QAPR Corrections Tip Sheet- My Reported Errors

Programs will have errors that they are unable to complete on their own, this will require them to utilize the "My Reported Errors" function in SmartCare. See "Resources" below for hyperlinks to the documents that outline elements providers can correct on their own vs ones they need to go through reported errors to correct, among other resources.

Corrections Process:

1. Providers must review the resources provided by the EHR Team and CalMHSA available to them to determine if the correction indicated requires creation of a ticket within the "My Reported Errors" screen in SmartCare.

2. Programs should document in the comments, the correction needing to be completed within the service note.

3. Once a ticket has been entered in the system, they will receive confirmation of the created ticket via the "My Reported Errors" screen.

4. This screen will identify the number of total pending errors including the ticket #, creation date, ticket assignment, date reviewed, ticket status, and resolution date

5. Following their QAPR, Programs will enter all services needing correction via this screen and export the data from the upper right side of the screen.
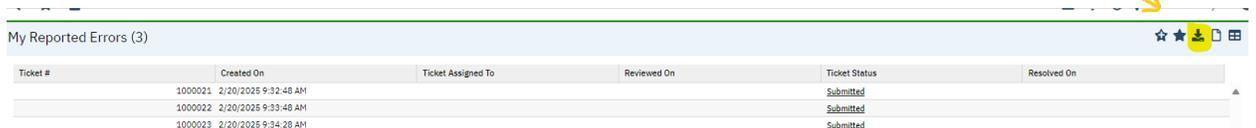
6. Programs will provide this excel export with the identified services from the QAPR highlighted/separated to justify initial action date for services requiring correction to their QA Specialist.

7. Programs will review this Reported Errors screen periodically to identify if the ticket has been opened and resolved to provide an update to QA. (Recommendation is weekly, at minimum monthly)

8. There is no direct notification when the ticket is resolved, providers must review this screen manually to determine when a correction has been made.

9. Once all QAPR related tickets have been resolved in the EHR, the program will export this report once more, identifying the QAPR amended services to fulfill their requirement for completion of service corrections.

Resources:

Clearing CoSD Service Error Report/Services Needing Attention – Optum PDF

SmartCare Corrections How-To Guide – Optum PDF

Service Note Errors and How to Resolve - 2023 CalMHSA

How to Report an Error that Needs to be Corrected - 2023 CalMHSA

How to Report an Individual Service Note Error - 2023 CalMHSA

How to Report a Group Service Note Error - 2023 CalMHSA

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┌──────────────────┐          ┌──────────────────┐          ┌──────────────────┐
│ Report the       │          │ Review resources,│          │ Make the         │
│ services needing │◄── No ───│ is this a        │── Yes ──►│ correction and   │
│ attention through│          │ correction that  │          │ provide proof of │
│ "My Reported     │          │ you can make     │          │ completion to QA │
│ Errors (My       │          │ independently?   │          │ Specialist       │
│ Office)"         │          │                  │          │                  │
└──────────────────┘          └──────────────────┘          └──────────────────┘
        │ Next
        ▼
┌──────────────────┐                        ╭──────────────────╮
│ Add all services │                       ╱ Export ticket data ╲
│ needing          │── Don't forget ──────( to excel, identify   )
│ correction into  │                       ╲ services for        ╱
│ individual       │                        ╲ correction and    ╱
│ tickets within   │                          ╲ send to QA      ╱
│ the system       │                            ╲ Specialist   ╱
└──────────────────┘                             ╰────────────╯
        │ Next
        ▼
┌──────────────────┐              ◇
│ Check Reported   │            ◇   ◇
│ Errors           │          ◇       ◇
│ periodically to  │───────► ◇ Weekly,  ◇
│ explore if they  │          ◇ monthly ◇
│ are assigned and │            ◇ minimum ◇
│ resolved         │              ◇   ◇
└──────────────────┘                ◇
        │ Once Resolved
        ▼
┌──────────────────┐
│ Send proof of    │
│ resolution to    │
│ your assigned QA │
│ Specialist       │
└──────────────────┘
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