



<b>To:</b>	<b>BHS County-Operated Providers &amp; BHS Contracted Service Providers-</b>
<b>From:</b>	<b>Mental Health &amp; DMC-ODS</b> <b>Behavioral Health Services</b>
<b>Date:</b>	<b>March 6, 2025</b>
<b>Title</b>	<b>SmartCare – Update: Use of ‘PENDING’ Service Status</b>

**Summary:**

County Behavioral Health Services has recognized the need for some SmartCare service notes to remain in a status which delays the overnight job and allows for review of the service details by the rendering provider, Program Managers, Supervisors, or QA staff.

**Therefore, a new “Pending” Status will be available for use starting March 10, 2025.**

**Background:**

There are different opportunities to select the status of the service during service entry. Administrative staff may select the status when a client does or does not show for an appointment or when doing the administrative service entry. Clinical staff may also choose the status when they are completing the documentation for the service.

There are currently 6 status details available when service is entered

- Scheduled – the service is scheduled but has not yet occurred
- Show – the service occurred as scheduled or is being entered as unscheduled
- No Show – the client did not show for the service appointment
- Cancel – the client or the provider cancelled the appointment. If this is the case, make sure to enter the Cancel Reason.
- Error – this is ONLY used by BHS System Administrator staff
- Complete – only accessible by Administrative staff and should NEVER be used

**Update:**

As of March 10, providers will be able to choose the ‘Pending’ status to pause the overnight job from pulling that service into ‘Complete’ status.

In order for the service to be reviewed by the overnight job and claimed for payment, either the Administrative Staff or the Rendering provider MUST move the status of this service to ‘Show’, the system will not do so automatically. This will prompt the overnight job to run the checks for errors and, should it find none, push the service over for billing.

**Reminders:**

- Users should never mark a service as either ‘Complete’ or ‘Error’

**For More Information:**

- Contact the CalMHSA Help Desk at [2023.calmhsa.org](https://2023.calmhsa.org) (SmartCare technical issues or support needs)