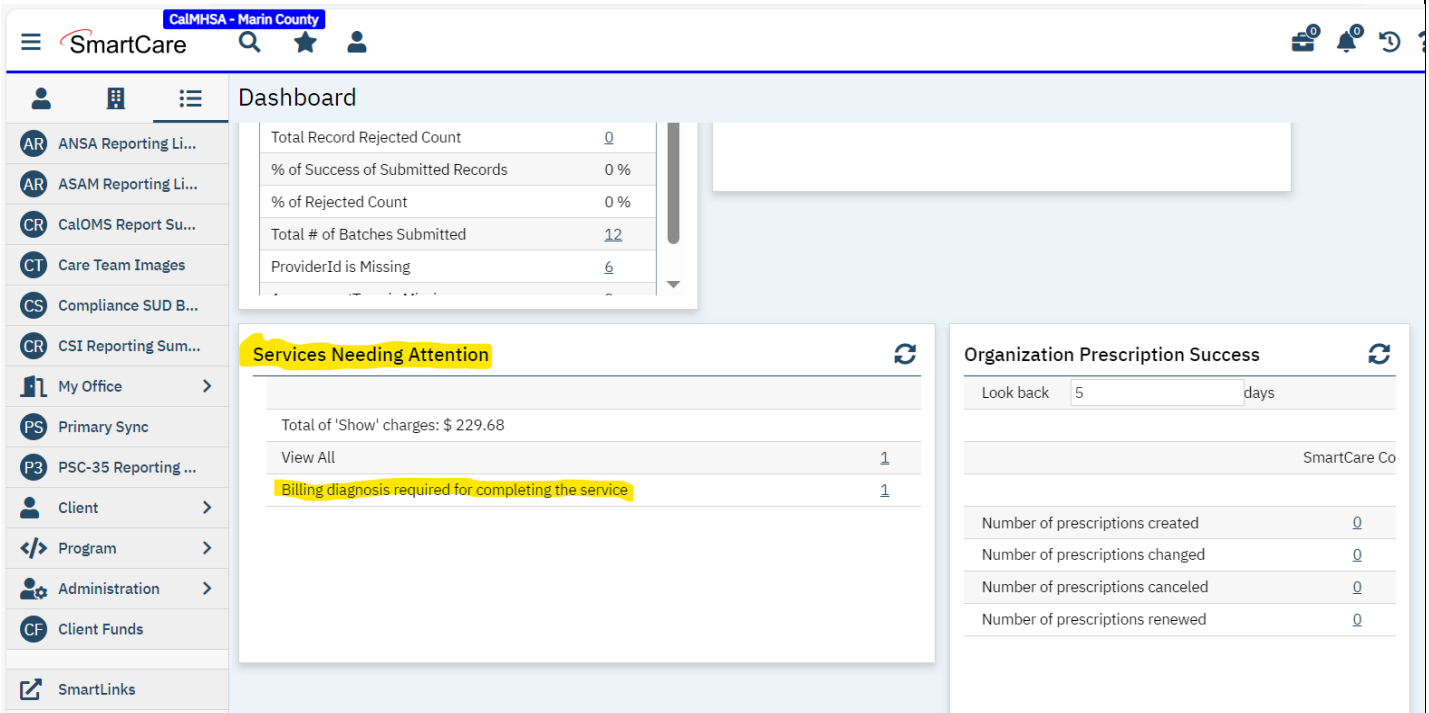


IN THIS EDITION:

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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. See below for a screenshot of what this looks in SmartCare:



The screenshot shows the SmartCare dashboard for CalMHSA - Marin County. A 'Services Needing Attention' widget is highlighted, displaying a table of errors:

View All	Count
View All	1
Billing diagnosis required for completing the service	1

Other dashboard widgets include 'Organization Prescription Success' and a table of rejected records:

Total Record Rejected Count	0
% of Success of Submitted Records	0 %
% of Rejected Count	0 %
Total # of Batches Submitted	12
ProviderId is Missing	6

Here are some resources to help fix commonly 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](#) (Note this will only work for programs within your CDAG)

Summer 2024

SmartCare Service Code Updates

There are updates to billing requirements for certain CPT codes in FY24/25. There are changes to the length of time required to bill under certain CPT codes as well as changes to the provider types who can bill for these services. Detailed information about these changes will be forthcoming. Please be on the lookout for a memo in the near future.

Additionally, there are some updates for billing medical services in SmartCare, including a number of service code names that have changed recently. Click the link below for more details including information on procedure codes now associated with the new psych/medical note template and a cross walk from old service code names to new ones.

<https://2023.calmhsa.org/2024-psych-medical-note-template-associated-to-procedure-codes/>

Services Not Provided in English

For state reporting purposes and to assess the language needs of our beneficiaries, when services are provided in a language other than English, it is **necessary** to document this in corresponding progress notes. Make sure to report the service language in the “Interpreter/Bilingual Service Information” field and also remember to check yes or no next to the “Was an Interpreter Utilized?” question field. Do not forget to select which language the service was provided in.

See here for full instructions: [How to Document That a Service Was Provided in a Language Other Than English - 2023 CalMHSA](#)

Next Clinical Documentation Training

The next BHRS documentation training will be held on Zoom on September 5th from 9:30am – 11:30am. If you would like to register, please send an email to BHRSQL@marincounty.gov

QM Corner Links

QM Corner can now be found on the Internet and BHRS Intranet, making it easier to find and distribute! Feel free to use and share the links below.

Internet: <https://www.marinbhrs.org/about-us/qm>

Intranet (County Staff Only): [QM Corner | MARIN COUNTY BHRS](#)

270/271 Process FAQs

Please see below for frequently asked questions regarding the 270/271 Process:

Q: Does the 270/271 process replace my use of MEDS lite?

A: Yes, other than a few exceptions, the use of the 270/271 process will replace your use of MEDS lite for looking up Medi-CAL eligibility.

Q: When should I use MEDS Lite instead of the 270/271 process in SmartCare?

A: There are two scenarios where you would use MEDS lite instead of or in addition to the 270/271 process:

1. If you do not have the client's SS# or CIN# then you cannot use the 270/271 process. MEDS lite will allow you to search using client name and date of birth.
2. If Marin County is not the county of responsibility (21) then you can look the client up in MEDS lite to see if Marin is the county of residency. Certain SUD services can be provided for beneficiaries who have Marin as their county of residency but not responsibility. If you are not sure whether you can provide "County of Residence" services please check with your supervisor or contract manager.

How to Reach Us

BHRS ACCESS Team: BHRSAccessPublic@marincounty.gov

BHRS ACCESS Supervisor: BHRSAccessSupervisor@marincounty.gov

BHRS QM General: BHRSQM@marincounty.gov

BHRS SUS Residential Care Authorization: BHRSAuthSUS@marincounty.gov

MHP Inpatient Care Authorization: BHRSQMPublic@marincounty.gov

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

BHRS Admin Team: BHRAdmin@marincounty.gov

BHRS Credentialing Public: BHRSCredentialingPub@marincounty.gov

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!