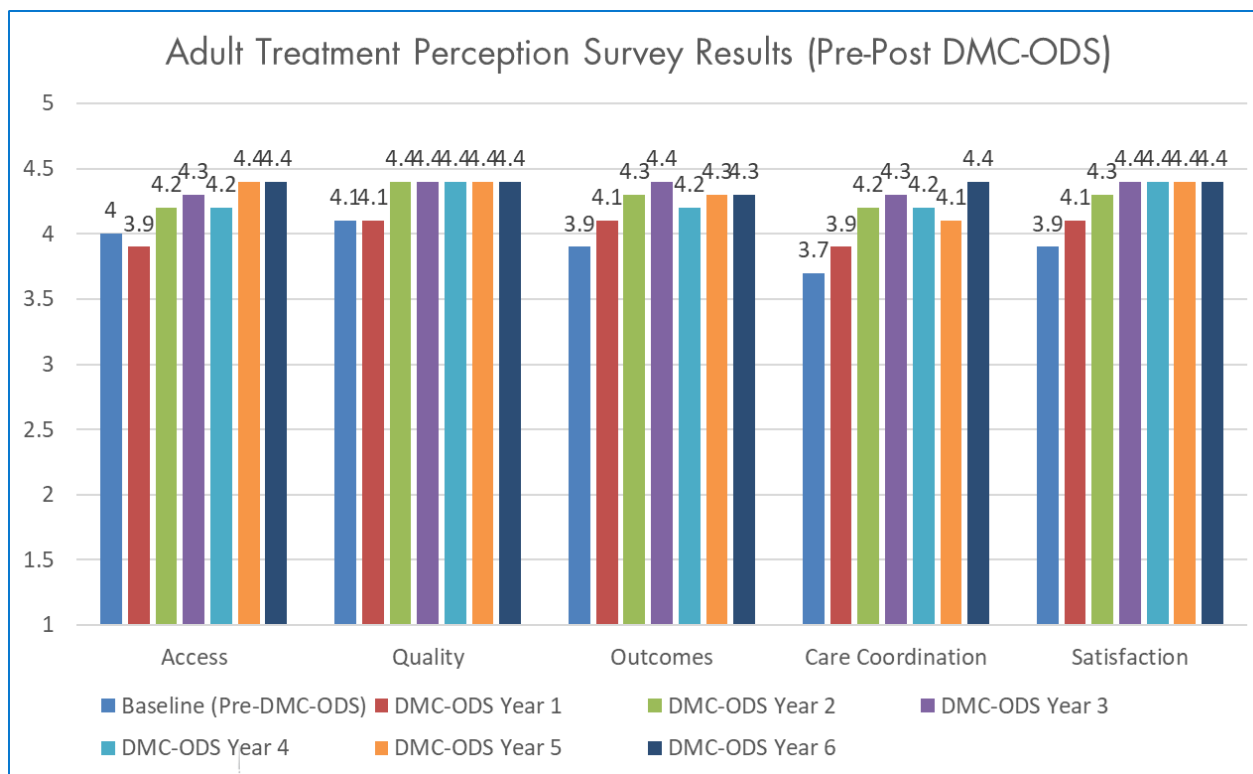
County Updates/Announcements

- DHCS Information Notices:
 - [BHIN 23-041](#): Annual Network Adequacy Certification
 - [BHIN 23-040](#): Updated Guidance on Recovery Incentives Program
 - [BHIN 23-045](#): California Ethical Treatment for Persons with Substance Use Disorder (SUD) Act: Implementation of Senate Bill 349 (SB 349)
 - [BHIN 23-024](#): Treatment Perceptions Survey – Please Save the Date (October 16-20, 2023)
 - [New Guidance from DHCS](#) – Treatment Plans not required for SABG-funded services (Exception: Still required for NTPs)

Upcoming Events – Save the Date!

Treatment Perceptions Survey: October 16-20, 2023

- Similar approach to prior years
- Request: Provide Group Days/Times for SUD Staff to Attend Groups



Other Services Updates

- Adding a Telehealth Outpatient Provider – Includes Youth Outpatient
- Awarded Grant Funding – SAMHSA Adult Drug Court
- Awarded Grant Funding – Establish a Residential SUD Treatment Facility for Adults with Co-Occurring SUD/MH in Marin



CONCEPTUAL RENDERING. NOT FOR CONSTRUCTION

RossDrulisCusenbery ARCHITECTURE

SmartCare Electronic Health Record Updates

- New Office Hours Series: [Tuesday's @12:30–1:30](#) (through 10/3)
- SmartCare EHR Incentive
 - EHR for Marin County Beneficiaries - Rendering providers/clinicians document into *SmartCare* in accordance with the Documentation Standards
 - Submit formal Attestation to the County on Agency Letterhead:
 - Indicates plans to use SmartCare EHR for their full clinical documentation. Include a request for the Incentive Payment and the approved incentive amount. [References: Exhibits A and B]

SmartCare - CalOMS

- Issue: The FSN number is required to ensure that the CalOMS Discharge information is accurately transcribed to State reporting. The FSN numbers did not get transferred during the initial client data conversions – and only started to populate in SmartCare around 8/10/23. This is a known issue with CalMHSA.
- Action: If an FSN number does NOT auto populate on the CalOMS Discharge Data:
 - Step #1: Complete the CalOMS Discharge Data as thoroughly as possible and save as draft.
 - Step #2: Submit a BHRS EHR Support Ticket with the name of the client, program and type of update (e.g. Discharge, Annual Update) and they will look up and enter it in SmartCare.

SmartCare – Timely Access Data

- Data is **required for reporting to DHCS** and important to evaluate timely access
- Search for SUD Timeliness on the Search screen (magnifying glass)

Medical > Status New Author Steffy, Leigh

Instructions

This data is used to capture the timeliness of service provision from time of request for service to assessment and subsequent receipt of services. Dates must correspond to the appropriate date of contact, offered appointment or provided service.

Request Date	<input type="text"/>	Referral Source	<input type="text"/>
First Offered Assessment Appointment Date	<input type="text"/>	Second Offered Assessment Appointment Date	<input type="text"/>
Third Offered Assessment Appointment Date	<input type="text"/>	Accepted Assessment Appointment Date	<input type="text"/>
Assessment Start Date	<input type="text"/>	Assessment End Date	<input type="text"/>
First Offered Treatment Appointment Date	<input type="text"/>	Second Offered Treatment Appointment Date	<input type="text"/>
Third Offered Treatment Appointment Date	<input type="text"/>	Accepted Treatment Appointment Date	<input type="text"/>
Treatment Start Date	<input type="text"/>	Closure Reason	<input type="text"/>
Closed Out Date	<input type="text"/>	Referred To	<input type="text"/>

SmartCare Electronic Health Record Updates

- SmartCare [Policy Memos](#)
 - CA ASAM Tool
 - Residential Authorization Process
- Coordinated Care Consent
- Share a Tip!



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RESOURCE SLIDES

SmartCare - Seeking Help

CalMHSA:

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

[CalMHSA Site](#)

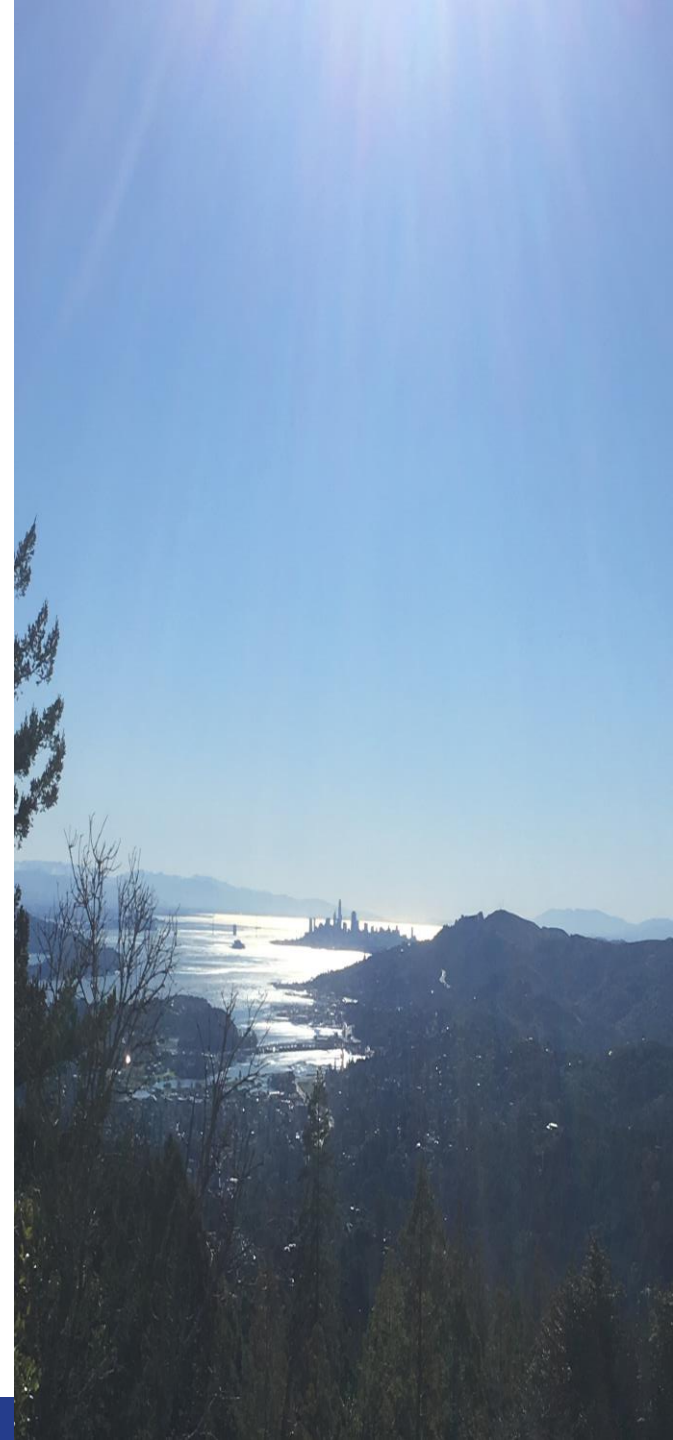
** This help is available from 7am – 7pm PST*

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:

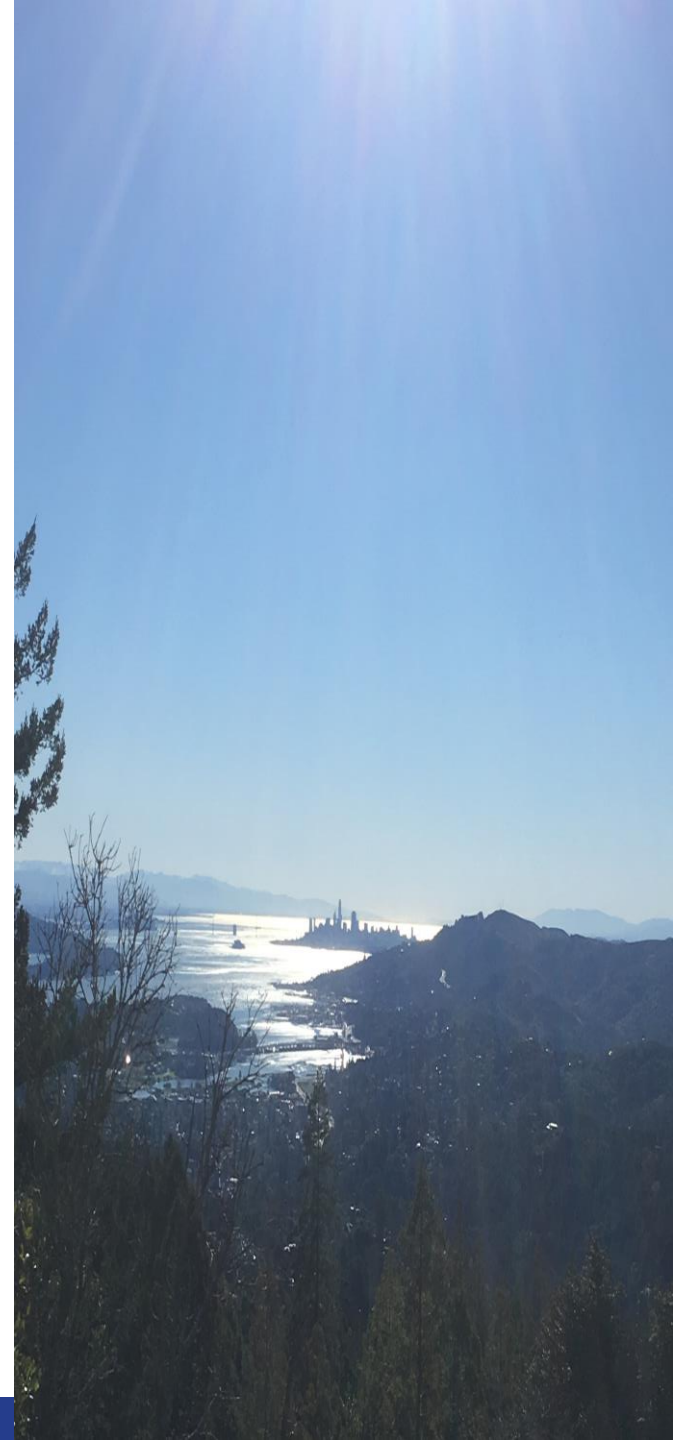
Use this form to put in a support request: [Marin BHRS EHR Support Request](#)

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

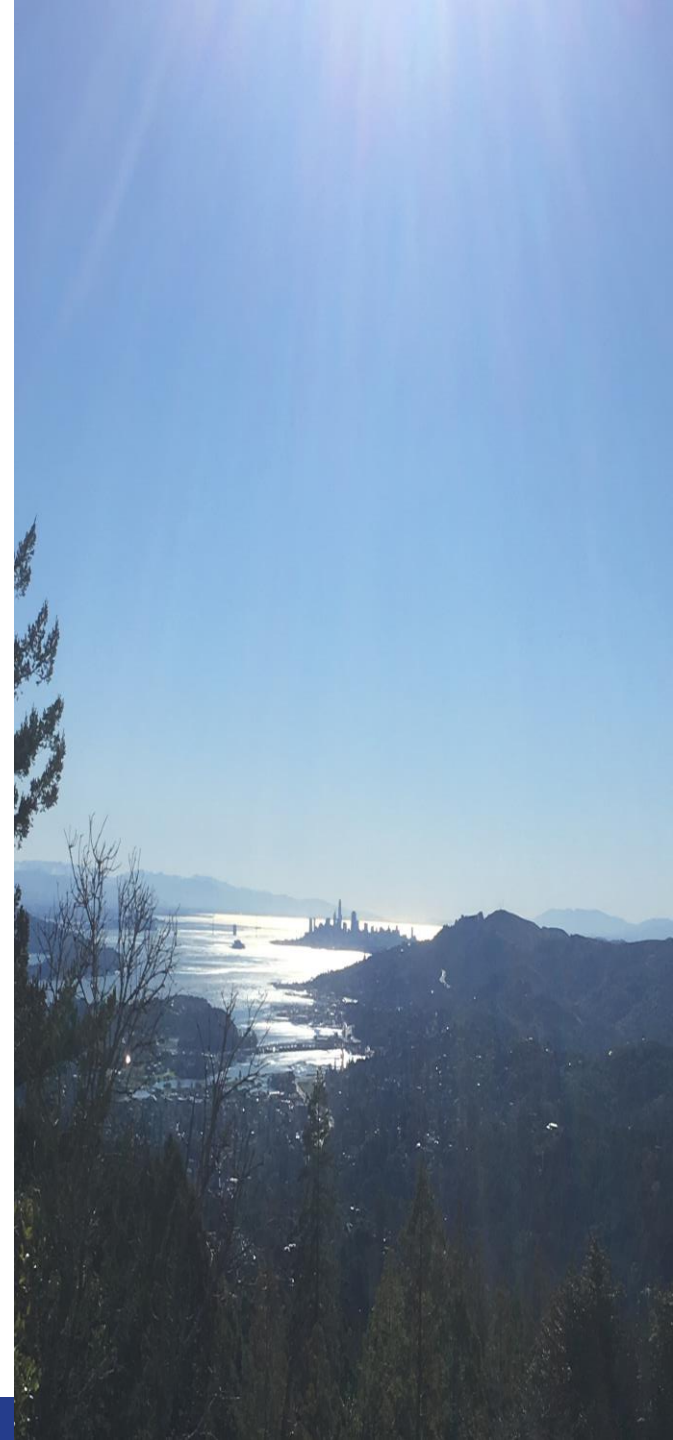
Ongoing Clinical Support:

BHRSQM@MarinCounty.org

- 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.



Resource Reminder: 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.*



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