

June 2023

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Countdown to New EHR

COUNTY OF MARIN Behavioral Health and Recovery Services



Streamlining with Streamline

Marin County Behavioral Health and Recovery Services is partnering with CalMHSA to implement Streamline's SmartCare electronic health record system. Estimated milestones and timeline are below.



Marin County BHRS | Streamline SmartCare Implementation | June 15, 2023

June 2023

SmartCare EHR Trainings and Resources

- After the go live date of July 1, CalMHSA will provide several support options for direct EHR support. Live chat (preferred), phone, and email will have single points of contact and prescribers will be routed to prescriber-specific support teams.
- SmartCare training modules are now available for all staff/CBOs with additional trainings coming soon.
- CALMHSA moodle site is now split up into role specific training. If you previously completed moodle training for the CalMHSA documentation trainings, log in and reassign to yourself. Your grades will be ported over to the new format after a few days.

Direct link for moodle training site: [California Mental Health Services Authority Learnings: Log in to the site \(calmhsalearns.org\)](https://calmhsalearns.org)



Behavioral Health and
Recovery Services

SmartCare EHR Support Plan

1 Before July 1, 2023

- For account assistance, email BHRSehrSupport@marincounty.org
- Complete Moodle trainings at <https://moodle.calmhsalearns.org>
- Use all resources at <https://2023.calmhsa.org> including user manuals and training videos
- Attend **Xpio Office Hours**
- Attend **Xpio live training** on June 27

2 After June 30, 2023

- 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)
- Email BHRSehrSupport@marincounty.org for user permissions, new programs, site maintenance
- For ongoing clinical training, email BHR's Quality Management at BHRSQM@marincounty.org (questions about which services to choose and required documents)

BHRS SmartCare Support Plan

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Required CalAIM Documentation Trainings

All BHRS (county and CBO) direct service staff

There are 13 total CalMHSA documentation training modules. All direct service (**both MHP and DMC-ODS**) staff are required to complete 9 of the 13 online modules. Below is a list of the trainings. **The required trainings are numbers 1-7, 9, and 11 for all direct service staff (county and CBO, SMHS and DMC-ODS).**

1. CalAIM Overview
2. Access to Services
3. Assessment
4. Diagnosis & Problem List
5. Progress Notes
6. Care Coordination
7. Screening
8. Administering the Adult & Youth Screening Tools (*New in February 2023*)
9. Transition of Care Tool
10. Administering the Transition of Care Tool (*New in February 2023*)
11. Discharge Planning
12. CPT Coding for Direct Service Providers (SMHS) (*New in May 2023*)
13. CPT Coding for Direct Service Providers (DMC & DMC-ODS) (*New in May 2023*)

Please Note:

- If you administer either the **Adult and Youth screening tools** or the **Transition of Care tool**, please complete those supplemental trainings as well (for a total of at least 11 training modules).
- The CPT code training is not required by BHRS, however it is **strongly encouraged** for BHRS staff, especially for Supervisors.

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

Some additional reminders:

- Supervisors are expected to monitor their staff for compliance with these trainings. Check status of completion here: <https://www.calmhsa.org/calaim-2/>

Questions? Please email BHRSQM@marincounty.org

June 2023

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.marinbhrs.org/providers/mental-health-providers/clinical-documentation-guide>

Share with your staff so they are in the know!