

APRIL 2023

IN THIS EDITION:

QM Staffing Updates

BHRS EHR Statement for Contracted Agencies

Reminders of Required CalAIM Trainings

QM Staffing Updates

QM Division Director Steve Jones is no longer with the county as of April 3.

For additional support, please contact the following staff:

Quality Management - Steve Wilbur - swilbur@marincounty.org

Quality Improvement/NACT/Reporting - Katie Smith - kesmith@marincounty.org

ShareCare and Clinician's Gateway - BHRS EHR team - BHRSEHR@marincounty.org

Access - Tamara Hornsey - thornsey@marincounty.org

For all other inquiries, please contact Michelle Nobori, mnobori@marincounty.org.

BHRS EHR Statement for Contracted Agencies

Implementation of New Electronic Health Record (EHR) Program July 1, 2023

Health and Human Services, Division of Behavioral Health & Recovery Services transitioning to SmartCare to improve client coordination, claims processing, and transparency

Marin County's Department of Health and Human Services, [Division of Behavioral Health and Recovery Services \(BHRS\)](#) has been working for many years towards identifying a new Electronic Health Record (EHR) to improve client coordination, staff efficiencies, claims processing/adjudications, and collecting, tracking and transparency of BHRS services data. In October 2021, Marin County HHS – BHRS, in collaboration with 22 other California Counties, entered into an agreement with CalMHSA to design, develop, and implement a new semi-statewide EHR that would replace BHRS's current systems and integrate the County's Mental Health Services and Substance Use Services into a single system.

CalMHSA has been working for several years to develop a new semi-statewide EHR called SmartCare. Currently, the EHR is undergoing final testing with several pilot counties and will be ready for the remaining counties to implement in the coming months. Marin County HHS – BHRS is set to implement SmartCare on July 1, 2023, for both County-operated programs and Contracted Agencies. SmartCare is designed to collect data for several regulations including, but not limited to, required state reporting, clinical documentation, and billing and claims adjudication. In addition, SmartCare will support several pertinent CalAIM initiatives

APRIL 2023

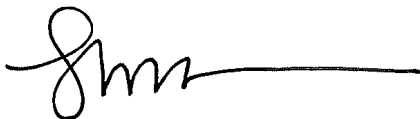
including regulations regarding clinical documentation changes, service delivery changes, and payment reform to fee-for-service (FFS) reimbursement.

Starting on July 1, 2023, county-operated and contracted Behavioral Health agencies, excluding prevention providers, providing Medi-Cal or Non-Medi-Cal direct services to Marin County beneficiaries will transition to SmartCare. Depending on your agency's specific contract requirements, contracted Agencies will be responsible for either entering data directly into SmartCare or providing the data directly to your County Contract Manager or County Program Manager. Data, at a minimum, will include the following: (1) state reporting data, clinical documentation, and service level billing details; or (2) state reporting data and service level billing details (without clinical documentation). Agencies not entering clinical documentation into SmartCare will still be required to maintain their own EHR that meets all required documentation standards and guidelines. Agencies rendering FFS services will only be reimbursed for units billed through SmartCare and should expect new contracts for FY 23/24 to be updated prior to, or as close to, July 1, 2023, to support these changes. There may be an opportunity for agencies that maintain their own EHR to utilize interoperability to assist with the transfer of some data between your EHR and the County's EHR. Details around interoperability will be released as they become available. Until that time, all agencies will be required to enter, or provide, the data into SmartCare as outlined in your contract.

After July 1, 2023, BHRS's existing systems, Clinician's Gateway, ShareCare, and WITS, will remain active for a time-limited period for agencies to complete any required state reporting, documentation, and billing for services rendered up to June 30, 2023. All clinical and administrative staff accessing SmartCare will be granted access to the EHR upon the completion of the required self-paced online training(s) that are expected to be released in May and June 2023. Agencies and programs should consider building in additional staff time to complete training and adjustments to system implementation. The County will work with agencies to ease the transition to SmartCare and will provide more information as it becomes available.

Any questions regarding your agency's contractual requirements, please contact your County Contract Manager or County Program Manager.

Any questions regarding the new EHR, SmartCare, please contact our EHR team at BHRSEHR@MarinCounty.org

A handwritten signature in black ink, appearing to read 'T Schirmer', with a long horizontal line extending to the right.

Todd Schirmer, PhD, CCHP
Director of Behavioral Health and Recovery Services

APRIL 2023

Required CalAIM Documentation Trainings

All BHRS (county and CBO) direct service staff

- All direct service (**both MHP and DMC-ODS**) staff are required to complete **all 9** online modules of the CalMHSA CalAIM trainings. Some staff still need to complete the newer training modules that were added in October 2022: **Screening, Transition of Care Tool, and Discharge Planning.**
- There are two new LMS trainings:
 - **Administering the Adult & Youth Screening Tools** (New in February 2023)
 - **Administering the Transition of Care Tool** (New in February 2023)

These two trainings are a supplement to the preexisting Screening and Transition Tool trainings that have been available in the LMS since summer 2022. If you administer either the **Adult and Youth screening tools** or the **Transition of Care tool**, please complete these two new CalMHSA supplemental trainings (for a total of 11 training modules).

- **All trainings must be completed ASAP as we are required to report completion rates to DHCS.**

Link to CalMHSA CalAIM trainings: <https://www.calmhsa.org/doc-trainings/>

How to Reach Us

BHRS ACCESS Team: BHRSAccessPublic@marincounty.org

BHRS ACCESS Supervisor: BHRSAccessSupervisor@marincounty.org

BHRS QM General: BHRSQM@marincounty.org

BHRS SUS Residential Care Authorization: BHRSAuthSUS@marincounty.org

MHP Inpatient Care Authorization: BHRSQMPublic@marincounty.org

BHRS Electronic Health Record (EHR) Team: BHRSEHR@marincounty.org

BHRS Admin Team: BHRAdmin@marincounty.org

BHRS Credentialing Public: BHRSCredentialingPub@marincounty.org

All documentation training and manuals are available here:

<https://www.marinbhhs.org/providers/mental-health-providers/clinical-documentation-guide>

Share with your staff so they are in the know!