



SmartCare User Group

County of San Diego

Health and Human Services Agency

Behavioral Health Services

June 26, 2025

Meeting Goals



Transparency



Engagement



Inclusion

Meeting Agenda



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



Home Medications – Comm released this week

- High Priority: recognize the need for programs without nurses or prescribers to note home medications
- Solution:
 - Non-billable progress note: Home Medication
 - Can be entered by any clinical staff with access to document notes
 - Can also be entered by Admin staff and then scanned into SmartCare
 - Used as a method to ensure visibility by all to current home medications of the client
- This is NOT necessary for provider with RNs or prescribers
 - Information is visible in the Psych/Med note and pulls from CalMHSA Rx
 - If prescribers/nurses do not see medications in CalMHSA Rx, important to review documents for a Home Medication note for reference

Mode of Delivery

- Notice went out regarding the correction of incorrect MODs
 - At this time, no need to submit for corrections

Update:

- PCIT code (Parent-Child Interaction Therapy)
 - CalMHSA has attached a modifier to this mode of delivery option in SmartCare
 - Currently, there are no rates attached, however, in the near future, there will be and errors will need to be corrected if used incorrectly
 - Communication will be released when this feature is set to “go live”

Reminders:

Diagnosis Errors

- 2 Errors may show: Missing Diagnosis or Invalid ICD10
 - Still largest number of errors
 - 14,000 services with these errors
- Programs MUST enter a valid ICD10 code and MUST have that code applicable as of first date of service

Access Time FAQ & Tip Sheets

- New tip sheets posted to the SUD Resources (Toolbox) and MH Resources (References) tabs on Optum



LIVE WELL
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SmartCare User Group: MIS

Rebecca Ferry-Rutkoff, Adrian Escamilla

My Reported Errors



Please include the Service ID

NEW template for programs submitting bulk errors

Additional Resources engaged to support

All through Jan completed

DOS of Feb on track to be completed early July

Services Clean Up



Reminder:

- **No** Services should be entered in SmartCare with a date prior to **9/1/24**
- These **will NOT be billed** and **will be errored** out of the system beginning **8/1/25**
- Programs are expected to:
 - Run the “CoSD Client Services Report” regularly to identify if they have any of these services
 - Then ensure they have been billed in the legacy system or are corrected if appropriate



IT Security Updates



Multifactor Authentication (MFA) Duo – Coming Soon

Who: Any Users that continue to access CCBH (while it remains available)

What: This solution will require users to provide two verification factors

- Using a mobile phone or additional device
- Registration email will include the link and how to register

Why: Boosts security by verifying users through two different authentication factors, protecting accounts from unauthorized access.

- Enhanced Security
- Protects Personal Data
- Layers Defense
- Helps meet compliance for data privacy regulations

When: Mid July



Support Desk



CalMHSA

Live Chat or Submit a Ticket:

- 2023.calmhsa.org
- Chat bubble for immediate assistance
- Choose either 'Talk to Live Agent' or 'Submit Support Ticket'

OR

- SmartCare EHR
- Blue bubble to begin chat process

Hours: M-F 8 am – 5 pm

Optum

Password Resets & Account Unlocks

- 7 Days a week
 - (including Weekends & **Holidays**)
- 4:30 am – 11 pm
- **Call (800) 834-3792**



LIVE WELL
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Reporting in the SmartCare Era

Derek Kemble – Data Sciences

Report Training and Resources



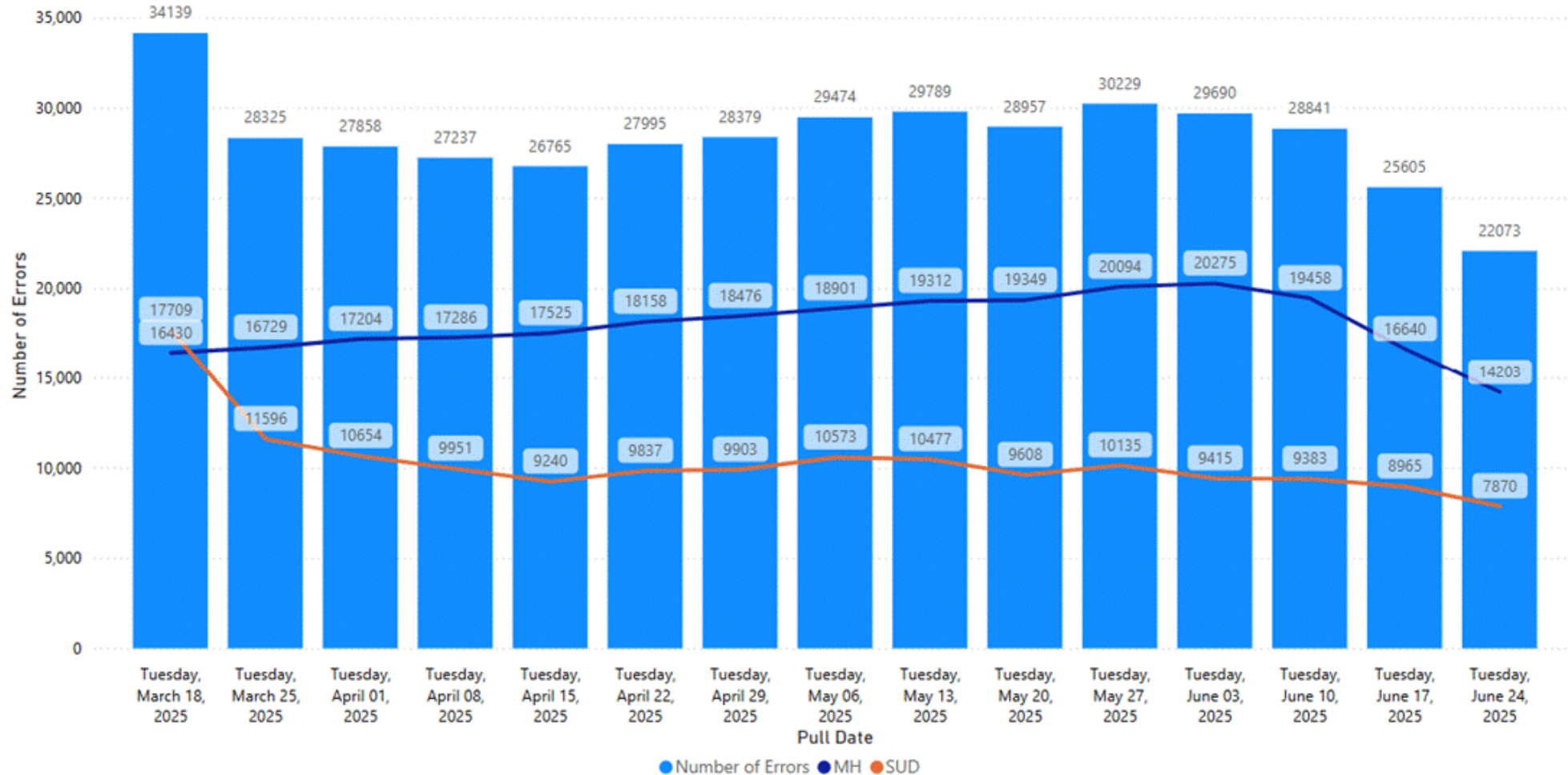
- Current Efforts
 - Optum SmartCare Training
 - SmartCare Help Desk Support
 - SmartCare ARF: Treatment Programs
 - Centralized E-mail support: BHS-DataScience.HHSA@sdcounty.ca.gov
- Future Efforts
 - ~~SmartCare Reports Manual~~
 - ~~SmartCare Report Development Tracker~~
 - Additional Trainings



Service Error Data



Service Errors by Service Area



CoSD SmartCare Reports



CoSD SmartCare Report Tracker

CoSD SmartCare Report Tracker

Report

Key

- Not Started
- Started
- In UAT
- Completed
- On Hold

SmartCare Report Name	Status
CoSD Active Clients Report	Completed
CoSD Admissions Morning Report	Completed
CoSD Admissions, Discharges, and Census Report	Completed
CoSD Authorizations Report	Completed
CoSD Bed Management Report	Started
CoSD CANS Assessment Summary	In UAT
CoSD Charges/Claims Report	In UAT
CoSD Client Demographic Breakdown	Started
CoSD Client Insurance & Date Span Report	Completed
CoSD Client Services Report	Completed
CoSD Consent Documents Report	Completed
CoSD Open Enrollments and Last Date of Service Report	Completed
CoSD Program Invoicing Report	Completed
CoSD Progress Note Timeliness Report	Completed
CoSD Service Error Report	Completed
CoSD Staff Licenses and Expiration Dates Report	In UAT
CoSD TADT Report	Completed
CoSD Unsigned Documents Report	Completed

Number of Reports by Status

Status	Count
Started	2
In UAT	3
Completed	12



BHS Billing Announcements/Reminders

Tess Bugay and Carmen Saline

06/24/2025

Service Errors Affecting Billing



Required authorization for the same program missing for Medi-Cal MH/Medi-Cal DMC:

Please run/use the **CoSD Authorizations Report** when you are working this service error. You can use the search field from the report to find the specific client you are working on. If no authorization was found, system prompts with "The search text was not found".

Before Contacting Optum:

- Please verify if you have the correct procedure code for the service. Authorization requested might have been for a different procedure code than the service recorded in the system.
- Verify if authorization request was submitted to Optum for the specific date(s) of service. It's possible that authorization on file might have expired or have been exhausted. This means, it's time to request a new authorization to cover the date(s) of service currently held in SHOW status with required authorization service error.

Service Errors Affecting Billing



CoSD Service Error Report

Errors: 5

Error Message (1)- Required authorization for the same program missing for Medi-Cal MH-9[REDACTED] A

Program	Service ID	Client ID	Date of Service	Units	Procedure	Status	Staff ID	Staff Name	Location
CRF NEW VISTAS CENTER	[REDACTED]	[REDACTED]	10-22-2024	1	Crisis Residential Day	Show	[REDACTED]	BedDay,System	Psychiatric Residential Treatment Center

Authorization Date From: 10/1/2024
Authorization Date To: 10/31/2024
Authorization Status: All Statuses
Program Code: CRF NEW VISTAS CTR

sdmhsc.smartcarenet.com says
The search text was not found.
OK

1 of 1
10 [REDACTED] 108 Find | Next

CoSD Authorizations Report

Auth Doc Id	Client Id	Client Name	Coverage Plan	Auth Code	Auth Status	Auth #	From	To	Requeste
[REDACTED]	[REDACTED]	[REDACTED]	Medi-Cal MH	Crisis Residential	Approved	[REDACTED]	10/31/2024	11/06/2024	7

Service/Charge Errors Affecting Billing



Billing diagnosis required for completing the service:

As of 06/25/25, there are 1900 MH services and 877 SUD services in SHOW status with DOS ranging from 09/2024 - 02/2025. Once the service completes and a charge is generated, the service goes through billing rules that may either mark the service "ready to bill" or generate a charge error if rule is violated. Analysis and resolution of charge errors takes time and has a direct impact on our ability to meet timely filing with DHCS.

Most Common Charge Errors:

- Client Address and its components are missing; Subscriber address and its components are missing.
 - Address should be in correct format. No "out of country" address.

Addresses

Home 995 Gateway Center Way, Ste 300
San Diego, CA 92102

Billing

[Details...](#) [History](#)

Click on this

Address Details

Street 995 Gateway Center Way, Ste 300
San Diego, CA 92102

City

State

Zip

OK Cancel

Address Details

Street 995 Gateway Center Way, Ste 300

City San Diego

State California

Zip 92102

OK Cancel

Service/Charge Errors Affecting Billing



Most Common Charge Errors:

- Primary Services cannot be billed without Add-On Service

DOS	Procedure Name	Code + Modifier(s)	Units	Charge	Balance	Unbilled	Warning List
11/04/2024 03:...	Interpretation...	NOMIN	1.00	\$0.00			
11/04/2024 10:...	Interpretation...	NOMIN	1.00	\$0.00			
11/04/2024 03:...	Medication Tr...	H0034:SC	1.00	\$180.40	\$180.40	180.40	Primary Services cannot be billed wit...
11/04/2024 10:...	Medication Tr...	H0034:SC	1.00	\$180.40	\$180.40	180.40	Primary Services cannot be billed wit...

- Add-On Services cannot be billed without Primary Service

DOS	Procedure Name	Code + Modifier(s)	Units	Charge	Balance	Unbilled	Charge	Balance	Unbilled	Warning List
02/25/2025 05:...	Family Therap...	NOMIN	1.00	\$0.00			\$0.00			Associated add-on charge #100743...
02/25/2025 05:...	Sign Language...	T1013:HL	1.00	\$30.92	\$30.92	30.92	\$30.92	\$30.92	30.92	Associated charge #1007428 has an..



Q&A

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

Or go online for more information at: Optumsandiego.com

NEXT MEETING: July 16. 9:00-10:00am