

Spring 2024

### IN THIS EDITION:

- SmartCare Training Needs Survey
- Staffing Announcements
- Next Documentation Training
- Consumer Perception Surveys
- Awesome CSI Timeliness Guide
- SmartCare Cheat Sheet
- Documentation Redesign Info
- Fixing SmartCare Billing Errors
- CalMHSA SmartCare Articles
- CalMHSA Key Phrases
- Coordinated Care Consent Redesign
- Duplicate Service Billing Errors

### SmartCare Training Needs Survey

Here is your chance to let us know where we can focus our training efforts to support SmartCare Implementation. Please respond to this brief survey by May 17.

<https://www.surveymonkey.com/r/6FW5BKB>

### Staffing Announcements

#### **New QM Unit Supervisor**

QM has a new Unit Supervisor overseeing the Quality Improvement team! Florentina Pralgauskaite started with QM in February 2024, coming to us from her previous role as a Unit Supervisor at the Crisis Stabilization Unit (CSU). Florentina's career has always been in community mental health, working with Veterans, vulnerable families, and those with severe mental illness. She also spent time working in Quality Management and agency training. Outside of work, Florentina enjoys the gorgeous outdoors that the Bay Area has to offer, she loves cooking up fun fancy dinners with her husband (she is always open to new recipes!), and spoiling her dog.

#### **Access Team Interim Unit Supervisor**

The Access Team currently has an Interim Unit Supervisor, Alexandra Siliezar. Alexandra began in this role in March 2024 and is part of the BRIDGE Bon Air Case Management Team. She has worked for the County for 26 years as a Licensed Bilingual Mental Health Practitioner in various programs- such as Crisis Stabilization Unit, Adult Case Management, Children System of Care, Juvenile Hall and Marin County Jail. Prior to joining Marin BHRS, Alexandra worked with San Francisco's Instituto Familiar de La Raza providing clinical consultation to various schools and community non-profit agencies. Alexandra also worked as a Family Life Consultant for the Department of Defense in various installations in Germany and Turkey. At home in the Bay Area, Alexandra's clinical experience encompasses a myriad of services – from primary/early intervention to children as young as 2.9 years of age, gang intervention to youth in SF's Mission District, volunteering for the SF Suicide Prevention Youth Line, to providing clinical services to Holocaust survivors as old as 99 years of age.

Spring 2024

## Next Documentation Training

The next BHRS documentation training will be held on Zoom on May 9<sup>th</sup> from 9:30am – 11:30am. If you would like to register, please send an email to [BHRSQM@marincounty.org](mailto:BHRSQM@marincounty.org).

## Consumer Perception Surveys

### Consumer Perception Surveys- POQI- May 2024

It's almost that time again! The POQI will be administered during the week of May 20-24, 2024. Make sure to schedule as many clients as you are able to during this week so that we can give out the survey to as many people as possible. Client feedback will help us to know what we are doing well, and what we can improve to ensure effective and quality services to our clients.

## The Most Awesome CSI Timeliness Guide...Ever!

CSI Timeliness functionality has been added to SmartCare, and **providers must start submitting** their CSI data via the EHR starting **5/1/2024**. Please note that a **record must be created** whenever “a new beneficiary who request SMHS, any new or established beneficiary requests for psychiatric services” as per DHCS guidelines. In the past, providers filled out and submitted an Excel file to BHRS QM, but this process is changing. Below you'll find a list of these exciting changes:

1. Providers must now **create the records in SmartCare** instead of using the Excel file.
2. MH **Non-Psychiatric** SMHS requests only require tracking up to the **first follow-up**, instead of the **third follow-up**, making the process easier.
3. MH Psychiatric SMHS requests **no longer require tracking any follow-up**, only up to first rendered service date.
4. **Referrals to the Access** team for an **assessment** can now be used as the **First appointment**.
5. BHRS QM has created a guideline file to help you complete records; please see: [SmartCare MH Timeliness Guide](#)

Mark your calendars for May 1<sup>st</sup> 2024! And see attached for the guide for more details.

## SmartCare Cheat Sheets

### CalMHSA Quick Guides

CalMHSA developed a SmartCare Cheat Sheet with some pointers on icon functionality and general SmartCare use. The Clinical Flow Cheat Sheet has tips on charting steps and what they are called in SmartCare. Please see attached documents.

Spring 2024

### Documentation Redesign Info

Be sure to check out the DHCS CalAIM webpage for updates on CalAIM initiatives including updated documentation redesign issues:

[BH CalAIM Webpage](#)

[DHCS Behavioral Health Documentation Redesign Technical Assistance](#)

### Fixing SmartCare Billing Errors

There are many notes that still need to be finalized in SmartCare. Please make sure you have the “services needing attention” widget on your SmartCare page and review any error messages to ensure notes are finalized and billing can be completed in a timely manner.

**Here are some resources to help fix the identified errors:**

[Home - 2023 CalMHSA](#)

[Services Needing Attention Widget - 2023 CalMHSA](#)

[How to Add a Diagnosis - 2023 CalMHSA](#)

[How to Pull a Diagnosis Forward from Another Program - 2023 CalMHSA](#)

### CalMHSA SmartCare Articles

See links below for some helpful articles from CalMHSA on SmartCare developments:

#### **Changes to 42 CFR and Impact on the EHR**

<https://2023.calmhsa.org/february-2024-changes-to-42-cfr-part-2/>

We have confirmed that Part 2 information still needs the ability to be secure from non-Part 2 programs, so SmartCare elements such as CDAG and the Coordinated Care Consent are still in place. There will be a few minor wording changes to the Coordinated Care Consent and the Release of Information. We will be providing the updates to this language to counties for review before implementing. Please see the full protocol at the link above.

#### **How to Document That a Service Was Provided in a Language Other Than English**

<https://2023.calmhsa.org/how-to-document-that-a-service-was-provided-in-a-language-other-than-english/>

We received some questions about how to document when a service was provided in a language other than English by a bilingual staff member. This information was already present in the How to Document a Service articles, but we determined that a separate article may be helpful. This article is now live on our 2023 website.

Spring 2024

## Key Phrases

Key Phrase functionality allows for users to create pre-set templated text/phrases. This is a shortcut for commonly used text/phrases and dropping it into a textbox. This functionality allows for editable pre-set text/phrases to be placed in a textbox without losing existing text. It will place the pre-set text/phrase where the mouse cursor is located.

See link for details: [Key Phrases: How to Edit Agency Key Phrases - 2023 CalMHS](#)

## Coordinated Care Consent Redesign

The Coordinated Care Consent is being redeveloped. Please see attached for areas of the consent that are being addressed, how these items were resolved, and the final product view.

## Duplicate Service Billing Errors (Documenting Same Day Services with Different Locations)

**Issue:** Duplicate Service Errors are resulting from staff entering two notes on the same day for the same client, same provider, same service, but different location, resulting in denials (i.e. location of am service is in person and second service in pm is on phone). In these types of instances, the second service is getting denied.

**Solution:** The staff should write one note that includes both services provided on same day, same service for same client and choose the location code that was used the majority of time (51%). Staff can document in the note the actual location of the second service. This will allow both services to be billed successfully.

## How to Reach Us

BHRS ACCESS Team: [BHRSAccessPublic@marincounty.org](mailto:BHRSAccessPublic@marincounty.org)

BHRS ACCESS Supervisor: [BHRSAccessSupervisor@marincounty.org](mailto:BHRSAccessSupervisor@marincounty.org)

BHRS QM General: [BHRSQM@marincounty.org](mailto:BHRSQM@marincounty.org)

BHRS SUS Residential Care Authorization: [BHRSAuthSUS@marincounty.org](mailto:BHRSAuthSUS@marincounty.org)

MHP Inpatient Care Authorization: [BHRSQMPublic@marincounty.org](mailto:BHRSQMPublic@marincounty.org)

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

BHRS Admin Team: [BHRAdmin@marincounty.org](mailto:BHRAdmin@marincounty.org)

BHRS Credentialing Public: [BHRSCredentialingPub@marincounty.org](mailto:BHRSCredentialingPub@marincounty.org)

All documentation training and manuals are available here:

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

Share with your staff so they are in the know!