



SmartCare User Group

County of San Diego

Health and Human Services Agency

Behavioral Health Services

April 14, 2025

Meeting Goals



Transparency



Engagement



Inclusion

Meeting Agenda



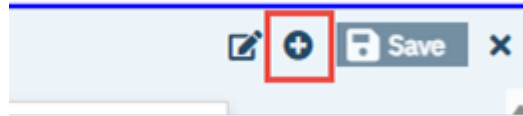
- Meeting Goals
- Clinical Updates
- MIS
- Data Sciences
- Billing Unit
- Q&A



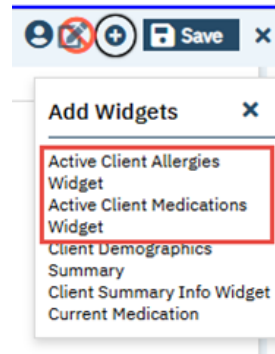
CaMHSA Rx – new Widgets

- Update to CaMHSA Rx
 - Pushing data from CaMHSA Rx to two new widgets: Active Medications & Allergy widgets
- Providers **MUST** choose the widgets from this section to view the new information

- Add widget:



- Choose the two widgets to add:



- Save:



Awaited Updates & Determinations

- CalMHSA Rx Increased User Access
 - Original request
 - Visibility of clinical staff to have access to view medications: **Met** with CalMHSA enhancement
 - Entry of home medications by programs with no prescriber: **Not Met**
 - Functionality is not there to meet our needs
 - Trying to explore other options for interim solution
 - CalMHSA continues to explore long term solution

Clinical Updates



Awaited Updates & Determinations

- eMAR:
 - No interface between eMAR & CalMHSA Rx: manual re-entry
 - Limited formulary
 - VERY limited medication formulary
 - Ad Hoc orders can be created when not on formulary
 - No verification or checks on accuracy
 - No contraindications to pull
 - Cannot move forward with implementation at this time



SmartCare User Group: MIS

Rebecca Ferry-Rutkoff, Adrian Escamilla, Cheryl Lansang

Resources

Ongoing Support

- CalMHSA Knowledge Base is available at <https://2023.calmhsa.org>
- Access help from within SmartCare
- Access San Diego specific resources via MHP Provider Documents and DMC-ODS pages of Optum website

SmartCare Resources



Numerous SmartCare resources are available to assist you with workflow and documentation questions:

1. Go to the CalMHSA Knowledge Base

Visit the links on the CalMHSA website at 2023.calmhsa.org to explore SmartCare EHR documentation and support tools organized by role:

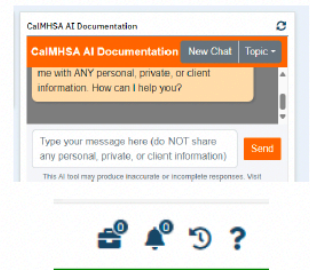
- Use the **search box** on the bottom of the navigation links to search the entire CalMHSA library, or
- Use **Ctrl + F** on your keyboard to search for key words within the **Documentation** sections.



2. Access help from within SmartCare

Once you are logged in to SmartCare, you can access help in the following ways:

- Use the CalMHSA **AI Documentation chatbot** to ask direct questions about workflow and documentation, or
- Click on the **black question mark** at the bottom of your screen to find "how to" documents on the CalMHSA website.



3. Access San Diego Specific Resources

For resources and guidance specific to San Diego County's use of SmartCare, go to either the [MHP Provider Documents](#) or [Drug Medi-Cal Organized Delivery System](#) pages of the **Optum website** and click on the **SmartCare** tab.



Issue Reporting & Questions

Inquiry Routes for SmartCare issues and questions



Issue or Need	Resource
System issues: i.e. glitches, functionality issues, pop up errors	Follow the CalMHSA help desk communication process (see help desk flyer)
Password Resets & Account Unlocks	Call Optum (800) 834-3792 Contact CalMHSA
SmartCare ARF submission + any access related issues / questions	BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov
Support questions & escalations that cannot be addressed by the CalMHSA Help Desk	BHS_EHRSupport.HHSA@sdcounty.ca.gov
Documentation, guidelines or policy related questions	QIMatters.HHSA@sdcounty.ca.
Billing Issues or Questions that can't be addressed by the CalMHSA Help Desk	MHBillingUnit.HHSA@sdcounty.ca.gov ADSBillingUnit.HHSA@sdcounty.ca.gov MH Billing line: 619-338-2612 SUD Billing line: 619-338-2584
Reports & Data Centralized E-mail support:	BHS-DataScience.HHSA@sdcounty.ca.gov

Support Ticket Updates

MIS Updates and Information



- CalMHSA transitioned to a new support platform – HubSpot

- **Live Chat:** at 2023.calmhsa.org chat bubble for immediate assistance
- **Support Ticket:** 2023.calmhsa.org/support complete a support form
- **Customer Portal:** Register for a Customer Ticket Portal Account at <https://ehr-support.calmhsa.org/tickets-view>

- Help Desk support Hours

- 8-5 M-F
- Log Ticket through Portal 24 x's 7
- After Hours support is for System Outages call CalMHSA at (916) 214-8348

Support Ticket Updates

MIS Updates and Information



- **NEW:** Additional Help Desk Support
 - Password Reset & Account Unlocks
 - 7 Days a week (Including Weekends & Holidays)
 - 430a -11p
 - **Call Optum (800) 834-3792**
- Continued effort to improve the Help Desk experience

Support Ticket Updates MIS Updates and Information



- **Common Issues Reported to Help Desk:**
 - Access lock out
 - Use self-service password reset feature

A screenshot of the Streamline Healthcare Solutions, LLC login interface. The form includes a "Username" field with a person icon and "Enter Username" placeholder, a "Password" field with a lock icon and "Enter Password" placeholder, a "Remember me" checkbox, a "LOGIN" button, a "Forgot your Username?" link, and a "Forgot your Password?" link. The "Forgot your Password?" link is highlighted with a red box and an orange arrow pointing to it from the right.

Support Ticket Updates MIS Updates and Information



- **New residential Issue:**

- Error when a LOC occurs. Program staff must change the Billing Procedure Code:
 - Residential Withdrawal Management for 3.2
 - Residential Treatment – Substance Use for 3.1 and 3.5

Activity

1001162: Doe, Jane DOB: 04/08/1901

Action: Transfer Transfer Date: 03/05/2025

Arrival Date: Time: 00:00

Program: MITE 3.1 Kiva Peri

Bed: MITE Kiva Perinatal 276-1

Unit: MITE Kiva Perinatal

Room: Kiva 276

Admission Type: Elective Admission Source:

Assignment Type: Reason:

Location: Residential Substan **Billing Procedure: Residential Withdra**

Clinician: Physician:

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Location: Residential Substan **Billing Procedure: Residential Treatme**

Clinician: Physician:

Support Ticket Updates

MIS Updates and Information



- **Issue Resolution:**

- The Residential system issue of creating a service on the date of discharge and duplicate bed days when a LOC change occurred has been resolved.
 - The system has marked all incorrect services in Error status.

Process for Escalating Tickets

MIS Updates and Information



- Criteria for escalation of a ticket:
 - Resolved email but issue not resolved
 - No response after 1 business week
- Process for escalation of a ticket:
 - Forward the email that includes the ticket number to MIS Support
 - Indicate which of the escalation criteria has been met

SmartCare Access & ARF Processing

MIS Updates and Information



- ARF Updates:
 - ETA significantly reduced, goal is 4-5 days
 - Continue to prioritize & reallocate resources
- Ensuring correct ARF completion will help avoid delays
 - Incomplete forms, missing fields, missing user roles
 - Handwritten forms
 - Full program name
 - Incorrect taxonomy number
 - Incorrect or old form
 - Reminder: LMS training must be completed prior to submission
- Send completed ARF's to: BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov

Priority Issues

MIS Updates and Information



- Privacy and compliance concerns
- Billing Errors
- Requested Corrections
- Service Completion Process
- Home Med Entry & Viewing Medication History
- State Reporting
- MCO functionality
- Role/Access clean-up/optimization



LIVE WELL
SAN DIEGO

Reporting in the SmartCare Era

Derek Kemble – Data Sciences

Report Training and Resources



- Current Efforts
 - Optum SmartCare Training
 - SmartCare Help Desk Support
 - SmartCare ARF: Treatment Programs
 - Centralized E-mail support: BHS-DataScience.HHSA@sdcounty.ca.gov
- Future Efforts
 - SmartCare Reports Manual
 - SmartCare Report Development Tracker
 - Additional Trainings



CoSD SmartCare Reports



Report Name	Status
CoSD Active Clients Report	Completed
CoSD Admissions Morning Report	Completed
CoSD Admissions, Discharges, and Census Report	Completed
CoSD Aftercare Discharge/Summary Report	In Queue
CoSD Authorizations Report	In Progress
CoSD Caseload Report	On Hold
CoSD Charges/Claims Report	Completed
CoSD Client Demographic Data Report	UAT
CoSD Client Insurance and Date Span Report	Completed
CoSD Client Services Report	Completed
CoSD Client Services Report (Version 2)	UAT
CoSD Open Enrollment and Last DOS Report	In Queue
CoSD Progress Note Timeliness Report	Completed
CoSD Reported Errors Report by Program	In Queue
CoSD Staff Productivity Report	In Queue
CoSD TADT Report	Completed
CoSD Unsigned Documents Report	UAT
CoSD Service Error Report	Completed



BHS Billing Announcements/Reminders

Tess Bugay and Carmen Saline

03/26/2025

Service Errors Affecting Billing



- Billing Diagnosis required for completing the service
- Required authorization for the same program missing
- Financial information has not been completed for this client
- ICD10 Code '####.##' is not valid for FY2025
- ICD10 Code '####.##' is not value for FY2024
- End Date does not equal Start Date

Client Insurance Plan Request Form



SmartCare CLIENT PLAN REQUEST

Client Name & ID#: 123456789

Program Name: CRF

Client's DOB (to verify): [REDACTED]

Submitted By: [REDACTED] Date: 10/14/2024

New Client Plan **Update Existing Client Plan** (to indicate coverage change or expiration date)

Check the coverage plan that applies to the client.

Primary Health Plan	Insured ID (Policy#, CIN)	Effective Date	Expiration Date
Choose an item.			[REDACTED]

IMPORTANT: Please provide brief description or justification if/when choosing "County (MC) MH Administration" or "County Billable SUD" plan.

SUD NTP METHADONE-DAY SERVICE



- Methadone-Day Service (H0020) must be entered in SmartCare one service date at a time with service time as “1 unit”.
- The data range entry for Methadone-Day Service is currently not permitted on SmartCare's service detail screen. The end date will always be equal to the start date.
- The service time fields are not grayed out. It is not recommended to enter more than 1 unit for a Methadone-Day Service.
- The State will deny the H0020 claim with the N345 code (units billed does not equal the date range) if the total units of service (UOS) does not match the service date.
- Please do not enter two (2) H0020 with the same date of service in SmartCare. The State will deny both claims.

SUD NTP METHADONE-DAY SERVICE



Correct format:

Service Detail

Service Detail | Billing Diagnosis | Authorization(s)

Service

Client... [REDACTED] Status Complete Start Date 09/30/2024 Program Acadia NTP Fashion Vllly

Procedure Methadone - Day Service Start Time 10:23 AM Service Time 1 Units

Clinician Name [REDACTED] End Date 09/30/2024

Location Non-residential Opioid Trtmt Attending Referring

Client was present (unused) Other Person(s) Present Cancel Reason

Group... Charge \$33.75 Balance \$ 33.75 Rate ID 10216612

Billable Do Not Complete

Mode Of Delivery Face-to-face



Q&A

For any further questions, contact: QIMatters.HHSA@sdcounty.ca.gov

Or go online for more information at: Optumsandiego.com

NEXT MEETING: May 21, 2025 2:30-3:30pm