CalMHSA

California Mental Health Services Authority

Quality Assurance and State Reporting User Guide

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About this User Manual

This user manual is designed to provide a how-to guide of the features and functionality of SmartCare. It will outline how to complete each workflow in a step-by-step format with related screenshots that will make understanding how to complete each workflow easy. Through this guide, you will learn about SmartCare's comprehensive suite of tools and advanced technologies to enter client data securely and efficiently.

Audience

This manual is intended for use by anyone who will use the SmartCare EHR to support Specialty Mental Health Services or Substance Use Disorder through quality assurance and performance improvement processes. This manual includes how to conduct required state reporting.

Computer Literacy Assumptions for Understanding this User Manual

- Ability to perform basic word processing such as typing and searching for documents in files
- Understands data entry techniques into electronic forms and documents
- Familiarity with running a windows operating system or other popular programs like Mac OS.
- Basic knowledge of how to use internet browsers like Microsoft Edge and Google Chrome

IT Support Requests

Reach out to your county's System Administrator for assistance. If needed, they will escalate to the CalMHSA Help Desk.

You can also reach CalMHSA's Help Desk at: (916) 214-8348 or submit a live chat question to https://2023.calmhsa.org/

Note: Before beginning to use the system, make sure you have a compatible internet browser like Microsoft Edge and Google Chrome. CalMHSA recommends Google Chrome for best user experience.

CalOMS Reporting

The CalOMS records are reported as three main Form Types, each of which have additional sub-types and logic that drive the extraction of data for the submission file. Additionally, file requirements vary depending on the age of the client. These requirements are enforced at the document level by either requiring, hiding or conditionally displaying fields based on the clients age at the time of admission. The CalOMS data collection process begins at time of program enrollment. A user will create a Program Assignment for a CalOMS reportable program with a Program Status of enrolled. This may be done using the Program Details Screen or the Program tab in the SC Core Registration. Once the Program Assignment is created a job will run at scheduled intervals that creates a TEDS episode for the reporting episode. Customers may create a Tracking Protocol based on their workflow needs that assigns a flag to the responsible user to complete the CalOMS Admission Document. This document collects the data required for the CalOMS Admission Records. Similarly, customers may also create a Tracking Protocols based on their needs for the CalOMS Annual Update and Discharge Requirements to assign a flag to the user responsible for collecting corresponding data. The CalOMS Update/Discharge Document functions dynamically to collect the required data for both the CalOMS Annual Update and CalOMS Discharge records based on the type of transaction the user indicated in the document. Once these documents have been signed as complete the data sets become eligible candidate records for batching and submission.

Reporting Pre-Requisites

CalOMS Admission

The CalOMS is the first record submitted for any client. The admission establishes the CalOMS Form Serial Number (FSN) which is used to link all succeeding data for the specific episode.

For the record to be included as a CalOMS Admission record:

- Client must be enrolled in a CalOMS program.
- Client must have a completed CalOMS Admission.

CalOMS Admission Re-Submission

When a record requires edits, a re-submission can be sent using SmartCare's document editing functionality.

For the record to be included in the CalOMS Admission Re-Submission record:

- Client must be enrolled in a CalOMS program.
- Client must have a completed CalOMS Admission that was previously batched and sent to the appropriate entity.
- Client must have a completed CalOMS Admission where the version number of that document is greater than Version 1.

CalOMS Admission Deletion

When a record needs to be deleted, a Deletion can be sent using SmartCare's Error Document functionality.

For a record to be included in the CalOMS Admission deletion:

- Client must be enrolled in a CalOMS program.
- Client must have a completed CalOMS Admission that was previously batched and sent to the appropriate entity.
- Client must have a completed CalOMS Admission where the status of the document is Error or Deleted.

CalOMS Annual Update

The CalOMS Annual Update is used to report annual data for the corresponding CalOMS Episode as defined by the FSN.

For a record to be included as a CalOMS Annual Update record:

- Client must be enrolled in a CalOMS program.
- Client must have a completed CalOMS Admission that has been accepted by the entity it was reported to.
- Client must have a completed CalOMS Update/Discharge where the Transaction Type selected is Annual Update.

CalOMS Annual Update Re-Submission

When a record requires edits, a re-submission can be sent using SmartCare's document editing functionality.

For a record to be included as a CalOMS Annual Update Re-Submission:

- Client must be enrolled in a CalOMS program.
- Client must have a completed CalOMS Admission that has been accepted by the entity it was reported to.
- Client must have a completed CalOMS Update/Discharge where the Transaction Type is Annual Update that has been batched and sent to the appropriate entity.
- Client must have a completed CalOMS Update/Discharge where the Transaction Type selected is Annual/Update and the document version is greater than Version 1.

CalOMS Annual Update Deletion

When a record needs to be deleted, a Deletion can be sent using SmartCare's Error Document functionality.

For a record to be included as a CalOMS Annual Update Deletion:

- Client must be enrolled in a CalOMS program.
- Client must have a completed CalOMS Admission that has been accepted by the entity it was reported to.
- Client must have a completed CalOMS Update/Discharge where the Transaction Type selected is Annual Update that has been batched and sent to the appropriate entity.
- Client must have a completed CalOMS Update/Discharge where the Document status is Error or Deleted.

CalOMS Discharge

The CalOMS Discharge is used to report data for the corresponding CalOMS Episode as defined by the FSN at time of discharge from the Episode.

For a record to be included as a CalOMS Discharge Record:

- Client must be enrolled in a CalOMS program.
- Client must have a completed CalOMS Admission that has been accepted by the entity it was reported to,.
- Client must have a completed CalOMS Update/Discharge where the Transaction Type is selected is Discharge.

CalOMS Discharge Re-Submission

When a record requires edits, a re-submission can be sent using SmartCare's document editing functionality.

For a record to be included as a CalOMS Discharge Re-Submission:

- Client must be enrolled in a CalOMS program.
- Client must have a completed CalOMS Admission that has been accepted by the entity it was reported to.
- The client must have a completed CalOMS Update/Discharge where the Transaction Type selected is Discharge that has been batched and sent to the appropriate entity.
- Client must have a completed CalOMS Update/Discharge where the Transaction Type selected is Discharge and the document version is greater than Version 1.

CalOMS Discharge Deletion

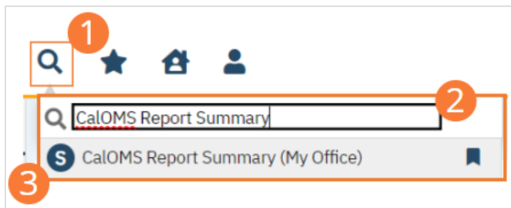
When a record needs to be deleted, a Deletion can be sent using SmartCare's Error Document functionality.

For a record to be included as a CalOMS Discharge Deletion:

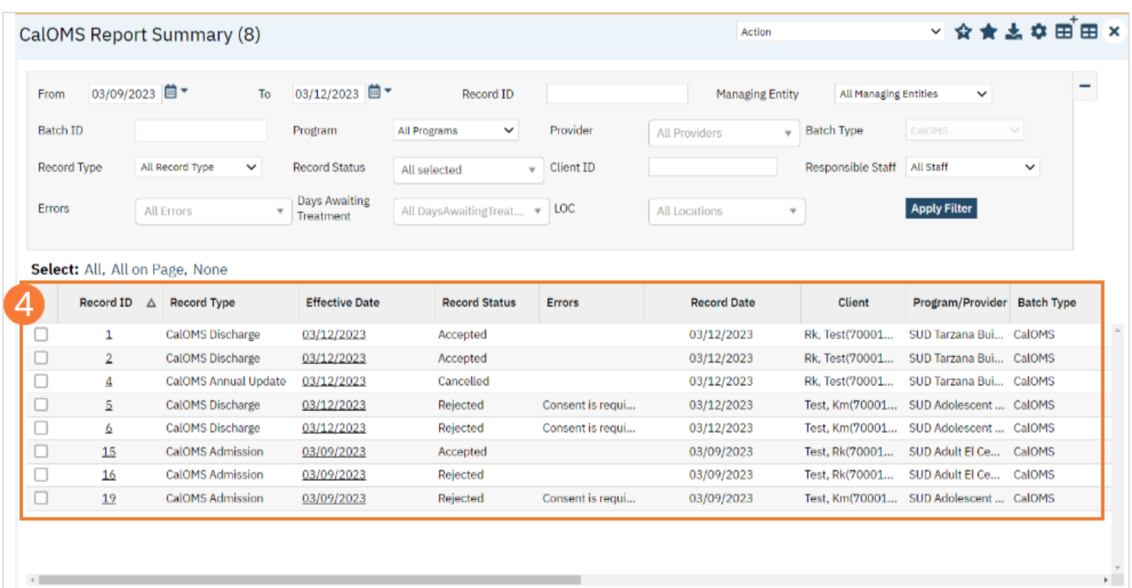
- Client must be enrolled in a CalOMS program.
- Client must have a completed CalOMS Admission that has been accepted by the entity it was reported to.
- Client must have a completed CalOMS Update/Discharge where the Transaction Type selected is Disharge that has been batched and sent to the appropriate entity.
- Client must have a completed CalOMS Update/Discharge where the Document status is Error or Deleted.

How to Review Records

1. **Select the Search icon.**
2. **Type "CalOMS Report Summary"** into the search bar.
3. **Click to select "CalOMS Report Summary (My Office)"** from the search results.



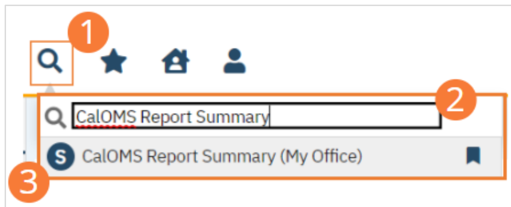
4. The CalOMS Summary (My Office) list page will open. The CalOMS Report Summary list page displays all eligible submission records according to the following status types:
   - In Progress=a record was created but not yet batched for reporting.
   - Cancel=a record was created and batched for submission then later canceled. These records are no longer eligible for batching.
   - Sent=the record was batched for submission and is awaiting response. These records are no longer eligible for batching.
   - Accepted=A response file was received for the batch the record was included in and the record was marked as Accepted. These records are no longer eligible for batching.
   - Reject=A response file was received for the batch the record was included in and the record was marked as Rejected. These records are no longer eligible for batching.



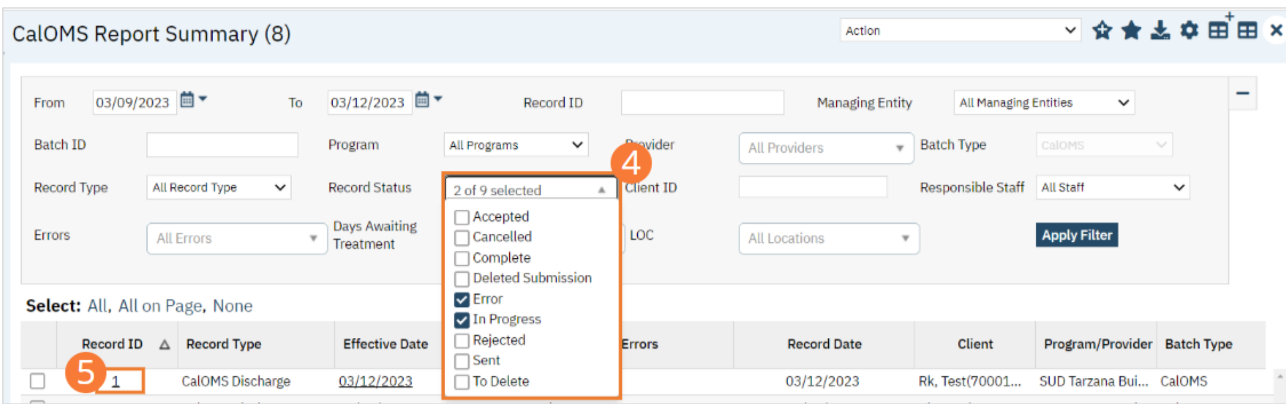
How to Monitor Records through the Reporting Period

CalOMS Reporting Summary

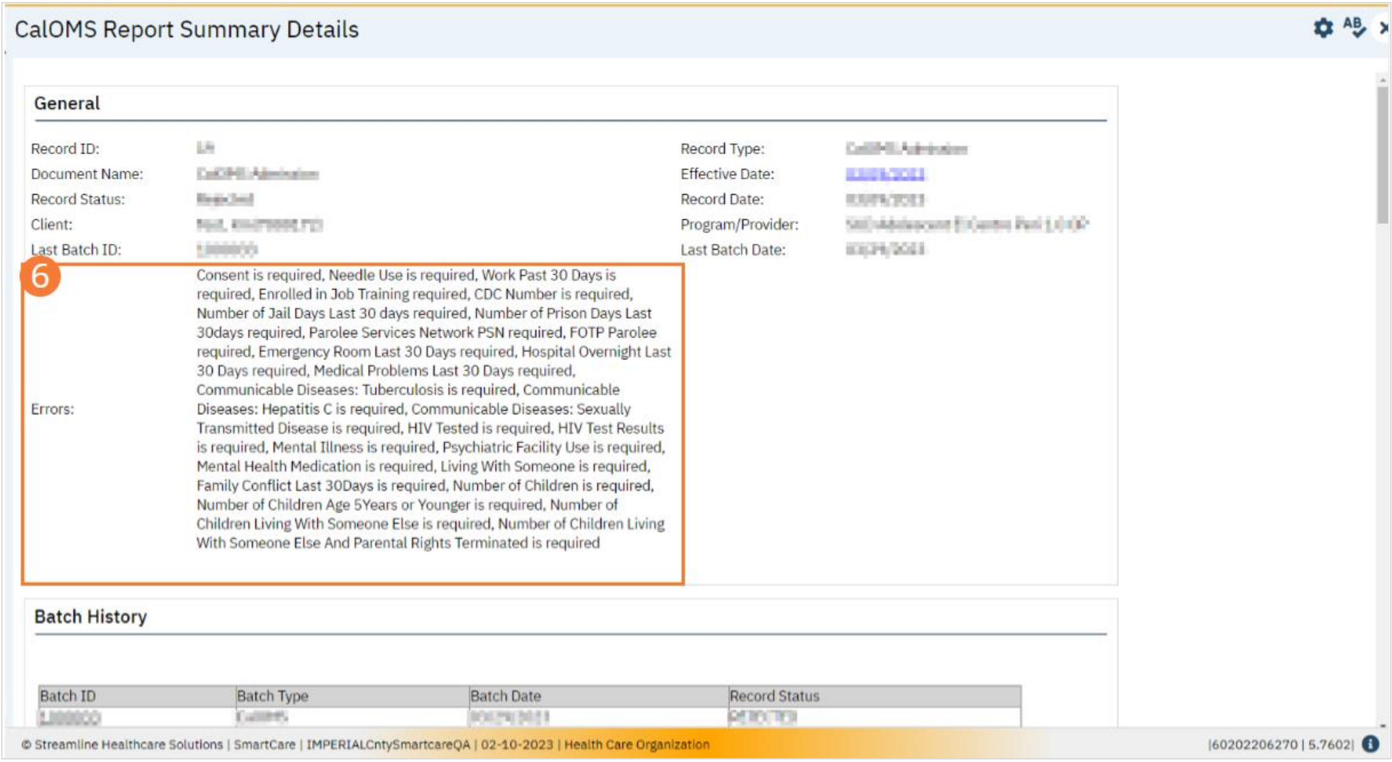
1. **Select the Search icon.**
2. **Type "CalOMS Report Summary"** into the search bar.
3. **Click to select "CalOMS Report Summary (My Office)"** from the search results.



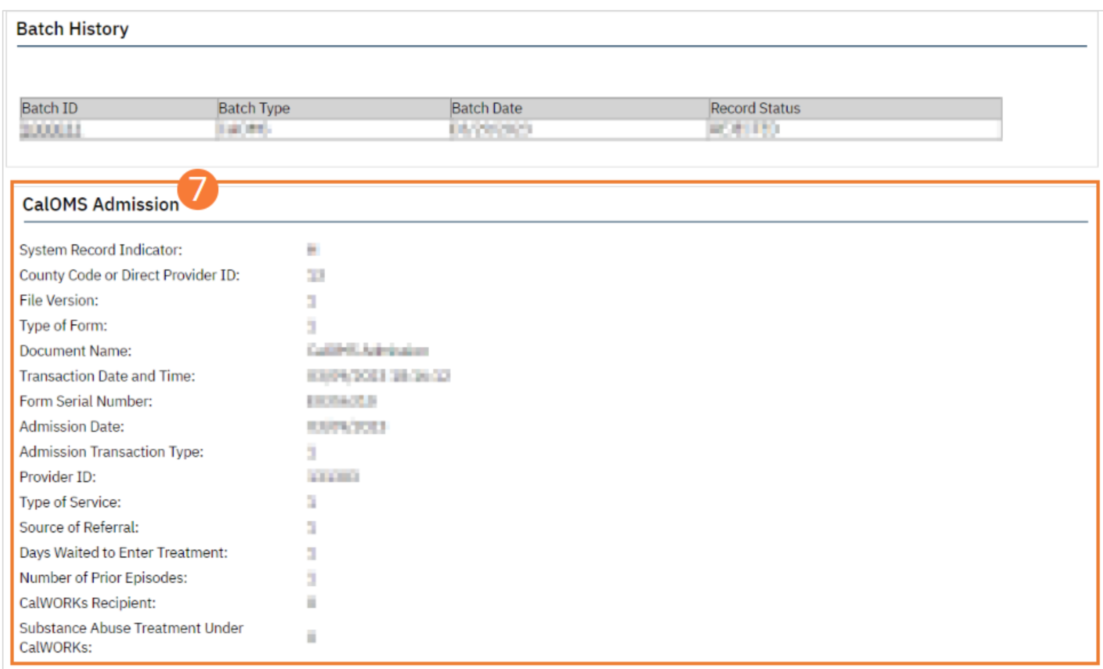
4. The CalOMS Report Summary (My Office) list page will open. **Filter for records in a status of In Progress and/or Error since the last batch creation date or the last review date.**
5. For records with a status of Error, **click the Record ID hyperlink.**



6. The CalOMS Report Summary Details screen will open. **Review the error messages and record data.**

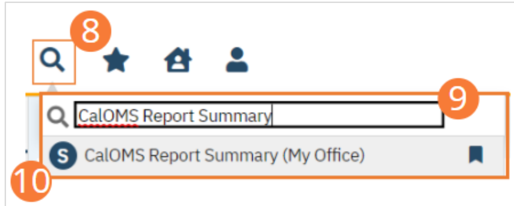


7. **Work error messages by navigating to the screen in which the source data resides.** The Source Document is shown below the Batch History section of the CalOMS Report Summary Details. The errors section will correspond to incorrect or missing data in the Source Document section. Once the errors are corrected, and the source document is signed, the updated data will initialize to the CalOMS Report Summary Details screen.

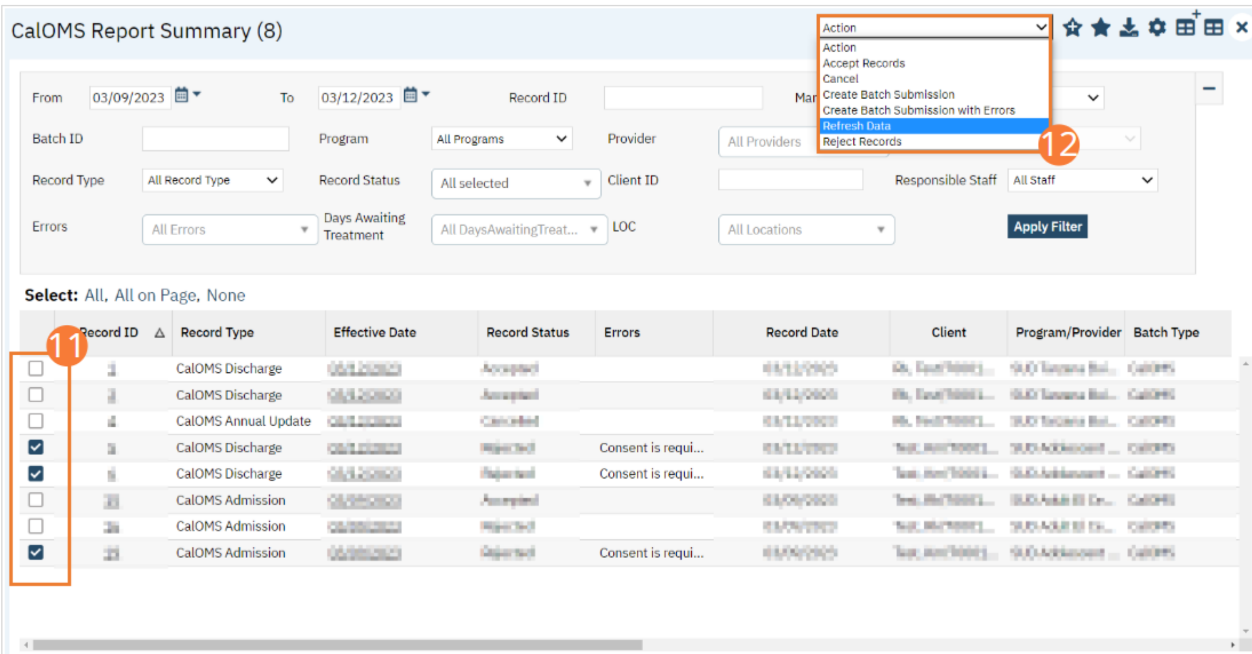


8. **Select the Search icon.**
9. **Type "CalOMS Reporting Summary"** into the search bar.

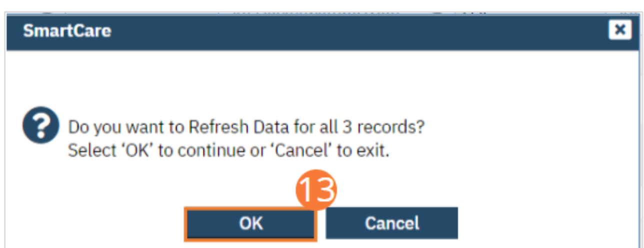
10. **Click to select "CalOMS Summary (My Office)"** from the search results.



11. The CalOMS Summary list page will open. **Click the checkbox next to the record(s) that have been corrected.**
12. **Select the Action dropdown and choose Refresh Data**.



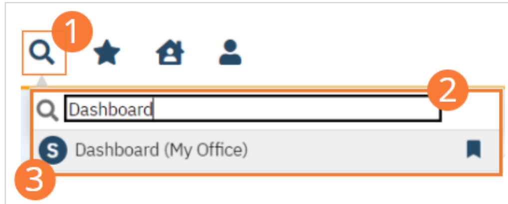
13. A popup will open for Do you want to Refresh Data for {number of records}? **Select 'OK' to continue or 'Cancel' to exit.** Selecting OK will pull the corrected data in to the record(s) to later be batched for submission.



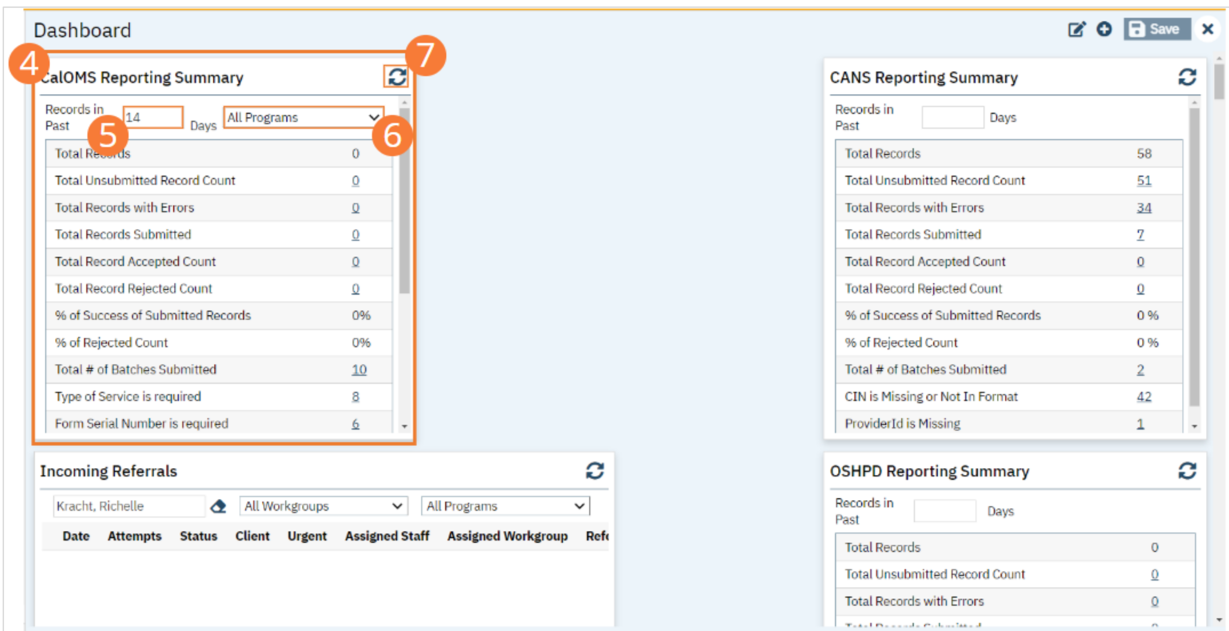
Reporting Summary Widget

Another utility available for monitoring records throughout the reporting period is the CalOMS Reporting Summary widget. From the Dashboard, a user can review basic statistics of records within a specific day range from the program.

1. **Select the Search icon.**
2. **Type "Dashboard"** into the search bar.
3. **Click to select "Dashboard (My Office)"** from the search results.



4. The Dashboard (My Office) list page will open. **Locate the CalOMS Reporting Summary widget**.
5. **Type the number of past days** for which to filter the records.
6. **Select All or a specific program** using the dropdown.
7. **Click the refresh icon** in the right hand corner of the widget if filters were modified. Within the widget are hyperlinks that will direct you to prefiltered list pages where you can review records, modify statuses, or work errors as needed.



The CalOMS Reporting Summary Widget displays the follow information:

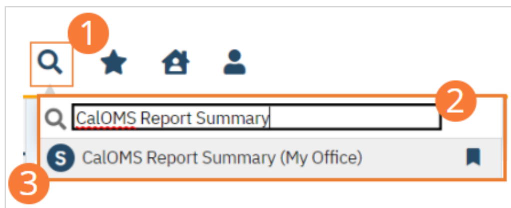
- Total Records - distinct count of all records.
- Total Unsubmitted Record Count - distinct count of all records with a status of In Progress, Error, or Canceled. Clicking the number hyperlink will direct the user to the list page pre-filtered for these values.
- Total Records with Errors - distinct count of all records with a status Error. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Records Submitted - distinct count of all records with a status Sent. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Records Accepted Count - distinct count of all records with a status Accepted. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Record Rejected Count - distinct count of all records with a status Rejected. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- % of Success of Submitted Records - displays the percentage of records with a status of Accepted of the records sent during the reporting period.
- % of Rejected Count - displays the percentage of records with a status of Rejected of the records sent during the period.

- Total # of Batches Submitted - this displays the distinct count of batches that were generated during the period. Clicking the number hyperlink will direct the user to the Compliance Batch list page pre-filtered for these values.
- Top 10 Errors - up to 10 errors will display in the last rows of the widget. This will display the top 10 most common errors for the period based on distinct counts. Clicking the number hyperlink will direct the user to the list page pre-filtered for applicable error.

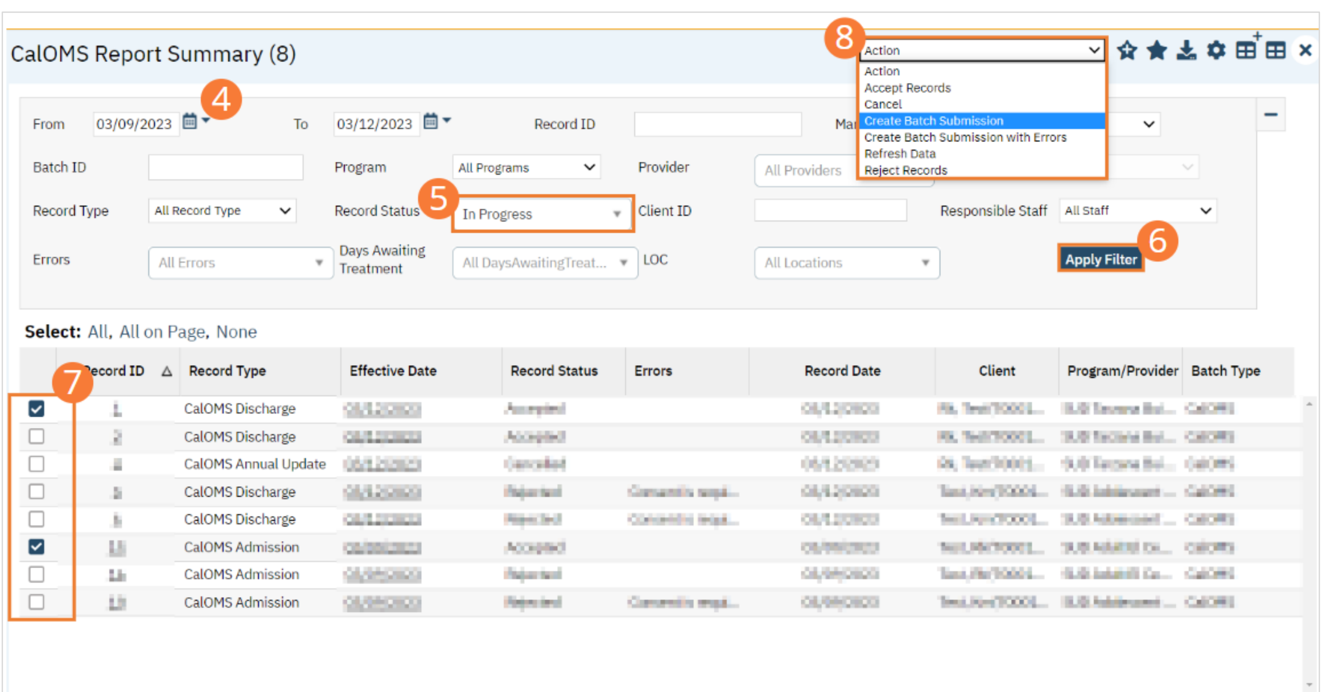
How to Create a New Batch and Submit Files

To create a batch for submission, there are two options, creating a batch file without errors or creating a batch file with errors. Under certain circumstances it may be necessary to create a batch record with errors.

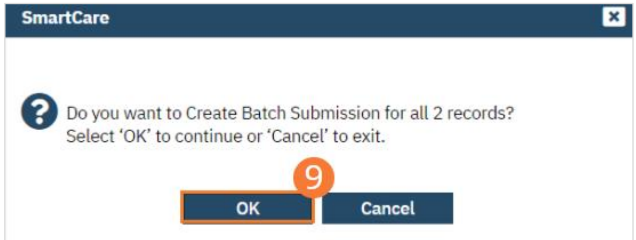
1. **Select the Search icon.**
2. **Type "CalOMS Reporting Summary"** into the search bar.
3. **Click to select "CalOMS Summary (My Office)"** from the search results.



4. The CalOMS Summary (My Office) list page will open. **Filter records based on last batch date or other requirements.**
5. **Set Record Status to In Progress.**
6. **Click the Apply Filter button.** Review displayed records as needed.
7. **Select the checkbox for the appropriate records**, or Select All, or Select All on Page.
8. Once the records have been selected, **click the Action dropdown, and select Create Batch Submission**.



9. A popup window will open confirming the action to batch X number of records. **Click the OK button.** Once results have been processed, a green message will display above the filters confirming the action was successful. The batched file is now available for retrieval via the Batch Detail screen or the SFTP.



How to View Batch Details

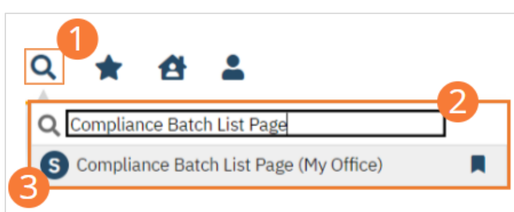
Once the batch has been generated, there are two options for retrieving the file for submission.

From the Customer's SFTP folder:

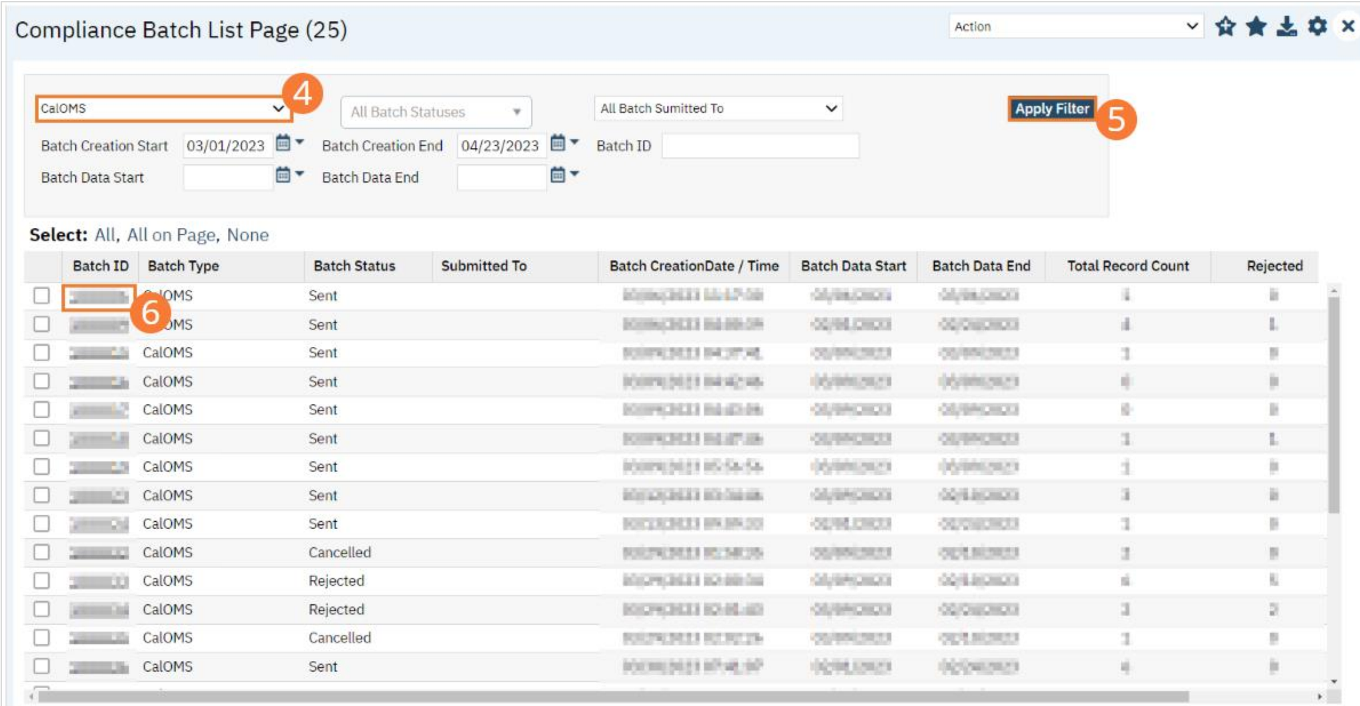
1. Navigate to the customer's SFTP folder.
2. Within that folder, select the State Reporting folder.
3. Select the CalOMS folder.
4. Retrieve the file for the desired batch.

From the Compliance Batch List Page:

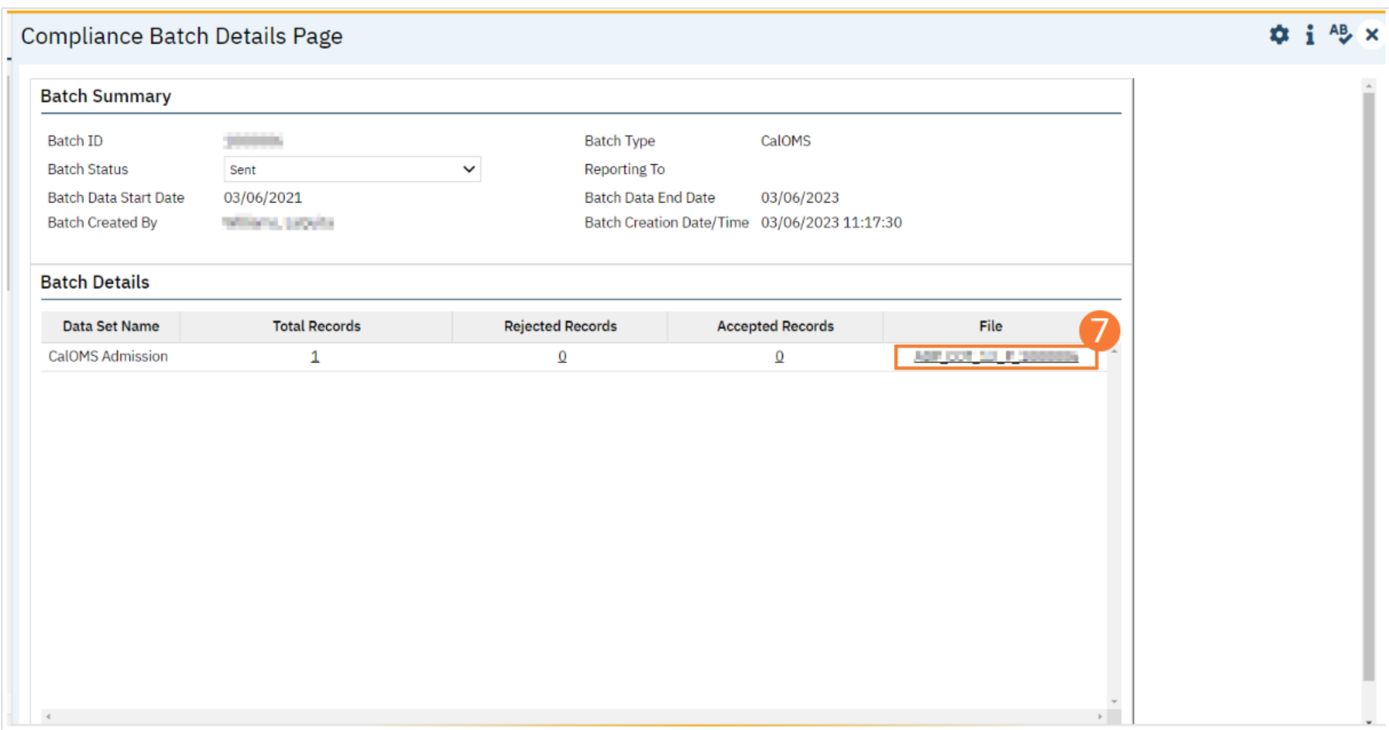
1. Select the Search icon.
2. Type "Compliance Batch List Page" into the search bar.
3. Click to select "Compliance Batch List Page (My Office)" from the search results.



4. The Compliance Batch List Page (My Office) list page will open. Filter for Batch Type=CalOMS. Select other filters as appropriate.
5. Click Apply Filter to refresh the list page results.
6. Select the desired batch by clicking the Batch ID hyperlink, this will direct you to the Batch Detail screen.



7. From the Batch Detail screen, **click the hyperlink to the file** in the Batch Details to download the results.



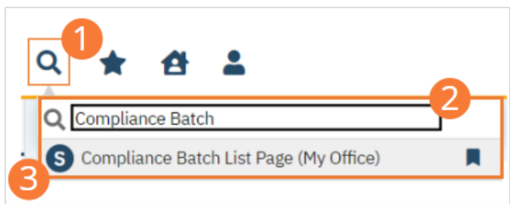
8. The file will display in your toolbar. **Select the file to download and open the txt file**.

How to Accept or Reject a Batch

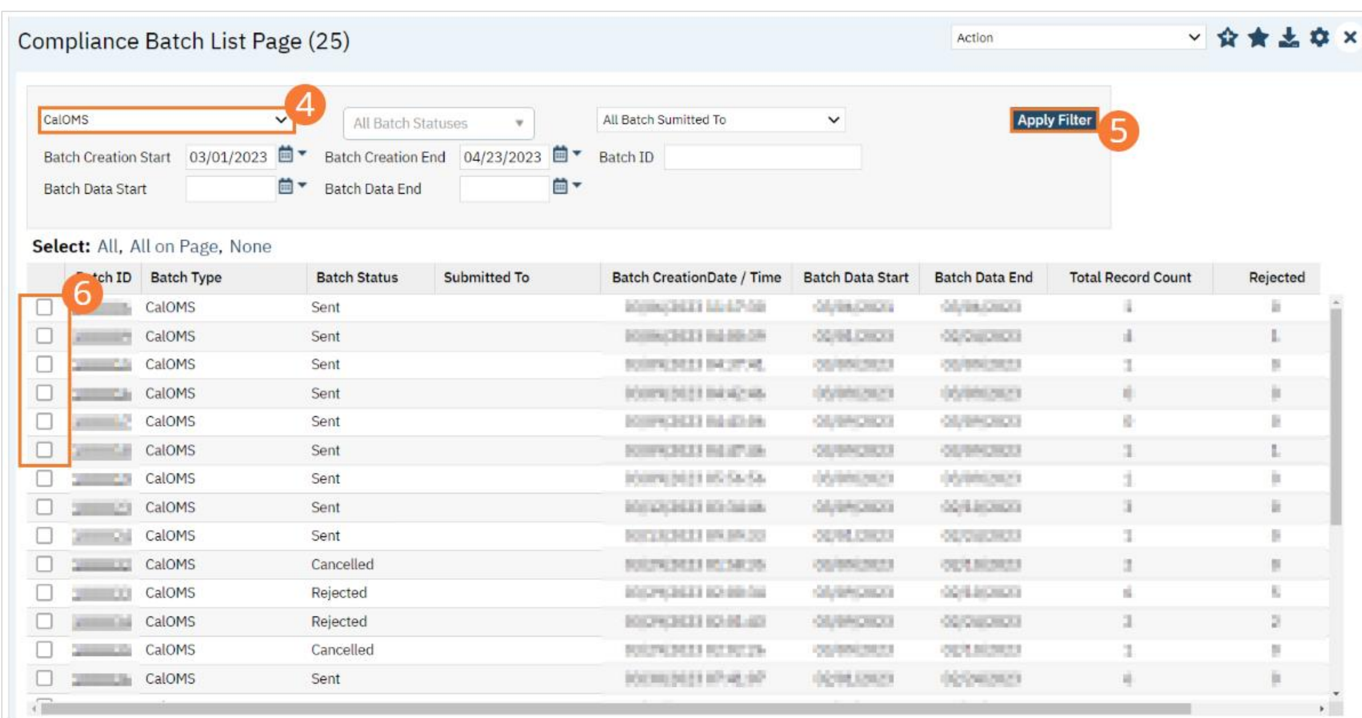
Once the file has been sent to the appropriate entity, batches can be marked as accepted or rejected.

To mark batches as accepted:

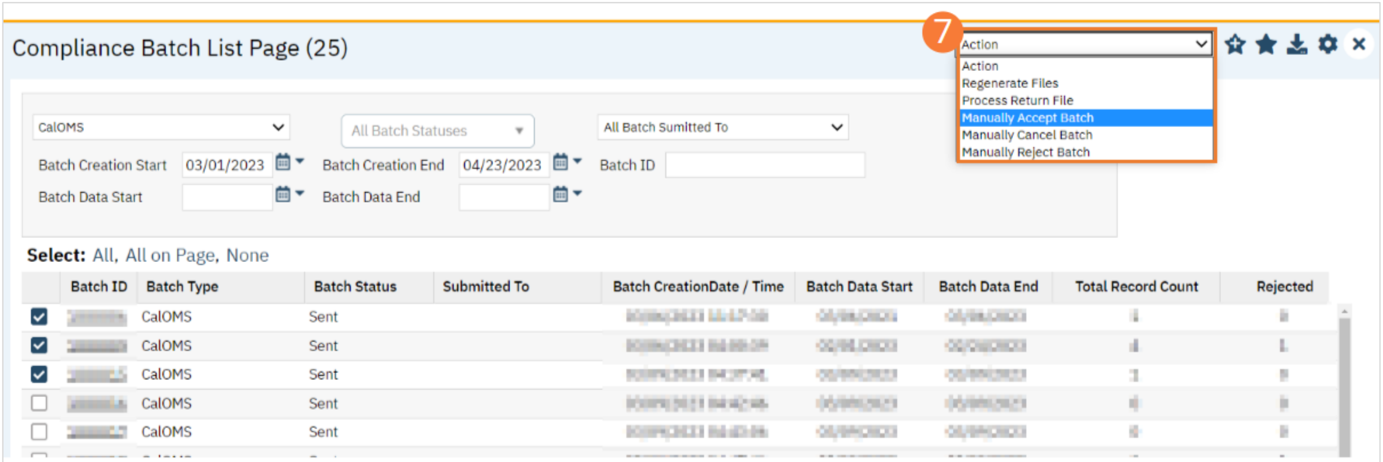
1. Select the Search icon.
2. Type "Compliance Batch List Page" into the search bar.
3. Click to select "Compliance Batch List Page (My Office)" from the search results.



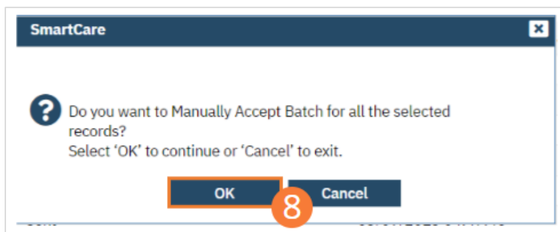
4. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=CalOMS**. Select other filters as appropriate.
5. **Click the Apply Filter button**.
6. To accept multiple batches, **select the checkboxes on the left**, **click All, or All on Page**.



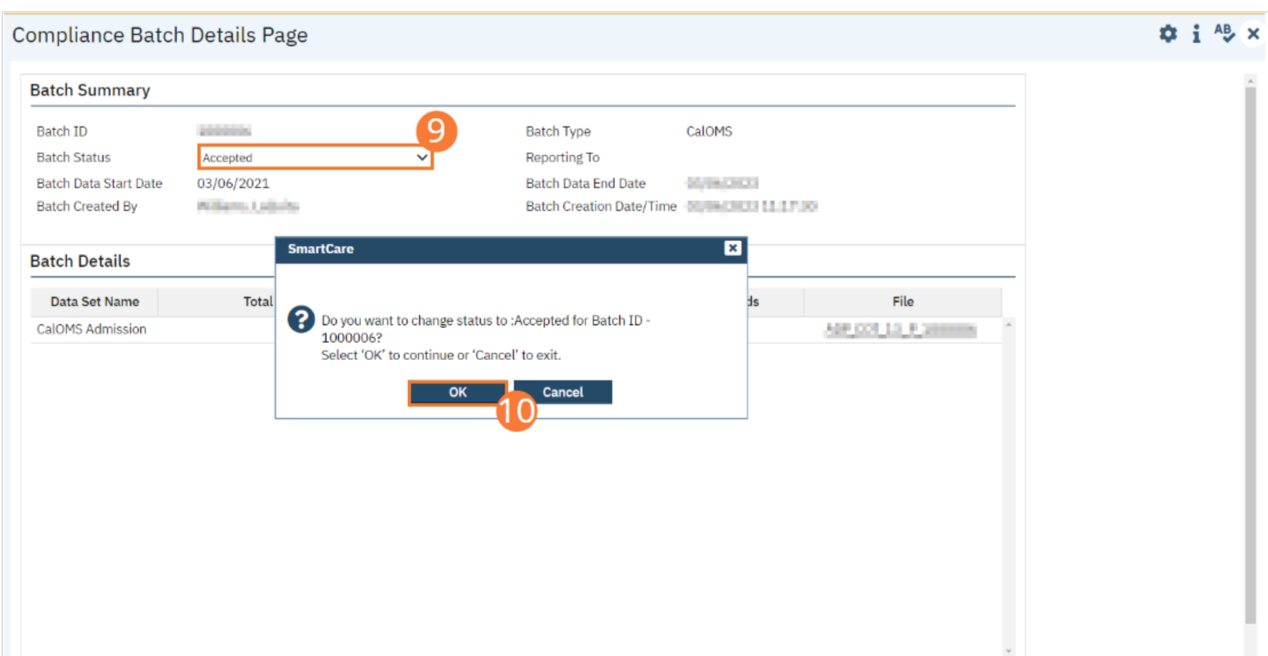
7. Use the Action dropdown to select **Manually Accept Batch**.



8. A popup window will open prompting you to Manually Accept the batch. **Select 'OK' to continue or 'Cancel' to exit**.



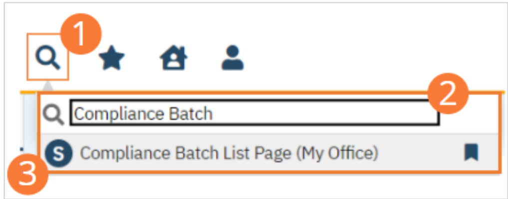
9. Accepting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, **select Accepted from the Batch Status dropdown.**
10. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.



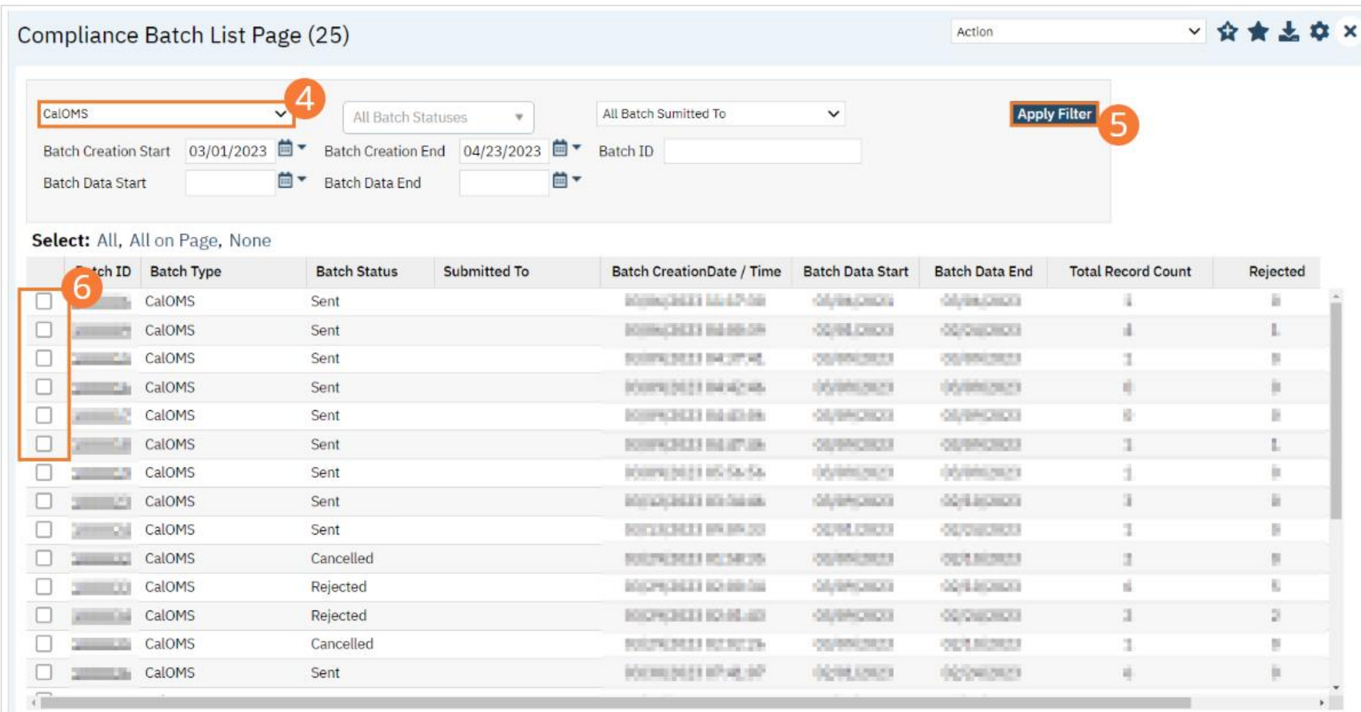
To mark batches as rejected:

1. **Select the Search icon.**

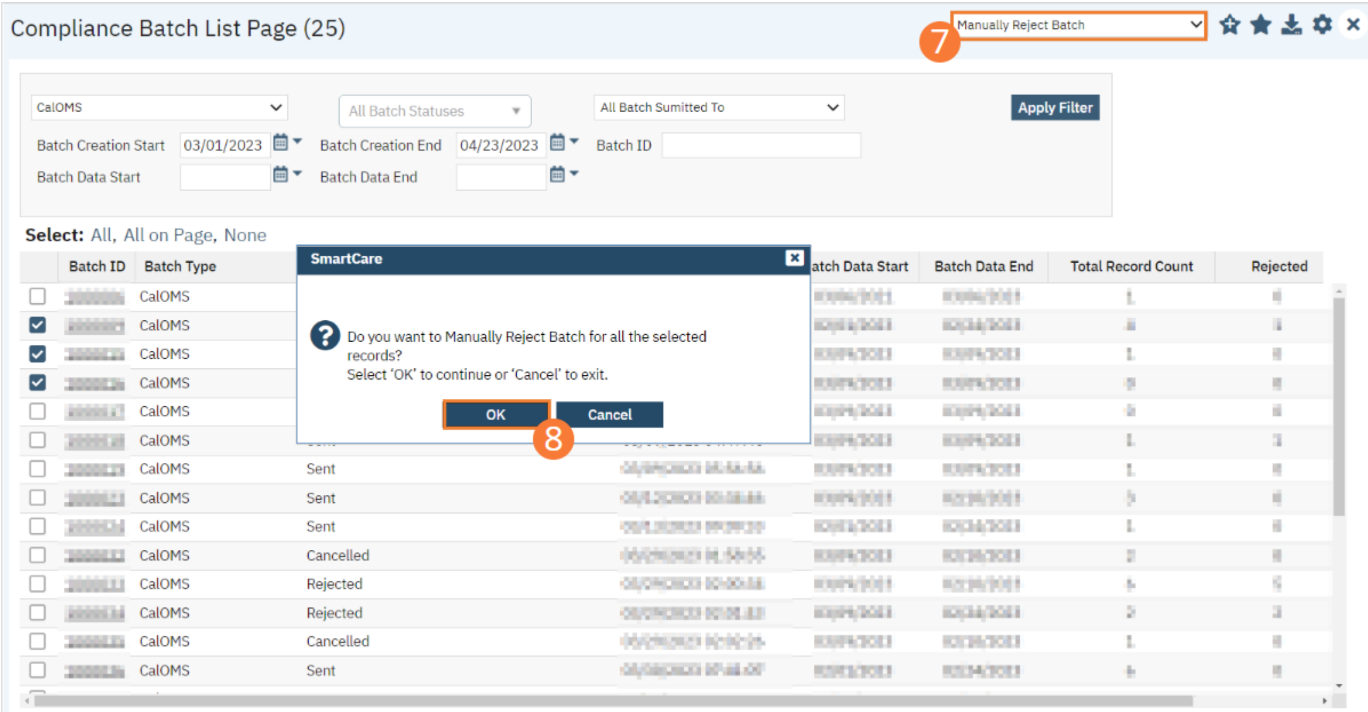
2. **Type “Compliance Batch List Page”** into the search bar.
3. **Click to select “Compliance Batch List Page (My Office)” from the search results**.



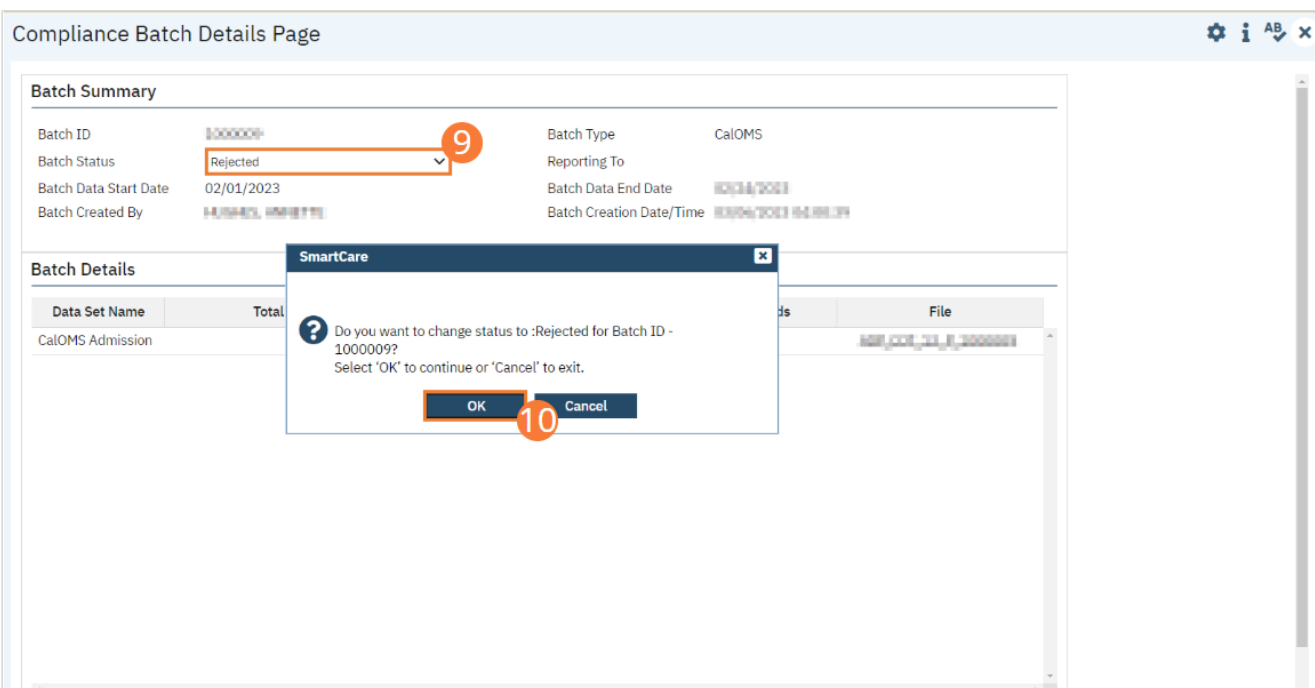
4. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=CalOMS**. Select other filters as appropriate.
5. **Click the Apply Filter button.**
6. To reject multiple batches, **select the checkboxes on the left, click All or All on Page.**



7. **Use the Action dropdown to select Manually Reject Batch**.
8. A popup window will open prompting you to Manually Accept the batch. **Select ‘OK’ to continue or ‘Cancel’ to exit**.



9. Rejecting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, select Reject from the Batch Status dropdown.
10. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

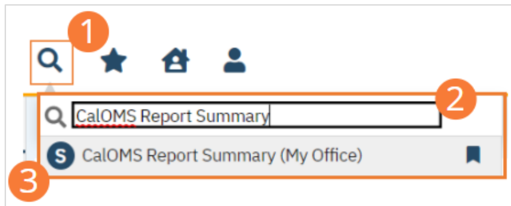


How to Accept or Reject an Individual Record

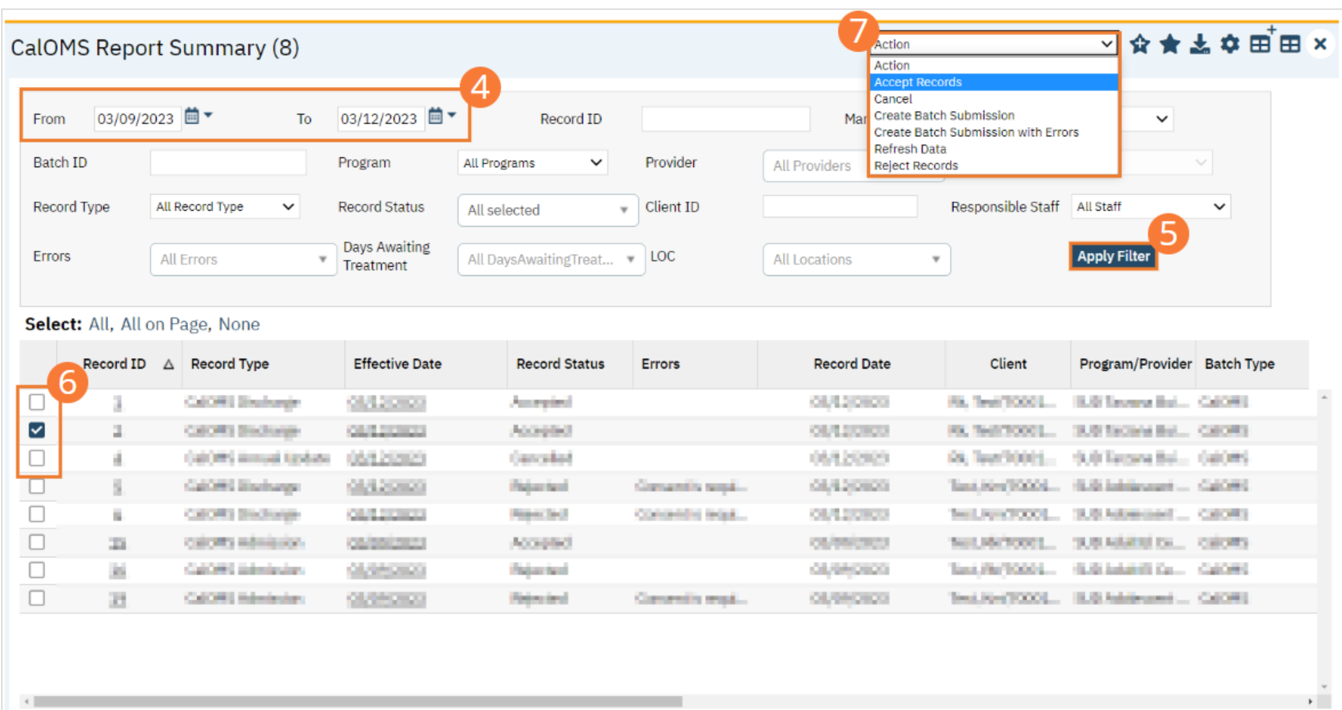
Once the batch file has been sent to the appropriately entity, if a portion of records were accepted these can be marked as such.

To mark records as accepted:

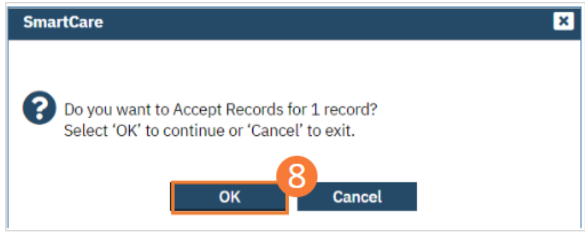
1. **Select the Search icon.**
2. **Type "CalOMS Report Summary"** into the search bar.
3. **Click to select "CalOMS Report Summary (My Office)" from the search results.**



4. The CalOMS Report Summary (My Office) list page will open. **Filter the results to display the records needing to be accepted.** This can be done a number of ways, including by Date, Status, or Batch ID.
5. **Click the Apply Filter button.**
6. To accept records, **select the checkboxes on the left, click All or All on Page.**
7. Use the Action dropdown to **select Accept Records**.

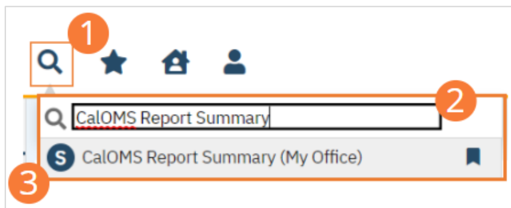


8. A popup window will open prompting you to Accept the record. **Select 'OK' to continue or 'Cancel' to exit.**

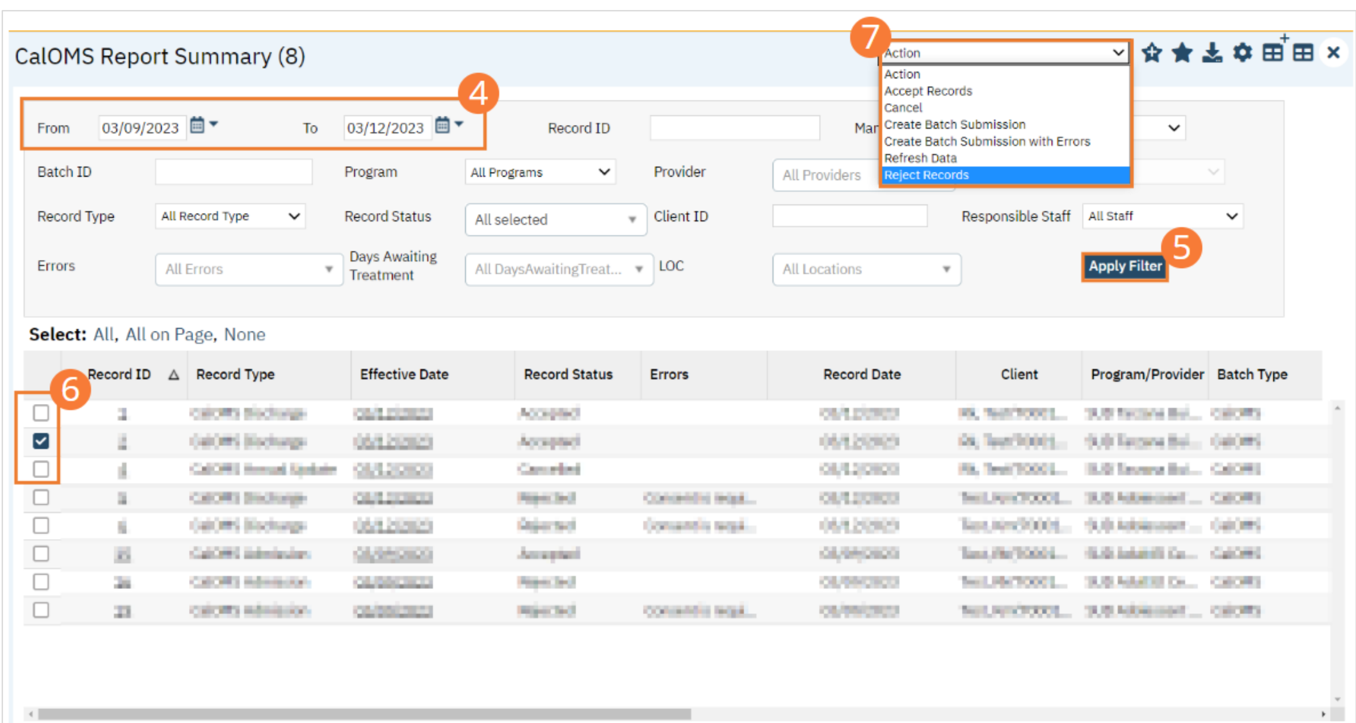


To mark records as rejected:

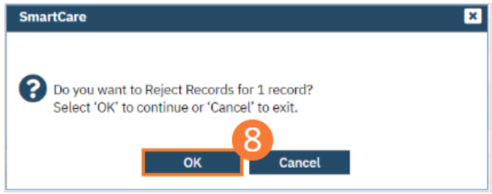
1. Select the Search icon.
2. Type "CalOMS Report Summary" into the search bar.
3. Click to select "CalOMS Report Summary (My Office)" from the search results.



4. The CalOMS Report Summary (My Office) list page will open. Filter the results to display the records needing to be rejected. This can be done a number of ways, including by Date, Status, or Batch ID.
5. Click the Apply Filter button.
6. To reject records, select the checkboxes on the left, click All or All on Page.
7. Use the Action dropdown to select Reject Records.



8. A popup window will open prompting you to Reject the record. Select 'OK' to continue or 'Cancel' to exit.


SmartCare
Do you want to Reject Records for 1 record?
Select 'OK' to continue or 'Cancel' to exit.
8
OK
Cancel

CSI Reporting

The CSI data collection process begins at time of program enrollment. A user will create a Program Assignment for a CSI reportable program with a Program Status of enrolled. This may be done using the Program Details screen or the Program Tab in the SC Core Registration. Once the Program Assignment is created a job will run at scheduled intervals that creates a TEDS episode for the reporting episode. This document collects the data required for the CSI Client and Periodic Records. CSI Service Records report data collected through services for CSI Reportable programs. Once these documents have been signed as complete the data sets become eligible candidate records for batching and submission.

How to Review Records

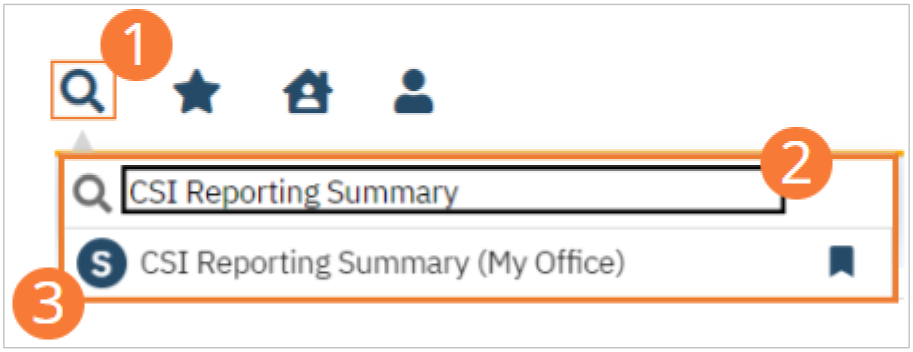
5. Select the Search icon.
6. Type "CSI Reporting" into the search bar.
7. Click to select "CSI Reporting (My Office)" from the search results.
8. The CSI Reporting (My Office) list page will open. The CSI Reporting Summary List Page displays all eligible CSI submission records according to the following status types:
    - In Progress=a record was created but not yet batched for reporting.
    - Cancel=a record was created and batched for submission then later canceled. These records are no longer eligible for batching.
    - Sent=the record was batched for submission and is awaiting response. These records are no longer eligible for batching.
    - Accepted=A response file was received for the batch the record was included in and the record was marked as Accepted. These records are no longer eligible for batching.
    - Reject=A response file was received for the batch the record was included in and the record was marked as Rejected. These records are no longer eligible for batching.

There are filters available in the CSI Reporting Summary List Page. These are as follows:

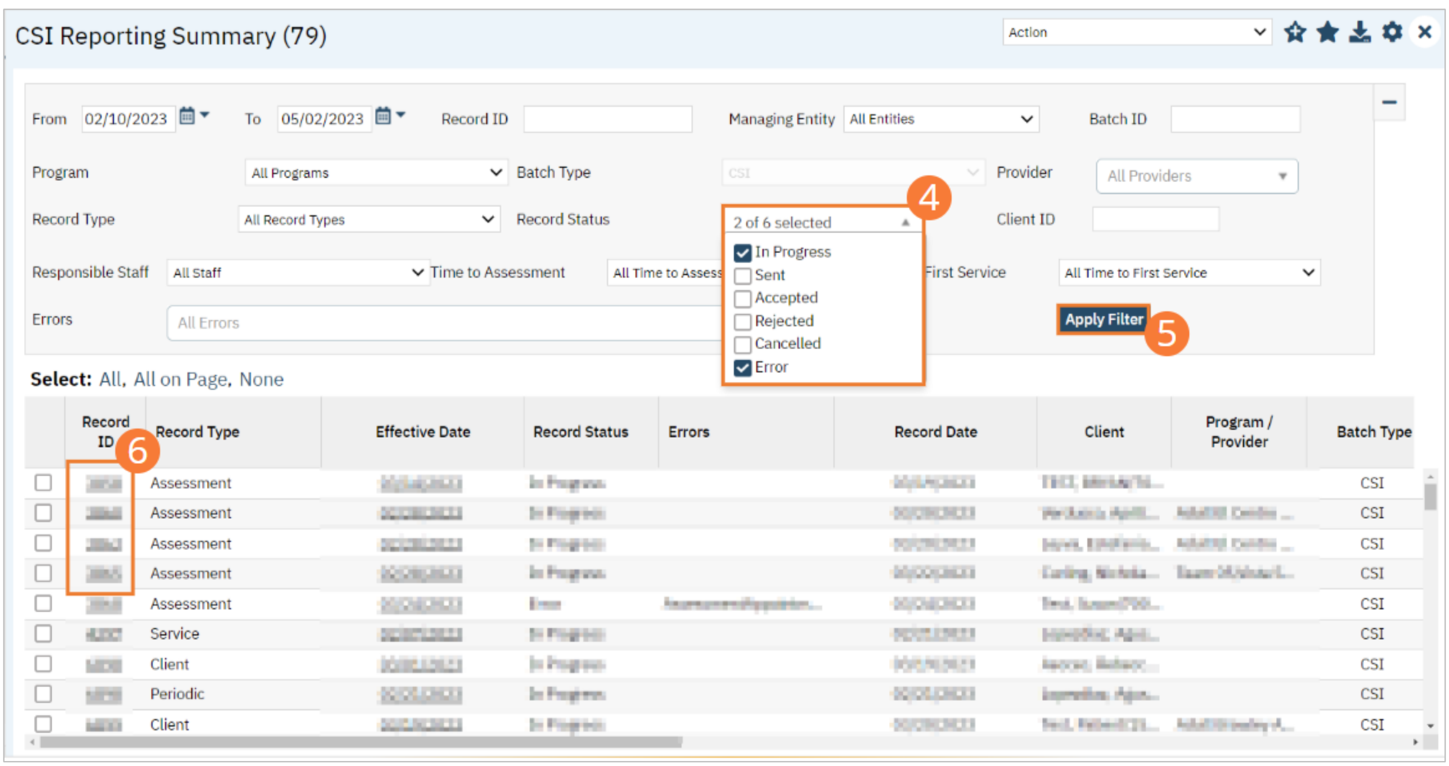
- Select a date range (From Date and To Date) for which data to be pulled for
- Record ID - this is the unique id assigned to the CSI record
- Managing Entity - the county that the CSI records are to be reported to may be selected.
- Batch ID - if a record has previously been batched, this field will filter on a specific Batch ID.
- Program - indicates which program the CSI record is associated with
- Batch Type - this will default to CSI Batch Type
- Provider - if the customer is a County entity and is utilizing MCO, this will indicate which Contracted Provider the CSI record is associated with
- Record Type - this filter allows for differentiating between the different CSI record types; Admission, Annual Update and Discharge.
- Record Status - indicates the current status of the record.
- Client ID - this is the unique SC identifier of the client record associated with the CSI record.
- Responsible Staff - the staff who completed the data collection for the record will display
- Time to Assessment - based on a calculation from date of request to date of assessment appointment, this allows filtering based on time frames of 0-7, 8-14, 15-30, and 30+ days.
- Time to First Service - based on a calculation from date of request to date of service appointment, this allows filtering based on time frames of 0-7, 8-14, 15-30, and 30+ days.
- Errors - this multi select filter will display the applicable errors.

How to Monitor Records through the Reporting Period

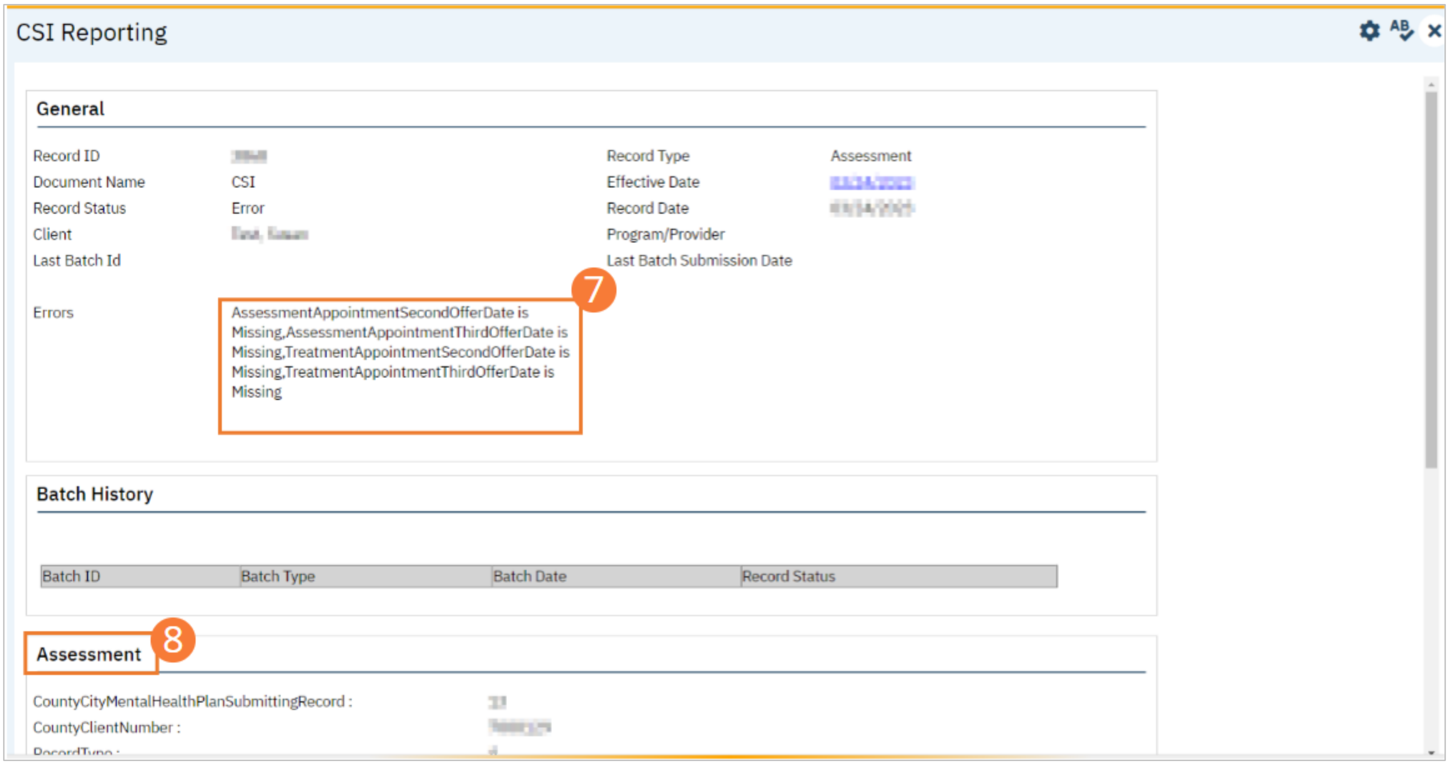
1. **Select the Search icon.**
2. **Type "CSI Reporting Summary"** into the search bar.
3. **Click to select "CSI Reporting Summary (My Office)"** from the search results.



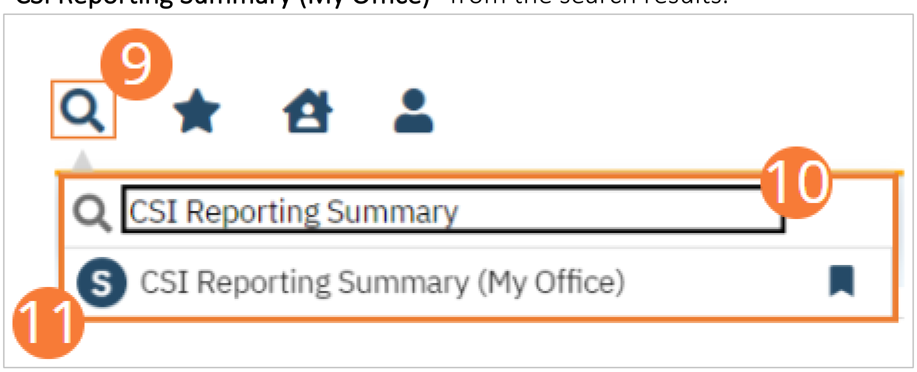
4. The CSI Reporting (My Office) list page will open. **Filter for records in a status of In Progress and/or Error** since the last batch creation date or the last review date.
5. **Click the Apply Filter button.**
6. For records with a status of Error, **click the Record ID hyperlink.**



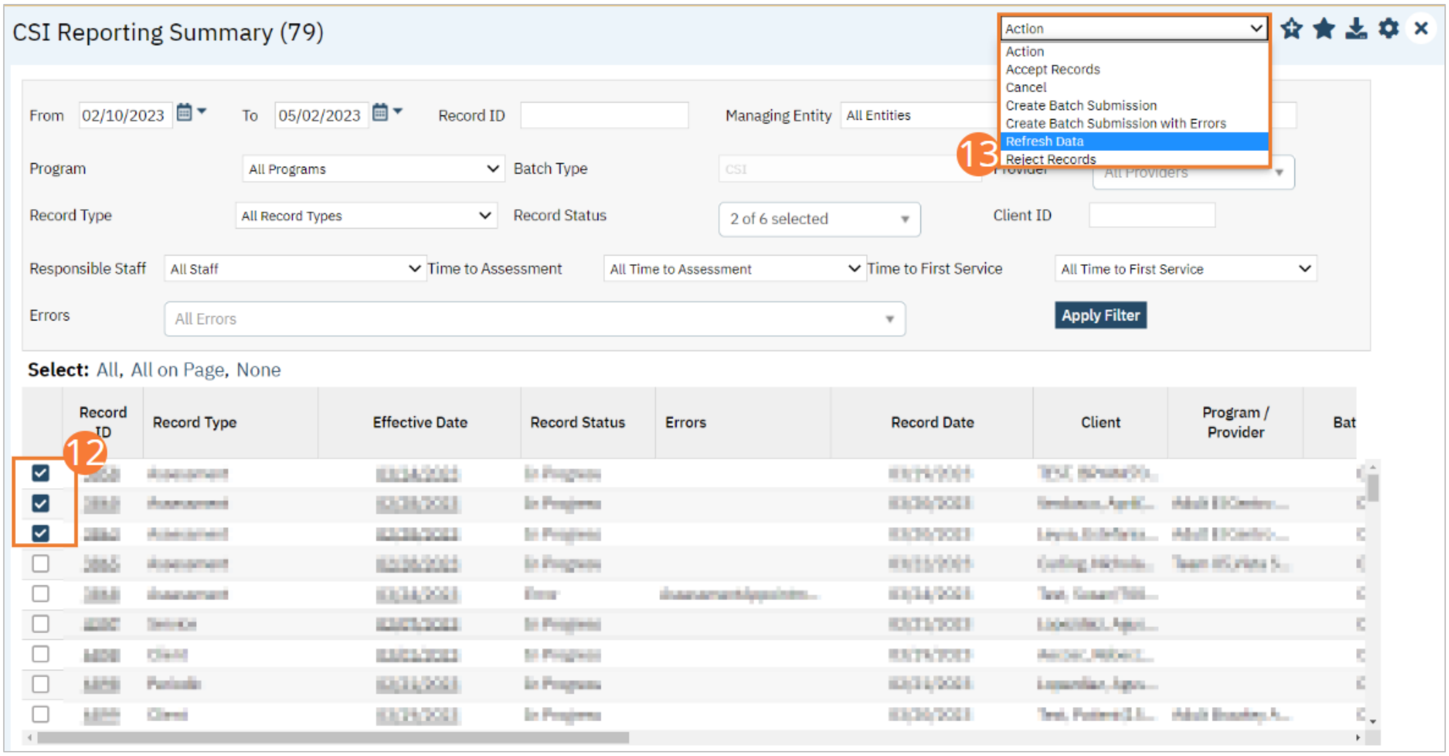
7. The CSI Reporting screen will open. **Review the error messages and record data.**
8. **Work error messages by navigating to the screen in which the source data resides.** The Source Document is shown below the Batch History section of the CSI Report Summary Details. The errors section will correspond to incorrect or missing data in the Source Document section. Once the errors are corrected, and the source document is signed, the updated data will initialize to the CSI Report Summary Details screen.



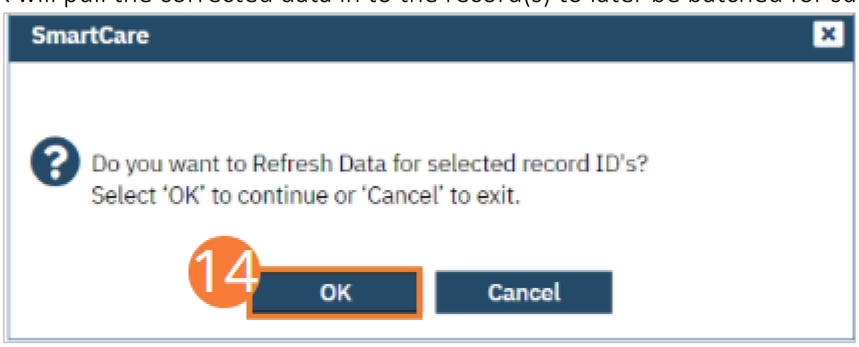
9. **Select the Search icon.**
10. **Type "CSI Reporting Summary"** into the search bar.
11. **Click to select "CSI Reporting Summary (My Office)"** from the search results.



12. The CSI Reporting Summary list page will open. **Click the checkbox next to the record(s) that have been corrected.**
13. **Select the Action dropdown and choose Refresh Data**.



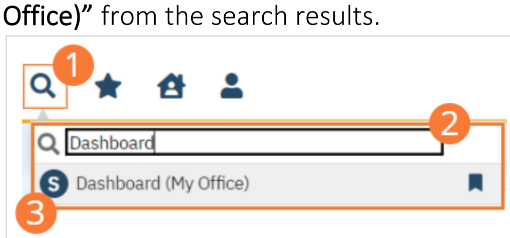
14. A popup will open for Do you want to Refresh Data for {number of records}? **Select 'OK' to continue or 'Cancel' to exit.** Selecting OK will pull the corrected data in to the record(s) to later be batched for submission.



Reporting Summary Widget

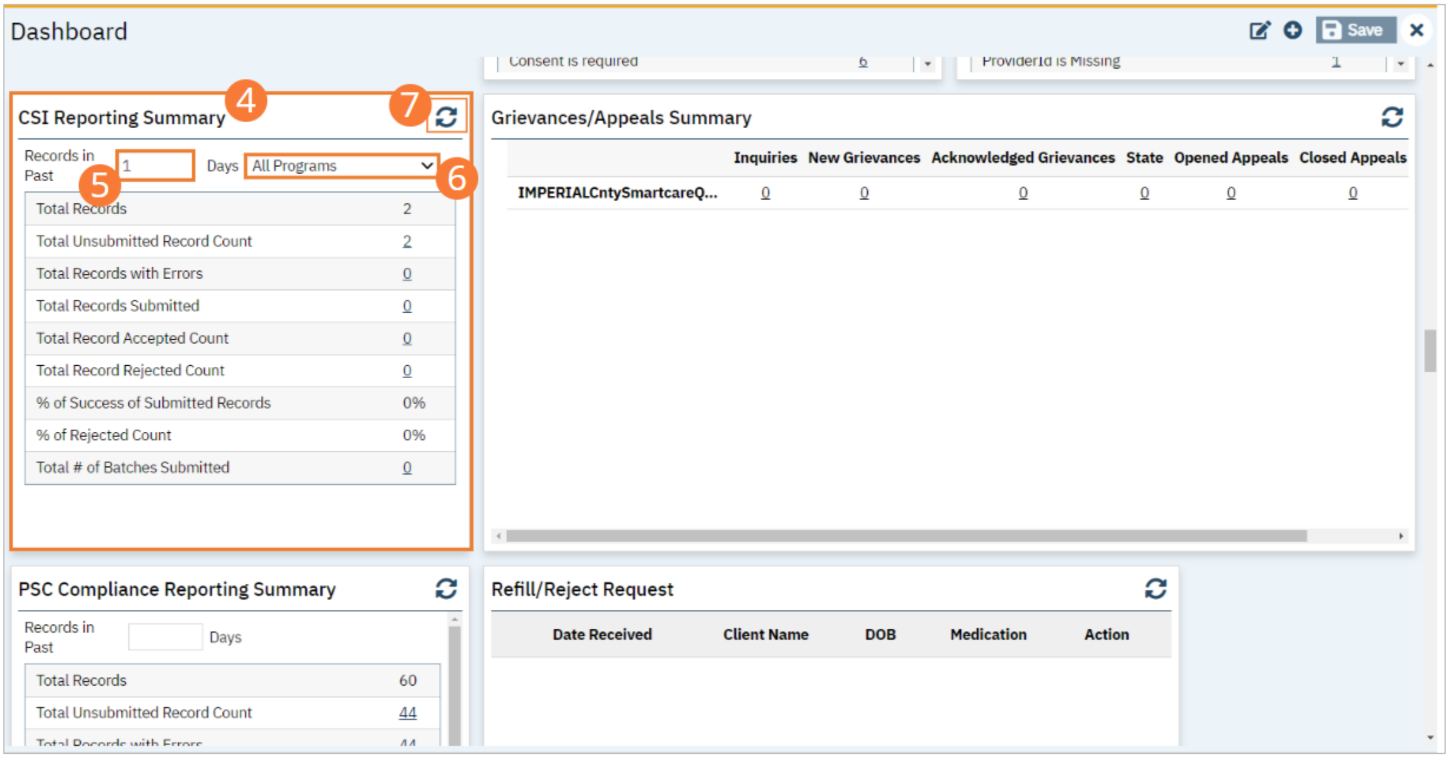
Another utility available for monitoring records throughout the reporting period is the CSI Reporting Summary widget. From the Dashboard, a user can review basic statistics of records within a specific day range from the program.

8. **Select the Search icon.**
9. **Type "Dashboard"** into the search bar.
10. **Click to select "Dashboard (My Office)"** from the search results.



11. The Dashboard (My Office) list page will open. **Locate the CSI Reporting Summary widget**.
12. **Type the number of past days** for which to filter the records.
13. **Select All or a specific program** using the dropdown.

14. **Click the refresh icon** in the right hand corner of the widget if filters were modified. Within the widget are hyperlinks that will direct you to prefiltered list pages where you can review records, modify statuses, or work errors as needed.



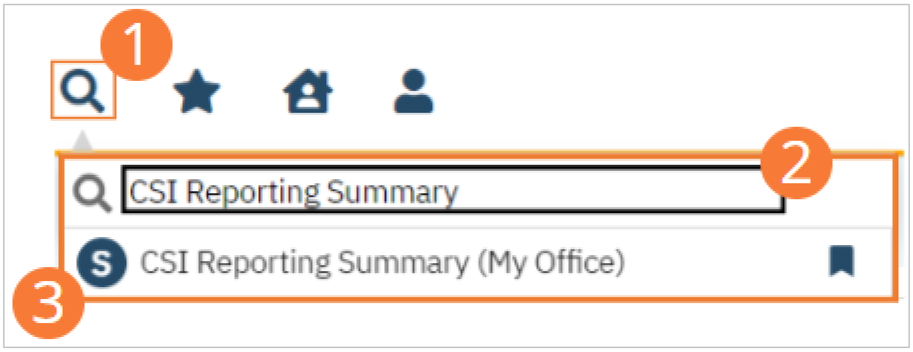
The CSI Reporting Summary Widget displays the follow information:

- Total Records - distinct count of all records.
- Total Unsubmitted Record Count - distinct count of all records with a status of In Progress, Error, or Canceled. Clicking the number hyperlink will direct the user to the list page pre-filtered for these values.
- Total Records with Errors - distinct count of all records with a status Error. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Records Submitted - distinct count of all records with a status Sent. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Records Accepted Count - distinct count of all records with a status Accepted. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Record Rejected Count - distinct count of all records with a status Rejected. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- % of Success of Submitted Records - displays the percentage of records with a status of Accepted of the records sent during the reporting period.
- % of Rejected Count - displays the percentage of records with a status of Rejected of the records sent during the period.
- Total # of Batches Submitted - this displays the distinct count of batches that were generated during the period. Clicking the number hyperlink will direct the user to the Compliance Batch list page pre-filtered for these values.
- Top 10 Errors - up to 10 errors will display in the last rows of the widget. This will display the top 10 most common errors for the period based on distinct counts. Clicking the number hyperlink will direct the user to the list page pre-filtered for applicable error.

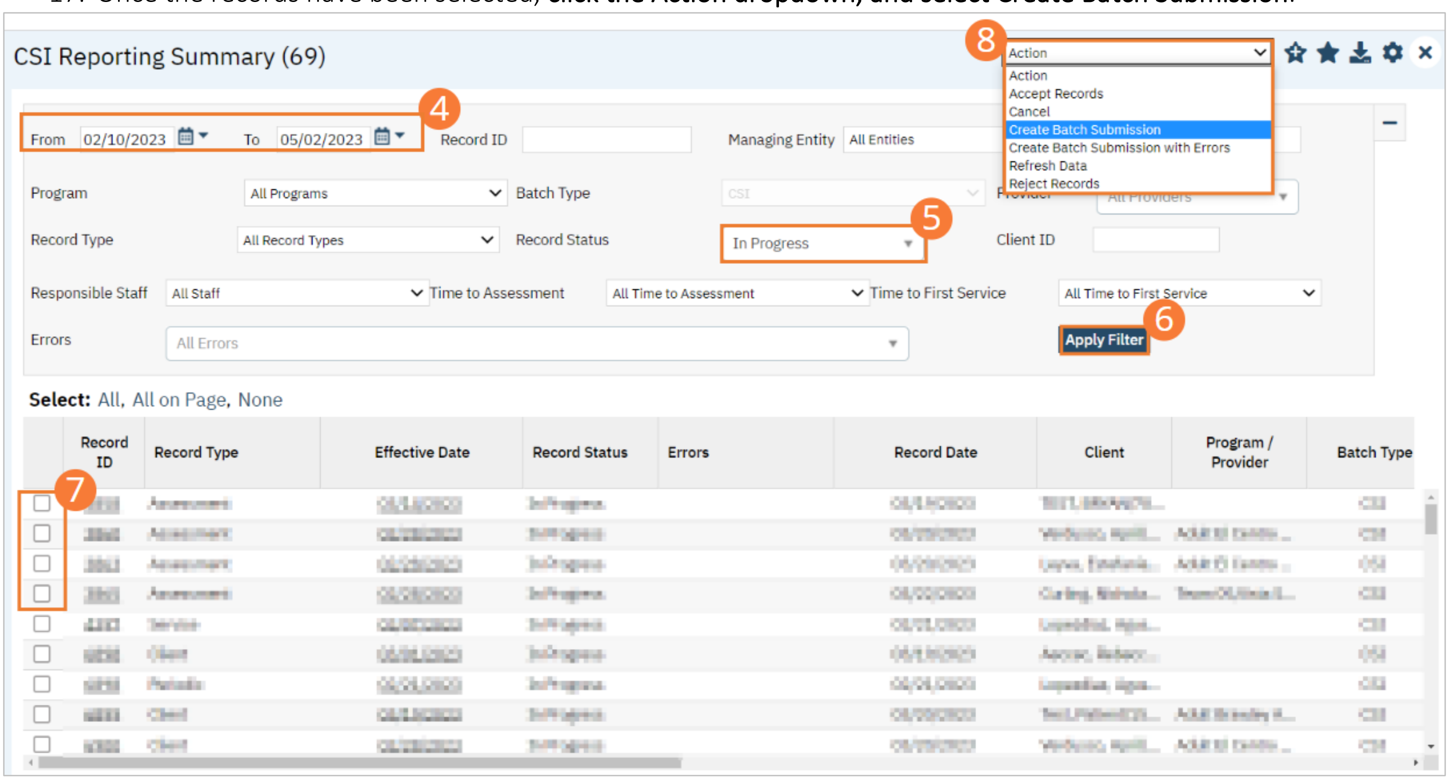
How to Create a New Batch and Submit Files

To create a batch for submission, there are two options, creating a batch file without errors or creating a batch file with errors. Under certain circumstances it may be necessary to create a batch record with errors.

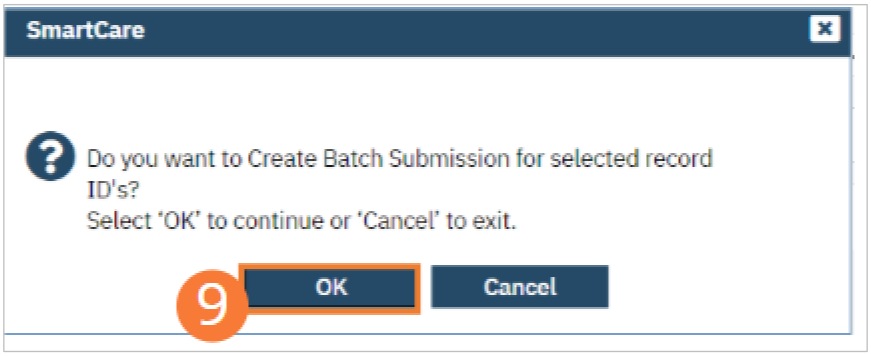
10. **Select the Search icon.**
11. **Type "CSI Reporting Summary"** into the search bar.
12. **Click to select "CSI Reporting Summary (My Office)"** from the search results.



13. The CSI Reporting Summary (My Office) list page will open. **Filter records based on last batch date or other requirements.**
14. **Set Record Status to In Progress.**
15. **Click the Apply Filter button.** Review displayed records as needed.
16. **Select the checkbox for the appropriate records**, or Select All, or Select All on Page.
17. Once the records have been selected, **click the Action dropdown, and select Create Batch Submission**.



18. A popup window will open confirming the action to batch X number of records. **Click the OK button.** Once results have been processed, a green message will display above the filters confirming the action was successful. The batched file is now available for retrieval via the Batch Detail screen or the SFTP.



How to View Batch Details

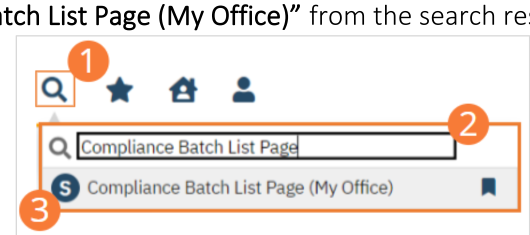
Once the batch has been generated, there are two options for retrieving the file for submission.

From the Customer's SFTP folder:

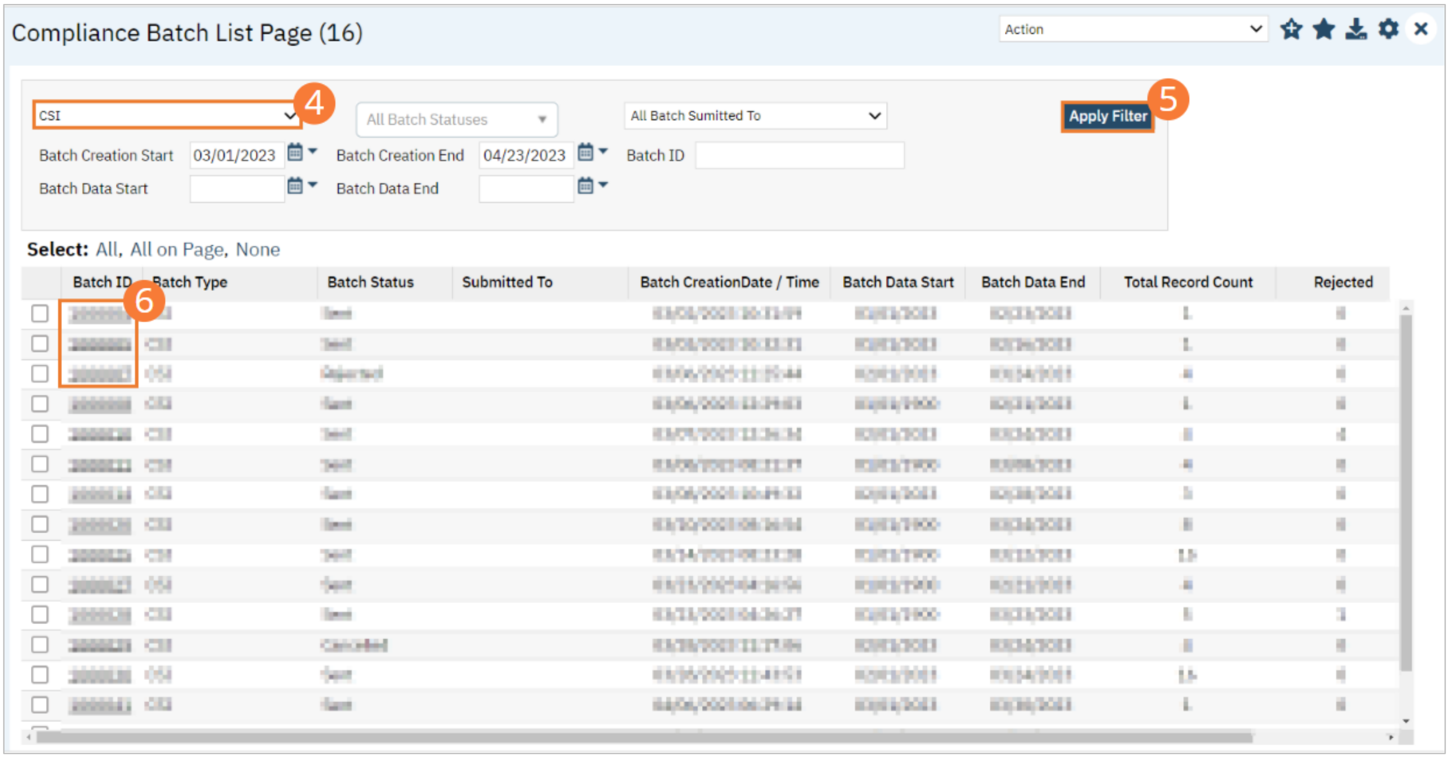
5. **Navigate to the customer's SFTP folder.**
6. Within that folder, **select the State Reporting folder.**
7. **Select the CSI folder**.
8. **Retrieve the file for the desired batch**.

From the Compliance Batch List Page:

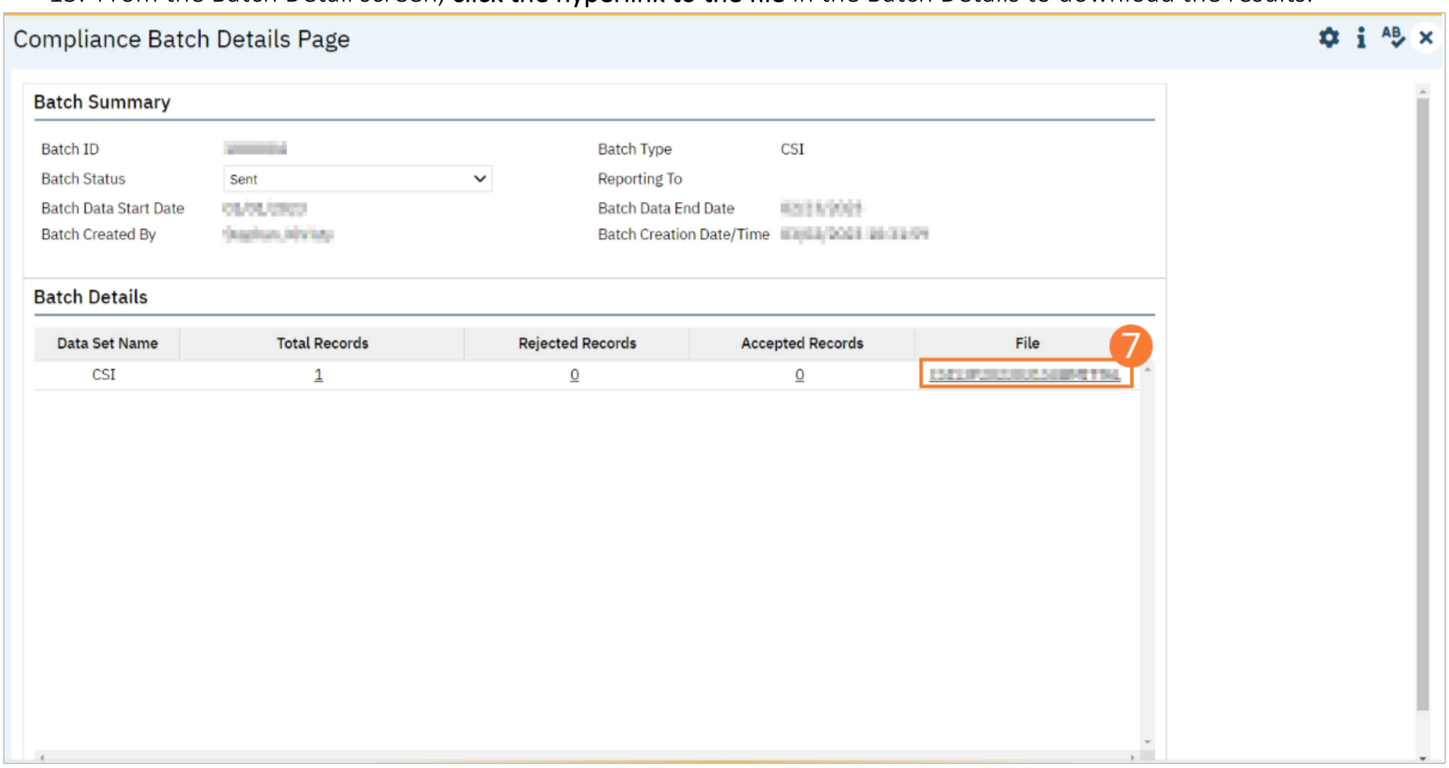
9. **Select the Search icon.**
10. **Type "Compliance Batch List Page"** into the search bar.
11. **Click to select "Compliance Batch List Page (My Office)"** from the search results.



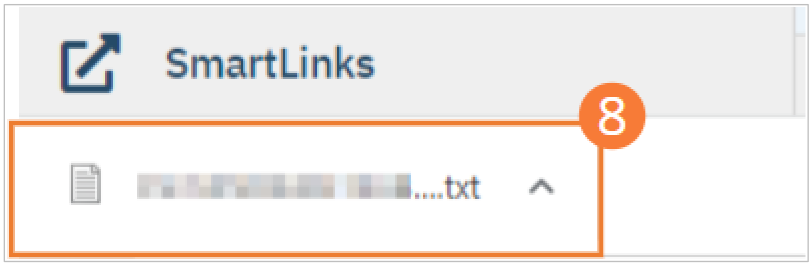
12. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=CSI**. Select other filters as appropriate.
13. **Click Apply Filter** to refresh the list page results.
14. **Select the desired batch by clicking the Batch ID hyperlink**, this will direct you to the Batch Detail screen.



15. From the Batch Detail screen, **click the hyperlink to the file** in the Batch Details to download the results.



16. The file will display in your toolbar. **Select the file to download and open the txt file**.

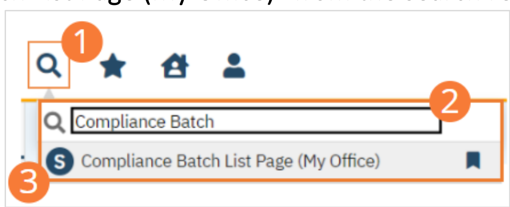


How to Accept or Reject a Batch

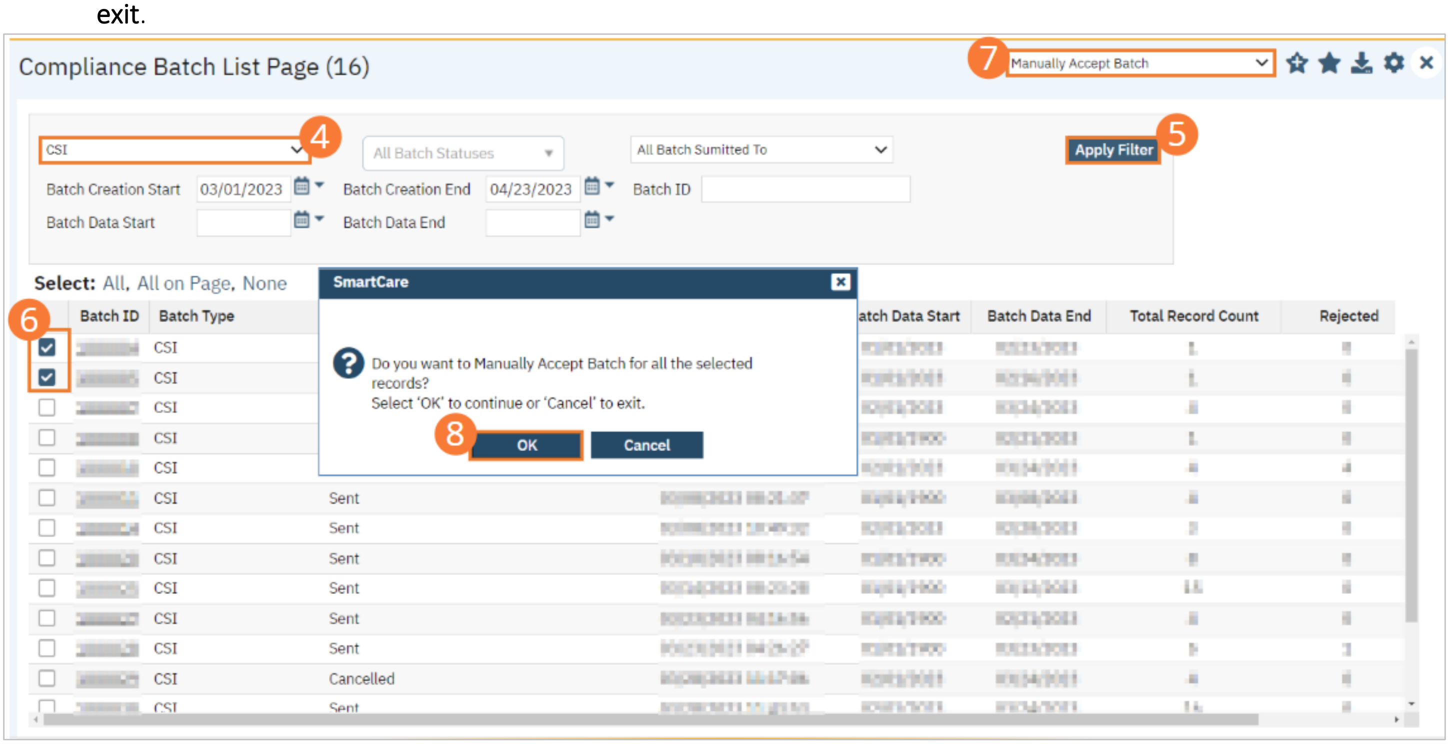
Once the file has been sent to the appropriate entity, batches can be marked as accepted or rejected.

To mark batches as accepted:

11. Select the Search icon.
12. Type "Compliance Batch List Page" into the search bar.
13. Click to select "Compliance Batch List Page (My Office)" from the search results.



14. The Compliance Batch List Page (My Office) list page will open. Filter for Batch Type=CSI. Select other filters as appropriate.
15. Click the Apply Filter button.
16. To accept multiple batches, select the checkboxes on the left, click All, or All on Page.
17. Use the Action dropdown to select Manually Accept Batch.
18. A popup window will open prompting you to Manually Accept the batch. Select 'OK' to continue or 'Cancel' to exit.

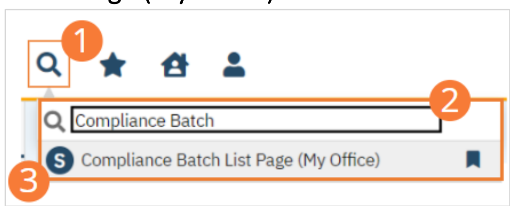


19. Accepting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, **select Accepted from the Batch Status dropdown.**
20. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

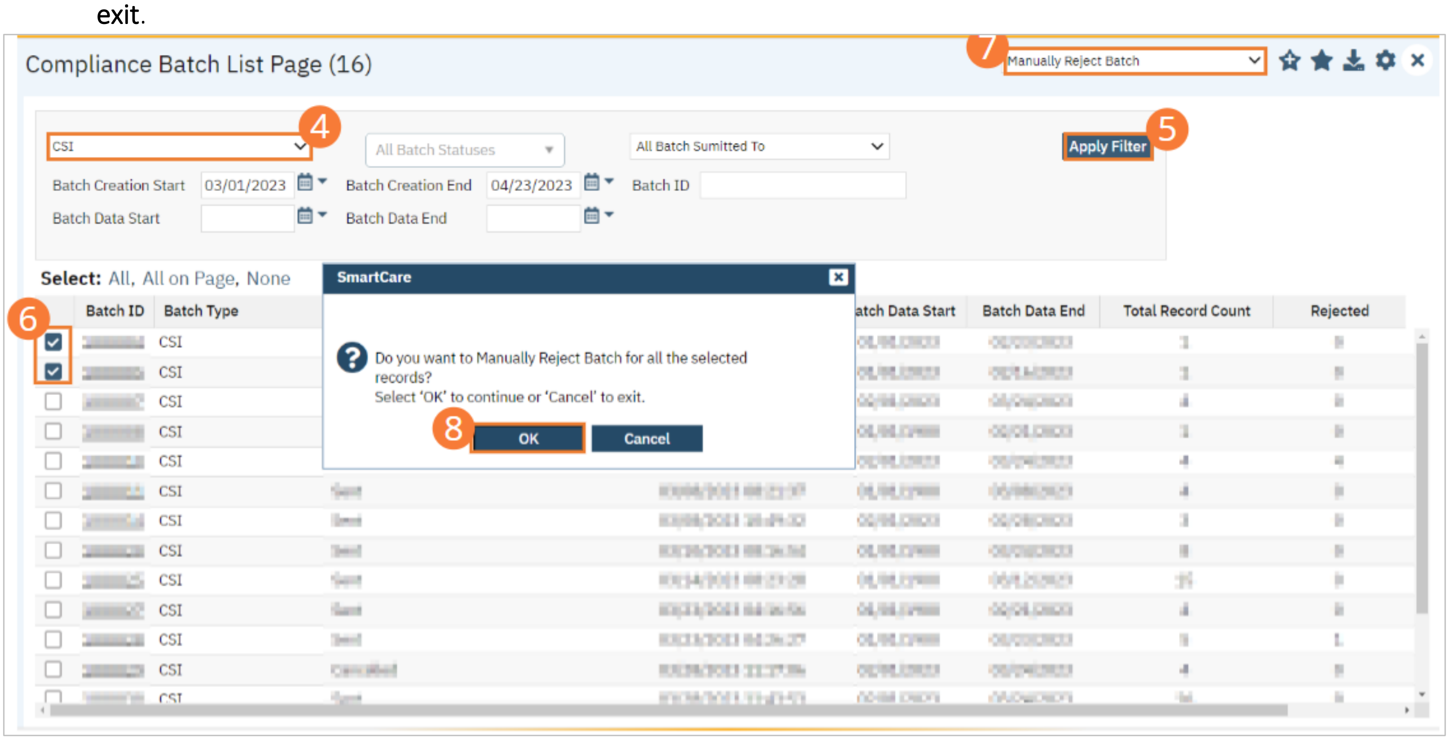
Screenshot

To mark batches as rejected:

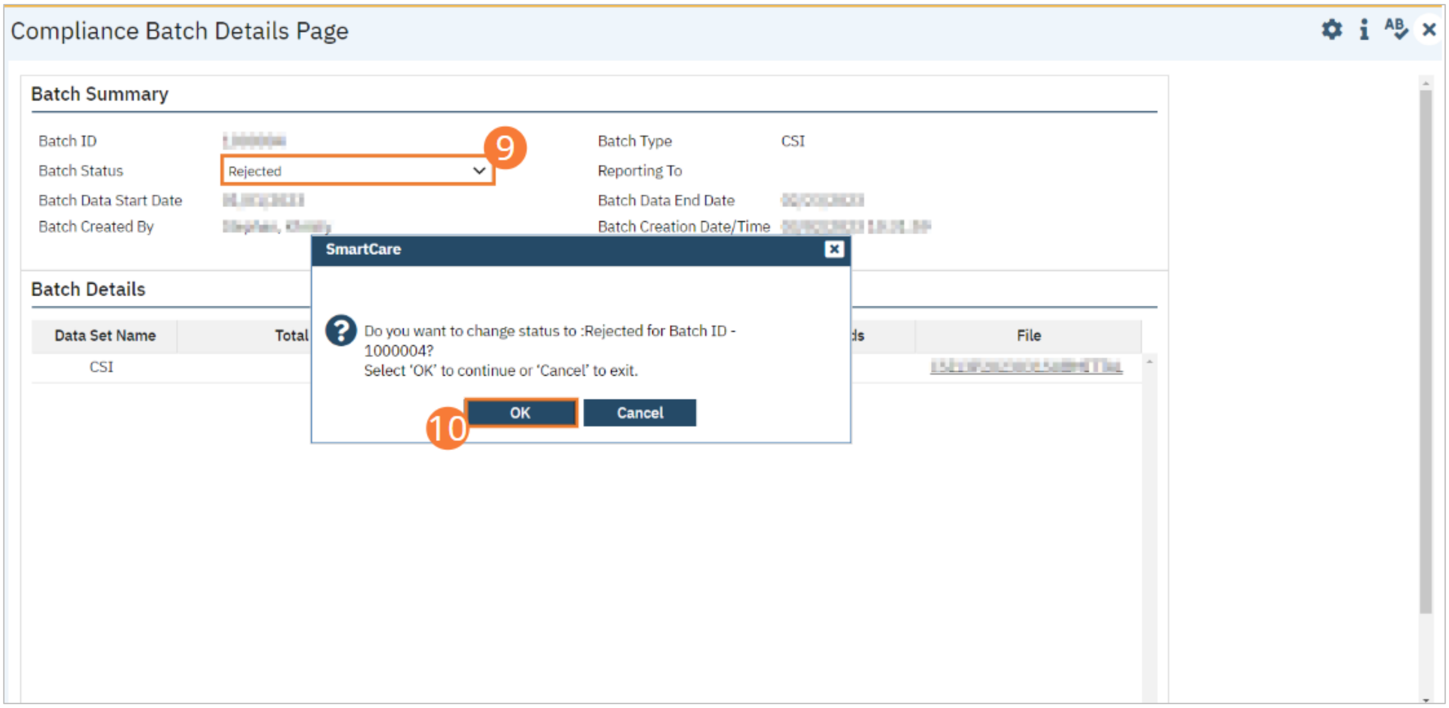
11. **Select the Search icon.**
12. **Type "Compliance Batch List Page"** into the search bar.
13. **Click to select "Compliance Batch List Page (My Office)" from the search results**.



14. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=CSI**. Select other filters as appropriate.
15. **Click the Apply Filter button.**
16. To reject multiple batches, **select the checkboxes on the left, click All or All on Page.**
17. **Use the Action dropdown to select Manually Reject Batch**.
18. A popup window will open prompting you to Manually Accept the batch. **Select 'OK' to continue or 'Cancel' to exit**.



19. Rejecting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, select Reject from the Batch Status dropdown.
20. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

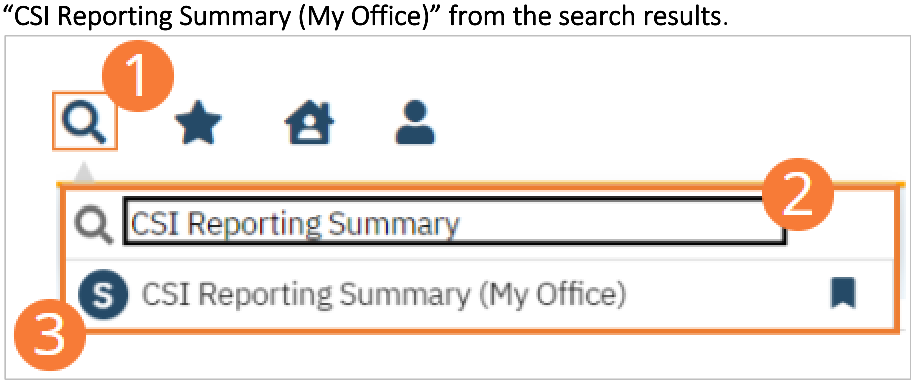


How to Accept or Reject an Individual Record

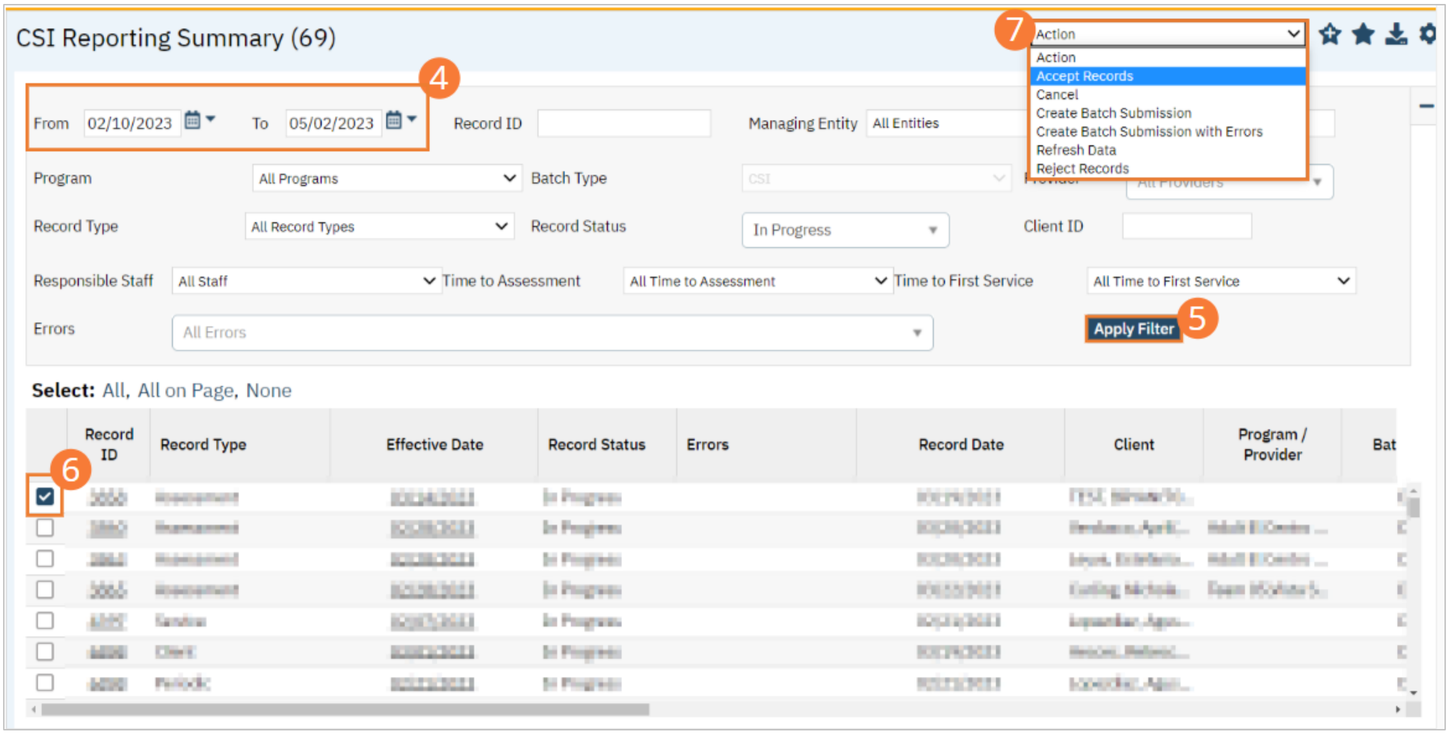
Once the batch file has been sent to the appropriately entity, if a portion of records were accepted these can be marked as such.

To mark records as accepted:

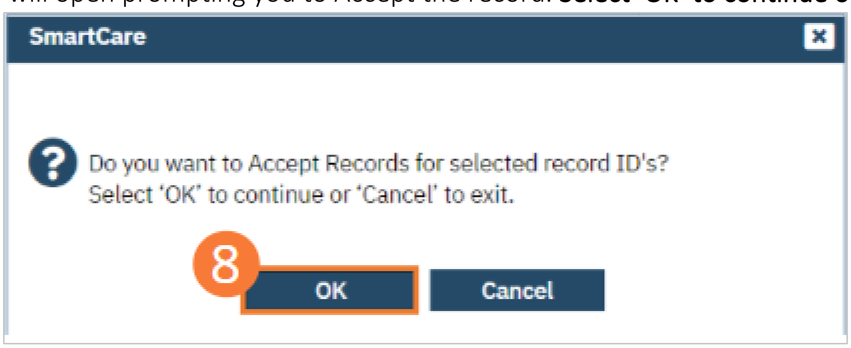
9. Select the Search icon.
10. Type "CSI Reporting Summary" into the search bar.
11. Click to select "CSI Reporting Summary (My Office)" from the search results.



12. The CSI Reporting Summary (My Office) list page will open. **Filter the results to display the records needing to be accepted.** This can be done a number of ways, including by Date, Status, or Batch ID.
13. **Click the Apply Filter button.**
14. To accept records, **select the checkboxes on the left, click All or All on Page.**
15. Use the Action dropdown to **select Accept Records**.

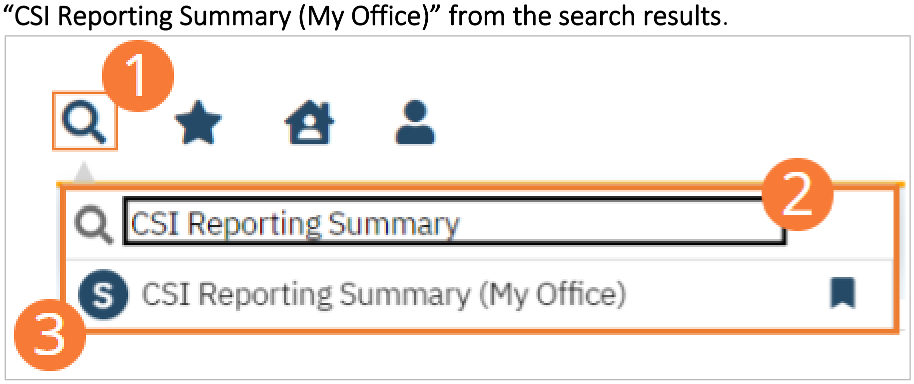


16. A popup window will open prompting you to Accept the record. Select 'OK' to continue or 'Cancel' to exit.

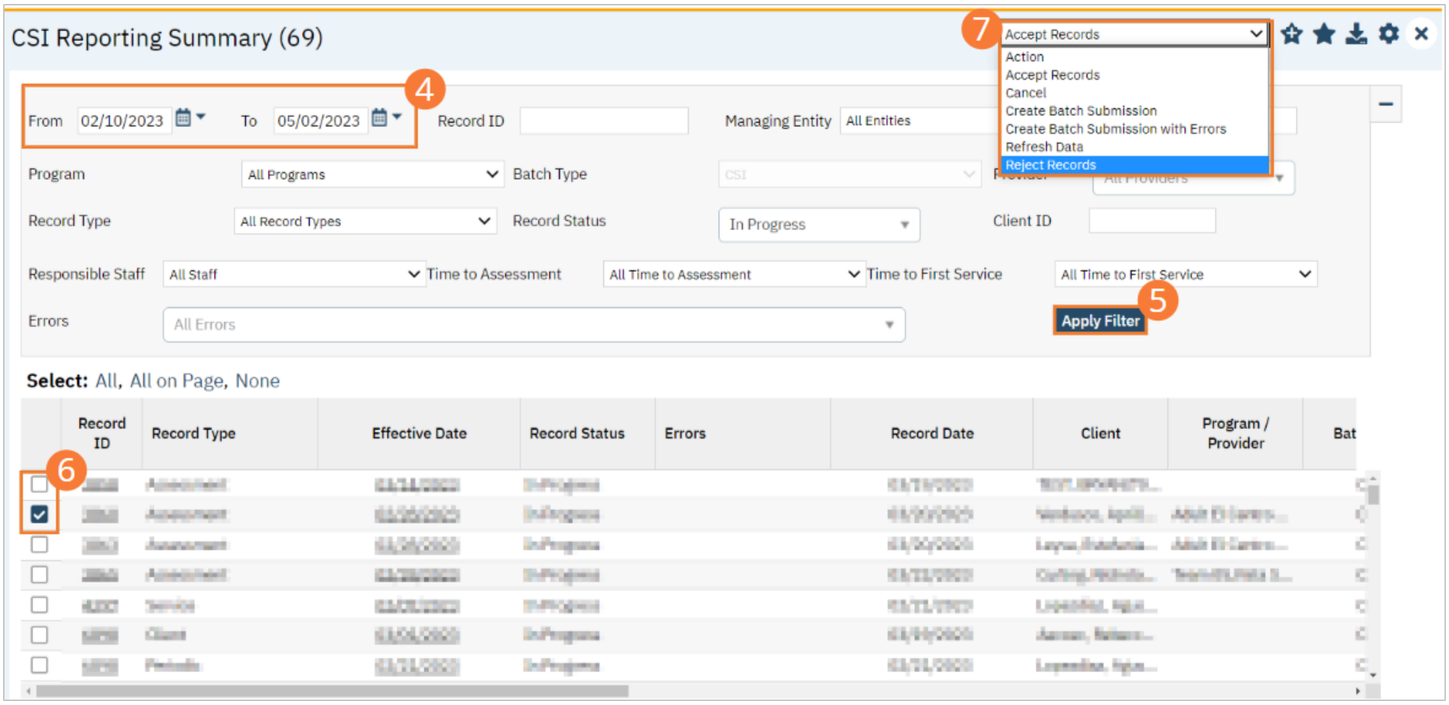


To mark records as rejected:

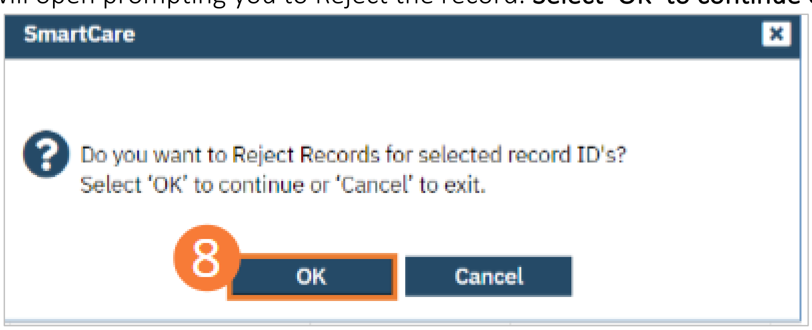
9. Select the Search icon.
10. Type "CSI Reporting Summary" into the search bar.
11. Click to select "CSI Reporting Summary (My Office)" from the search results.



12. The CSI Reporting Summary (My Office) list page will open. **Filter the results to display the records needing to be rejected**. This can be done a number of ways, including by Date, Status, or Batch ID.
13. **Click the Apply Filter button.**
14. To reject records, **select the checkboxes on the left, click All or All on Page.**
15. Use the Action dropdown to **select Reject Records**.



16. A popup window will open prompting you to Reject the record. **Select 'OK' to continue or 'Cancel' to exit**.



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Under Construction

Network Adequacy (NACT)

Under Construction

SUD Timeliness

Under Construction

1st Psychiatric Service Timeliness

Under Construction

Full Service Partnership (FSP) Reporting

Full Service Partnership (FSP) programs provide a full spectrum of Mental Health services to:

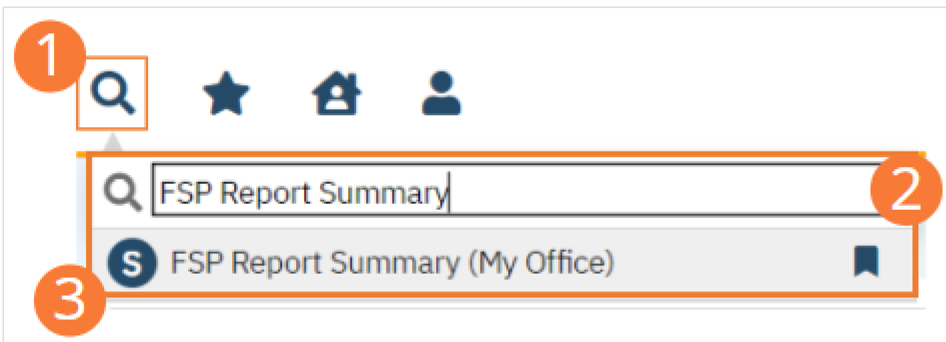
- Children/youth (ages 0-15).
- Transition age youth (TAY) (ages 16-25) who are seriously emotionally disturbed.
- Adults (ages 26-60).
- Older Adults (ages 60+) who have a serious mental disorder; all of which are referred to as Partners in the program.

Counties submit data for three different types of partner assessments into the FSP DCR through XML file submission.

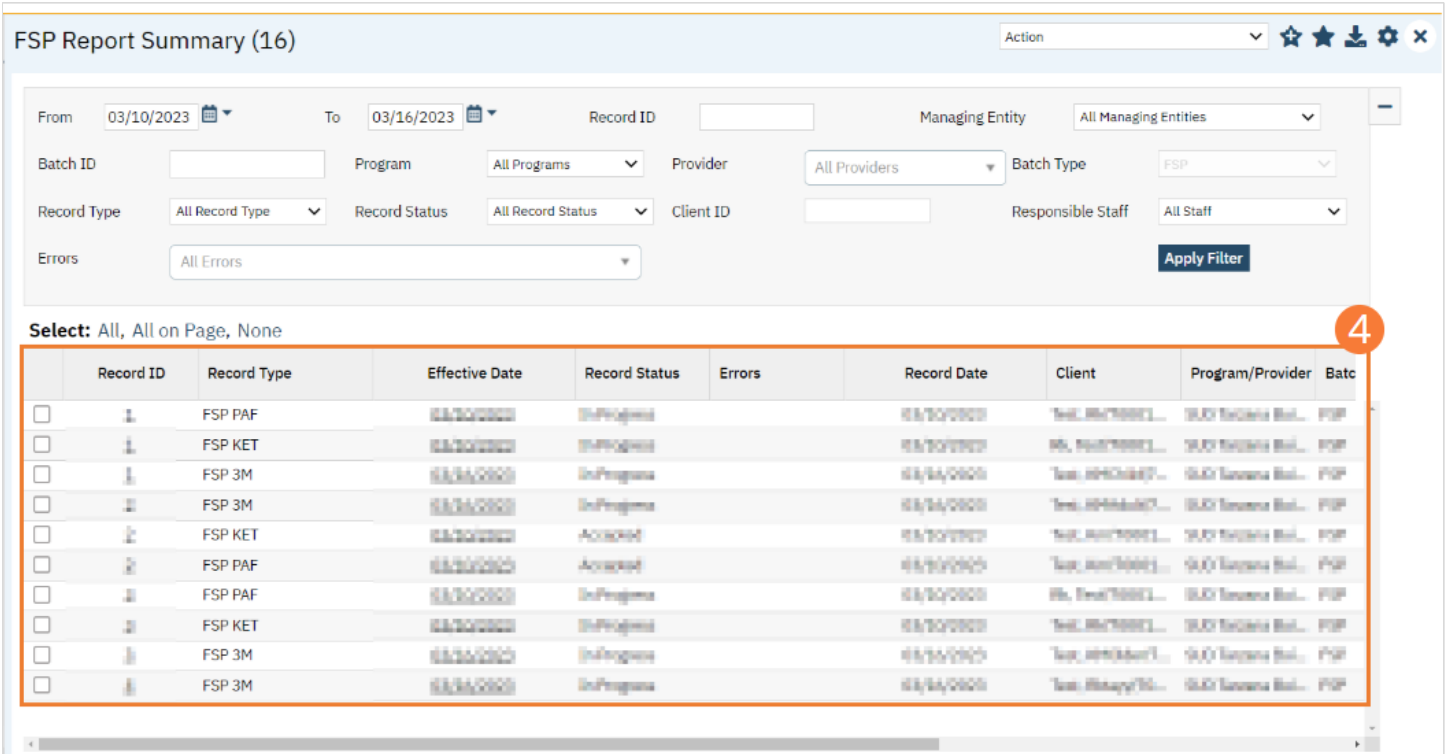
- The Partnership Assessment Form (PAF) gathers baseline information about the Partner.
- The Key Event Tracking (KET).
- The Quarterly Assessment (3M) gather follow up information.

How to Review Records

9. **Select the Search icon.**
10. **Type "FSP Report Summary"** into the search bar.
11. **Click to select "FSP Report Summary (My Office)"** from the search results.



12. The FSP Report Summary (My Office) list page will open. The FSP Report Summary list page displays all eligible submission records according to the following status types:
    - In Progress=a record was created but not yet batched for reporting.
    - Cancel=a record was created and batched for submission then later canceled. These records are no longer eligible for batching.
    - Sent=the record was batched for submission and is awaiting response. These records are no longer eligible for batching.
    - Accepted=A response file was received for the batch the record was included in and the record was marked as Accepted. These records are no longer eligible for batching.
    - Reject=A response file was received for the batch the record was included in and the record was marked as Rejected. These records are no longer eligible for batching.



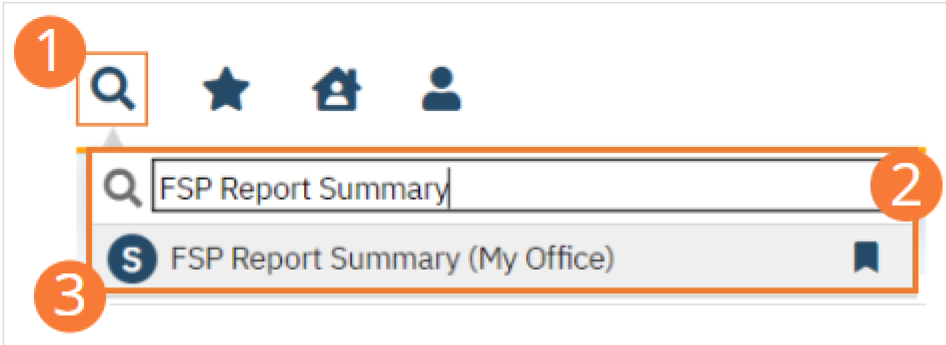
There are filters available in the FSP Report Summary List Page. These are as follows:

- Select a date range (From Date and To Date) for which data to be pulled for
- Record ID - this is the unique id assigned to the FSP record
- Managing Entity - the county that the FSP records are to be reported to may be selected.
- Batch ID - if a record has previously been batched, this field will filter on a specific Batch ID.
- Program - indicates which program the FSP record is associated with
- Batch Type - this will default to FSP Batch Type
- Provider - if the customer is a County entity and is utilizing MCO, this will indicate which Contracted Provider the FSP record is associated with
- Record Type - this filter allows for differentiating between the different FSP record types; Admission, Annual Update and Discharge.
- Record Status - indicates the current status of the record.
- Client ID - this is the unique SC identifier of the client record associated with the FSP record.
- Responsible Staff - the staff who completed the data collection for the record will display
- Errors - this multi select filter will display the applicable errors.

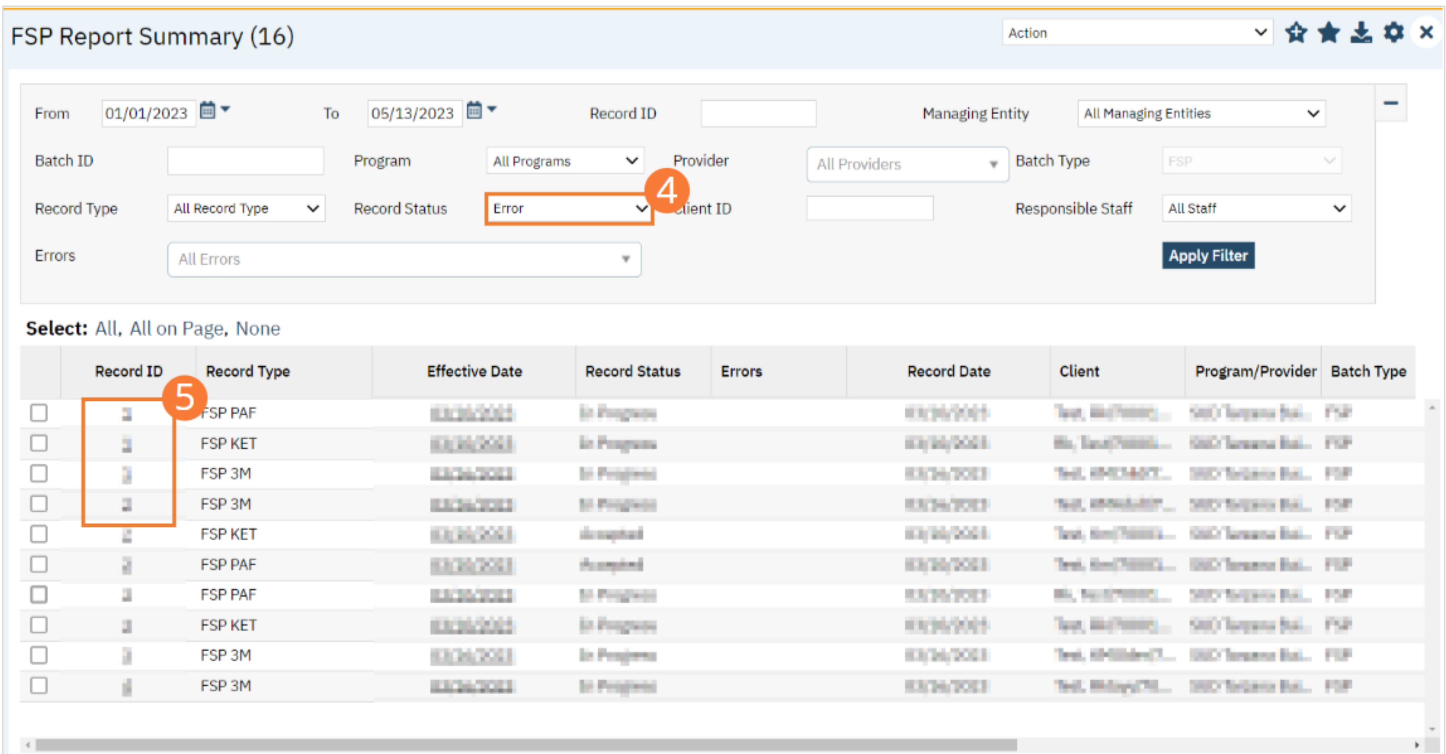
How to Monitor Records through the Reporting Period

FSP Report Summary

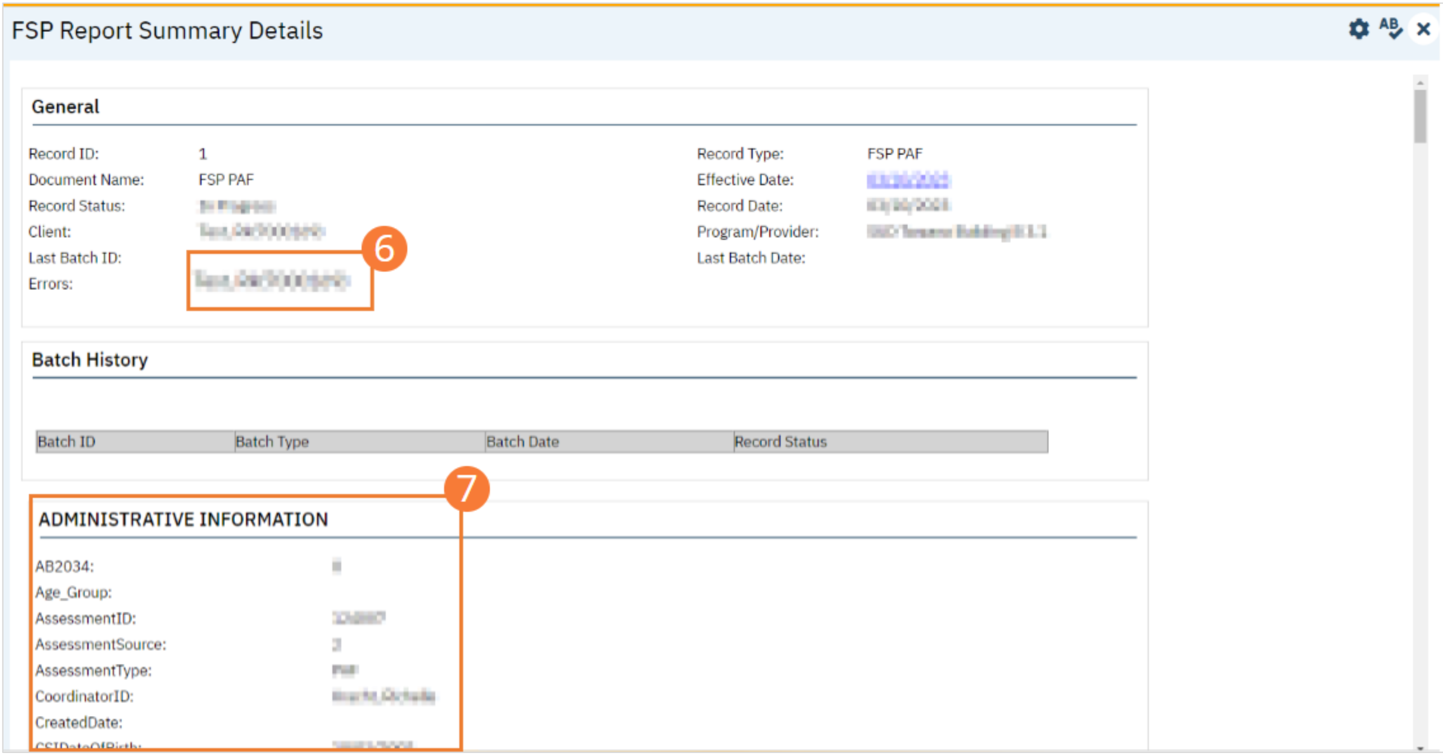
14. Select the Search icon.
15. Type “FSP Report Summary” into the search bar.
16. Click to select “FSP Report Summary (My Office)” from the search results.



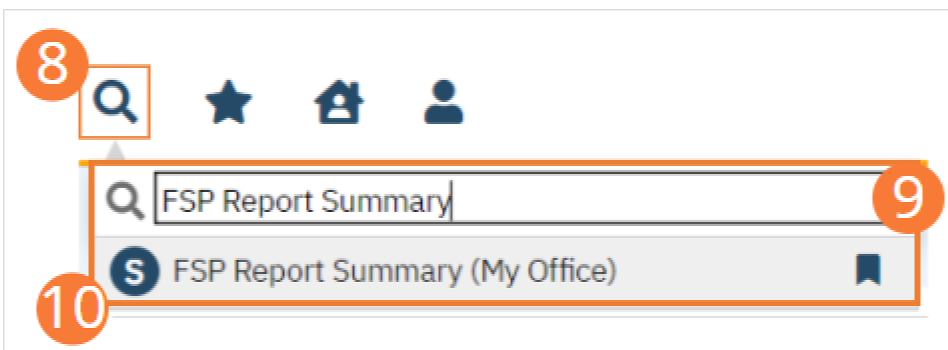
17. The FSP Report Summary (My Office) list page will open. **Filter for records in a status of In Progress and/or Error since the last batch creation date or the last review date.**
18. For records with a status of Error, **click the Record ID hyperlink.**



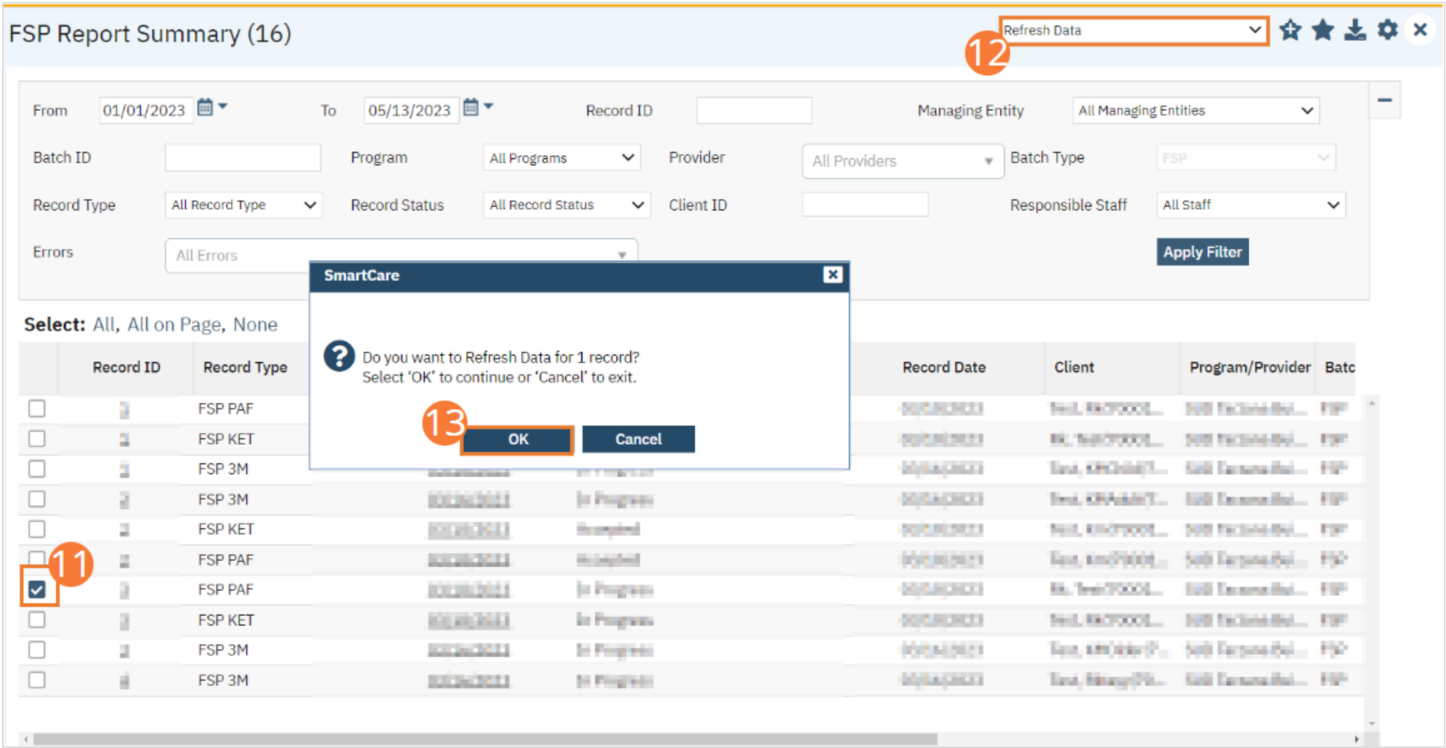
19. The FSP Report Summary Details screen will open. **Review the error messages and record data.**
20. **Work error messages by navigating to the screen in which the source data resides.** The Source Document is shown below the Batch History section of the FSP Report Summary Details. The errors section will correspond to incorrect or missing data in the Source Document section. Once the errors are corrected, and the source document is signed, the updated data will initialize to the FSP Report Summary Details screen.



21. **Select the Search icon.**
22. **Type "FSP Report Summary"** into the search bar.
23. **Click to select "FSP Report Summary (My Office)"** from the search results.



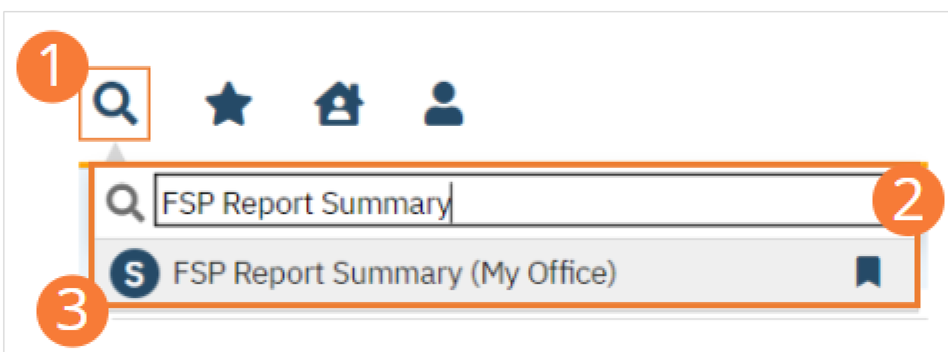
24. The FSP Report Summary list page will open. **Click the checkbox next to the record(s) that have been corrected.**
25. **Select the Action dropdown and choose Refresh Data**.
26. A popup will open for Do you want to Refresh Data for {number of records}? **Select 'OK' to continue or 'Cancel' to exit.** Selecting OK will pull the corrected data in to the record(s) to later be batched for submission.



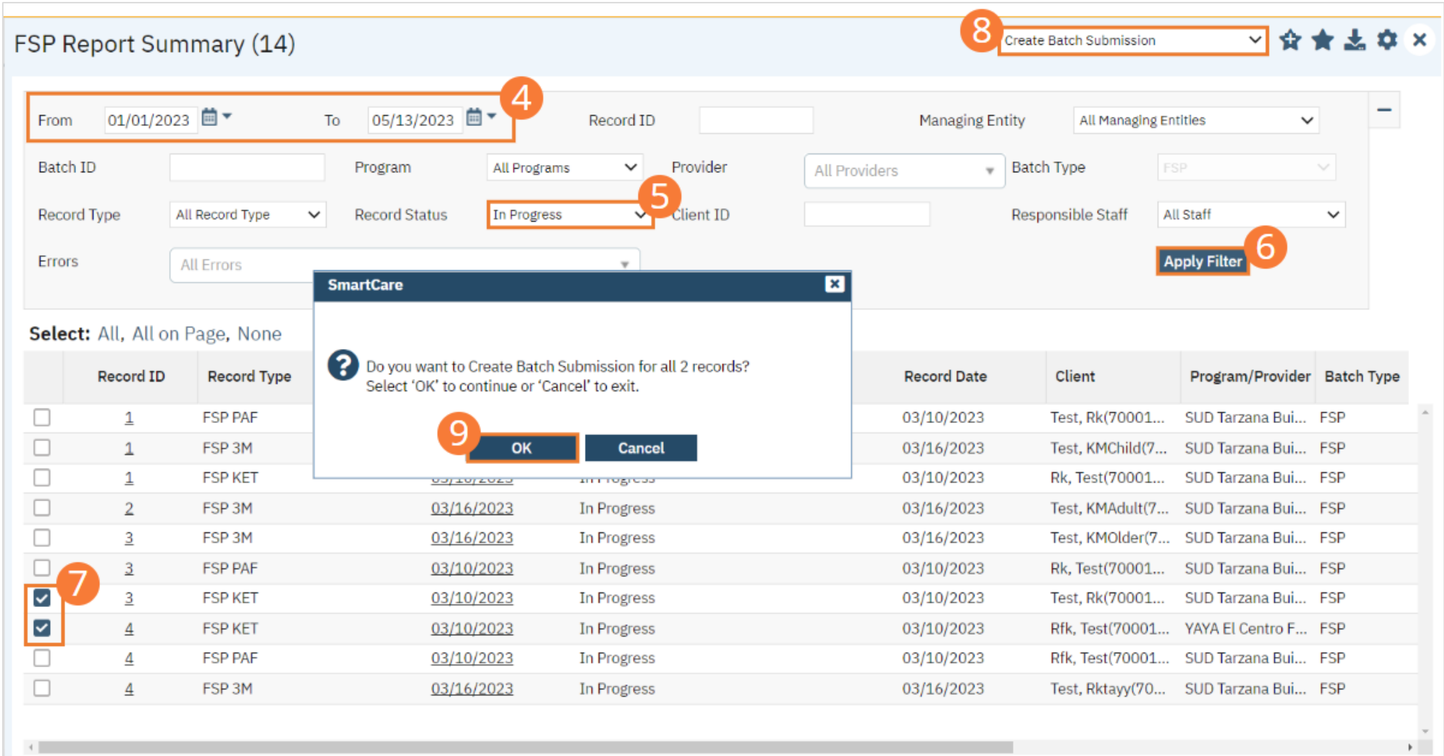
How to Create a New Batch and Submit Files

To create a batch for submission, there are two options, creating a batch file without errors or creating a batch file with errors. Under certain circumstances it may be necessary to create a batch record with errors.

19. **Select the Search icon.**
20. **Type "FSP Report Summary"** into the search bar.
21. **Click to select "FSP Report Summary (My Office)"** from the search results.



22. The FSP Report Summary (My Office) list page will open. **Filter records based on last batch date or other requirements.**
23. **Set Record Status to In Progress.**
24. **Click the Apply Filter button.** Review displayed records as needed.
25. **Select the checkbox for the appropriate records**, or Select All, or Select All on Page.
26. Once the records have been selected, **click the Action dropdown, and select Create Batch Submission**.
27. A popup window will open confirming the action to batch X number of records. **Click the OK button.** Once results have been processed, a green message will display above the filters confirming the action was successful. The batched file is now available for retrieval via the Batch Detail screen or the SFTP.



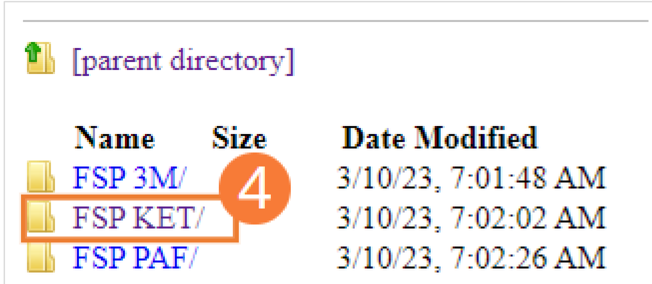
How to View Batch Details

Once the batch has been generated, there are two options for retrieving the file for submission.

From the Customer's SFTP folder:

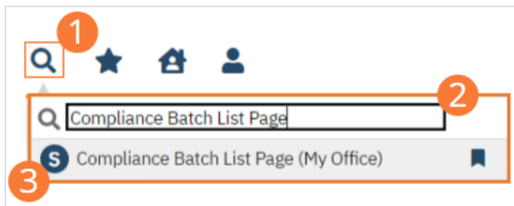
9. Navigate to the customer's SFTP folder.
10. Within that folder, select the State Reporting folder.
11. Select the FSP folder.

12. Retrieve the file for the desired batch.

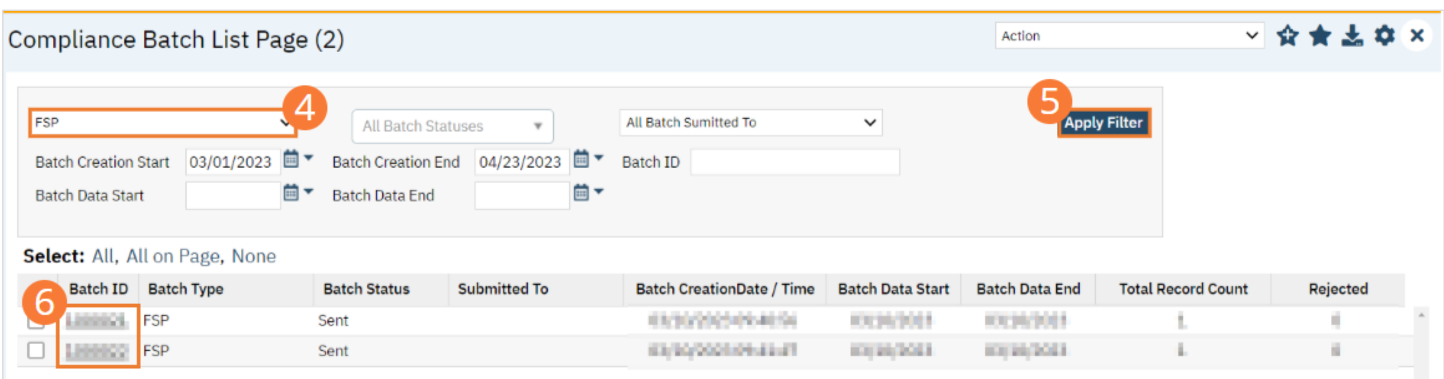


From the Compliance Batch List Page:

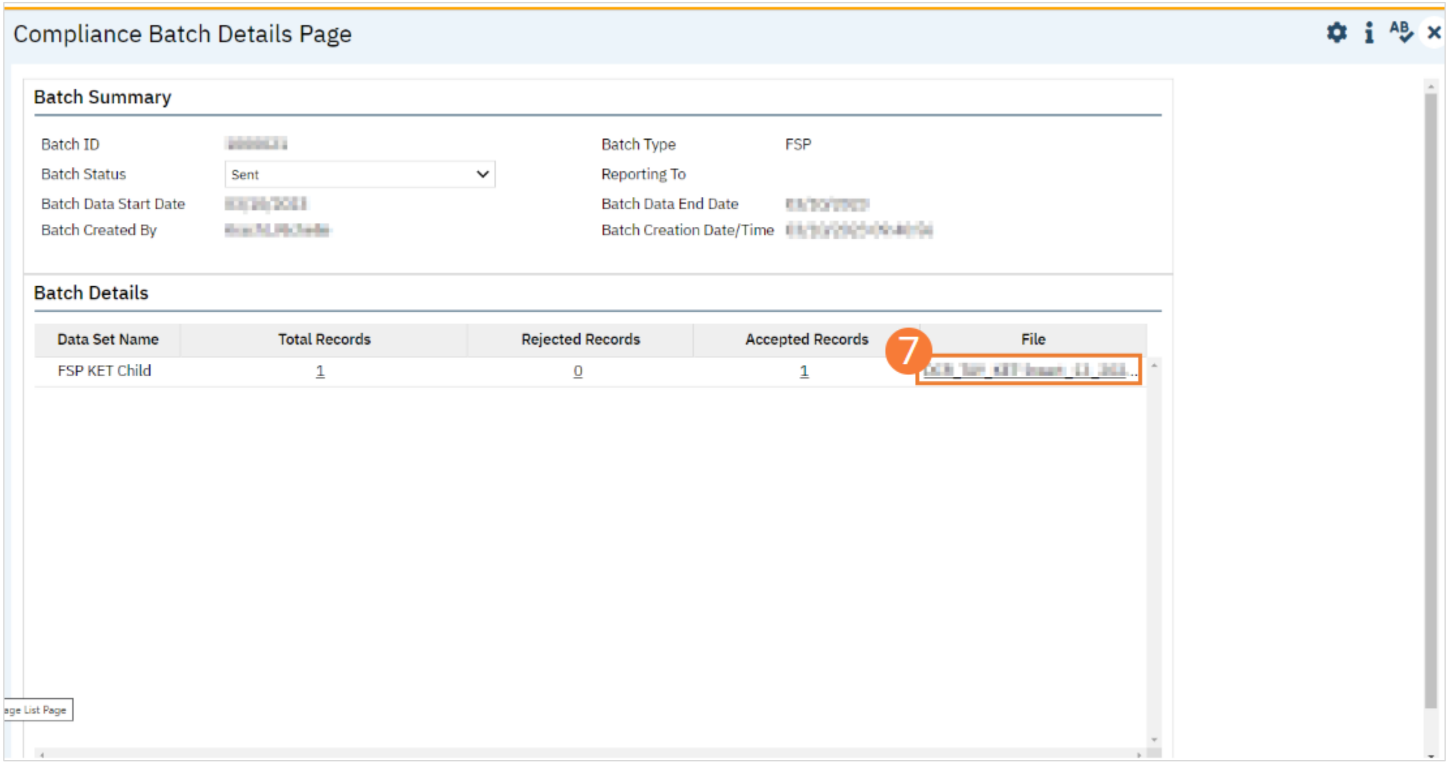
17. Select the Search icon.
18. Type “Compliance Batch List Page” into the search bar.
19. Click to select “Compliance Batch List Page (My Office)” from the search results.



20. The Compliance Batch List Page (My Office) list page will open. Filter for Batch Type=FSP. Select other filters as appropriate.
21. Click Apply Filter to refresh the list page results.
22. Select the desired batch by clicking the Batch ID hyperlink, this will direct you to the Batch Detail screen.



23. From the Batch Detail screen, click the hyperlink to the file in the Batch Details to download the results.



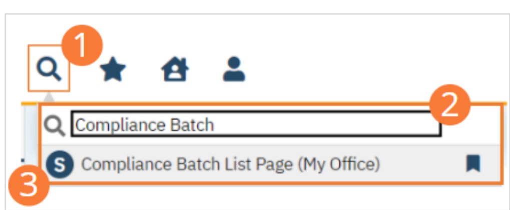
24. The file will display in your toolbar. Select the file to download and open the txt file.

How to Accept or Reject a Batch

Once the file has been sent to the appropriate entity, batches can be marked as accepted or rejected.

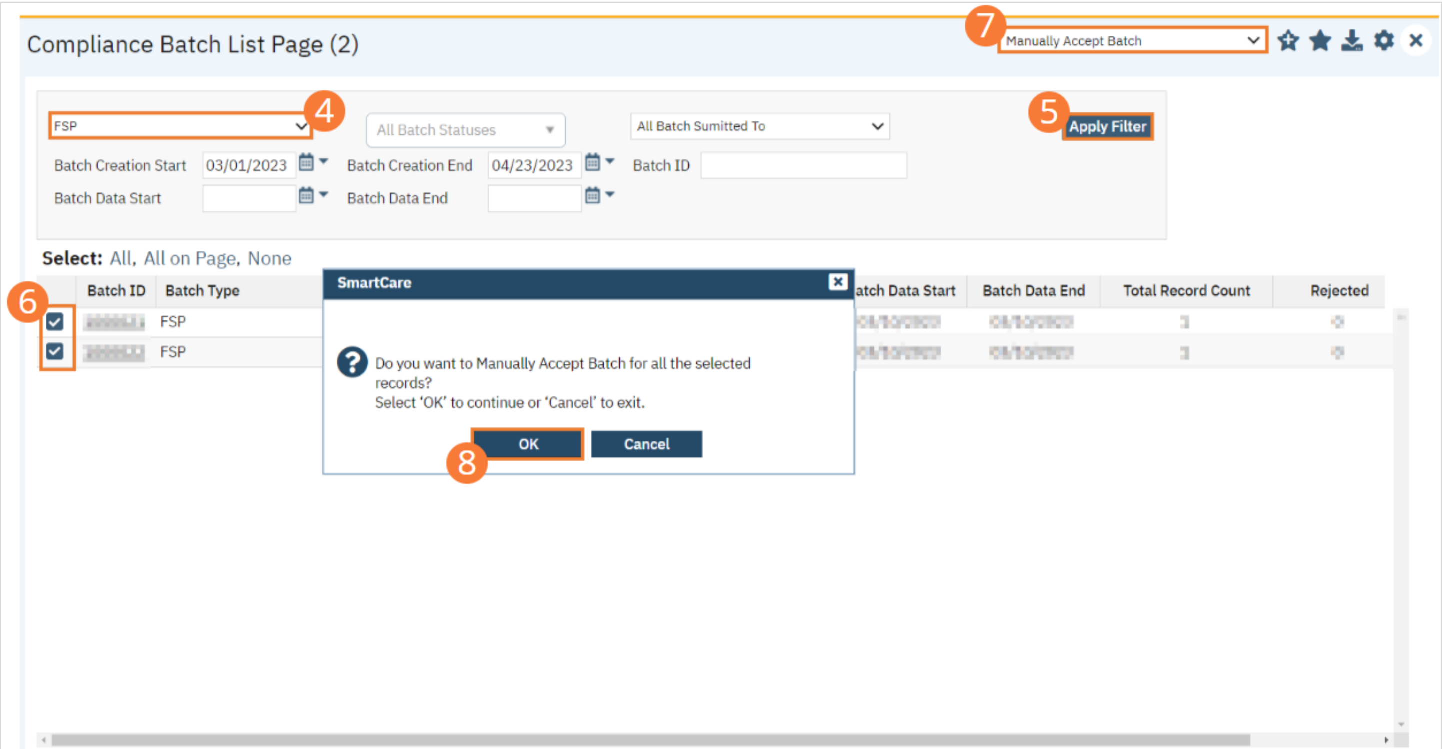
To mark batches as accepted:

21. Select the Search icon.
22. Type "Compliance Batch List Page" into the search bar.
23. Click to select "Compliance Batch List Page (My Office)" from the search results.

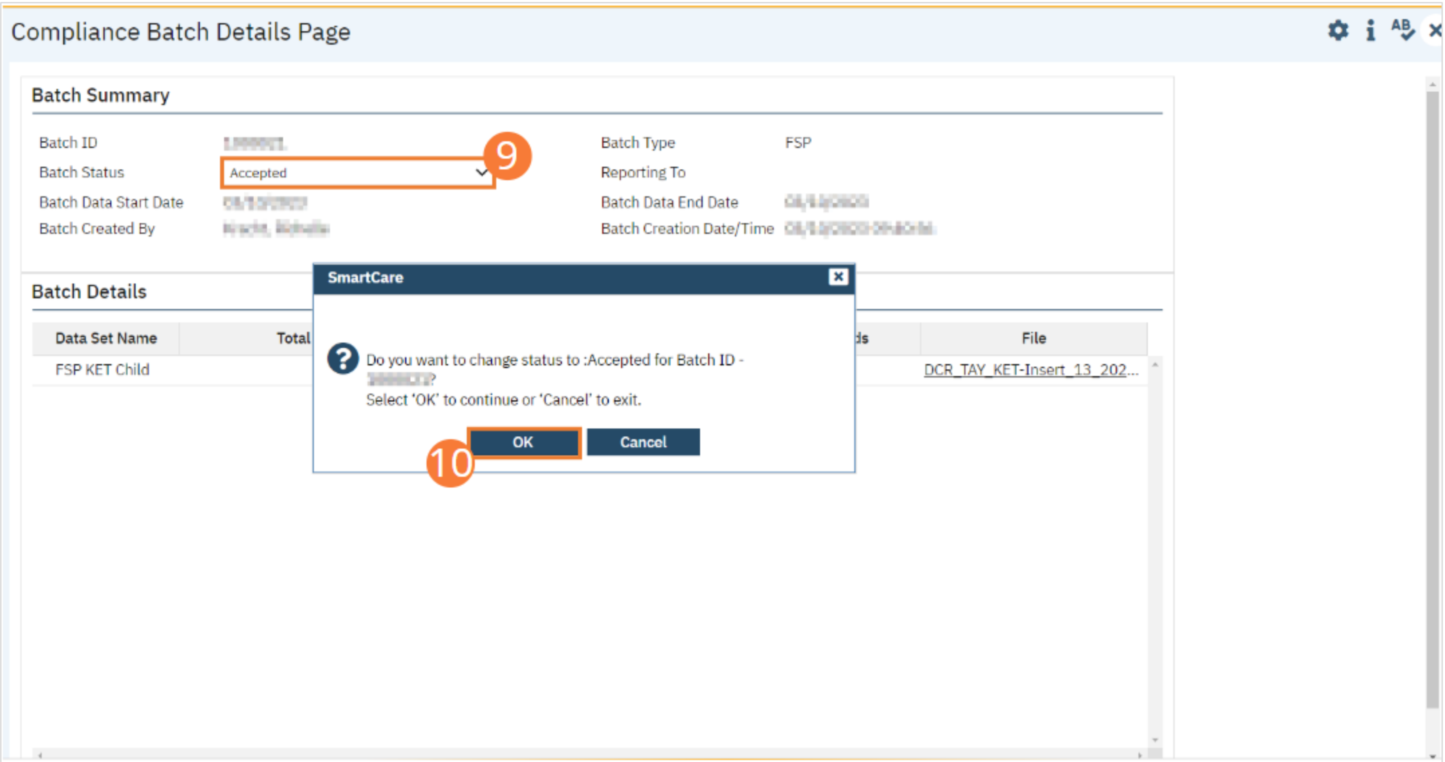


24. The Compliance Batch List Page (My Office) list page will open. Filter for Batch Type=FSP. Select other filters as appropriate.
25. Click the Apply Filter button.
26. To accept multiple batches, select the checkboxes on the left, click All, or All on Page.

27. Use the Action dropdown to select **Manually Accept Batch**.
28. A popup window will open prompting you to Manually Accept the batch. **Select 'OK' to continue or 'Cancel' to exit**.

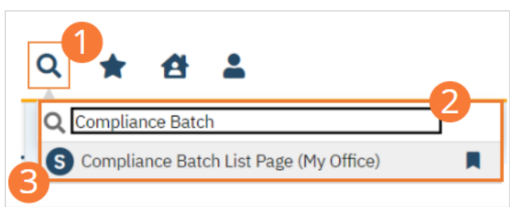


29. Accepting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, **select Accepted from the Batch Status dropdown.**
30. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

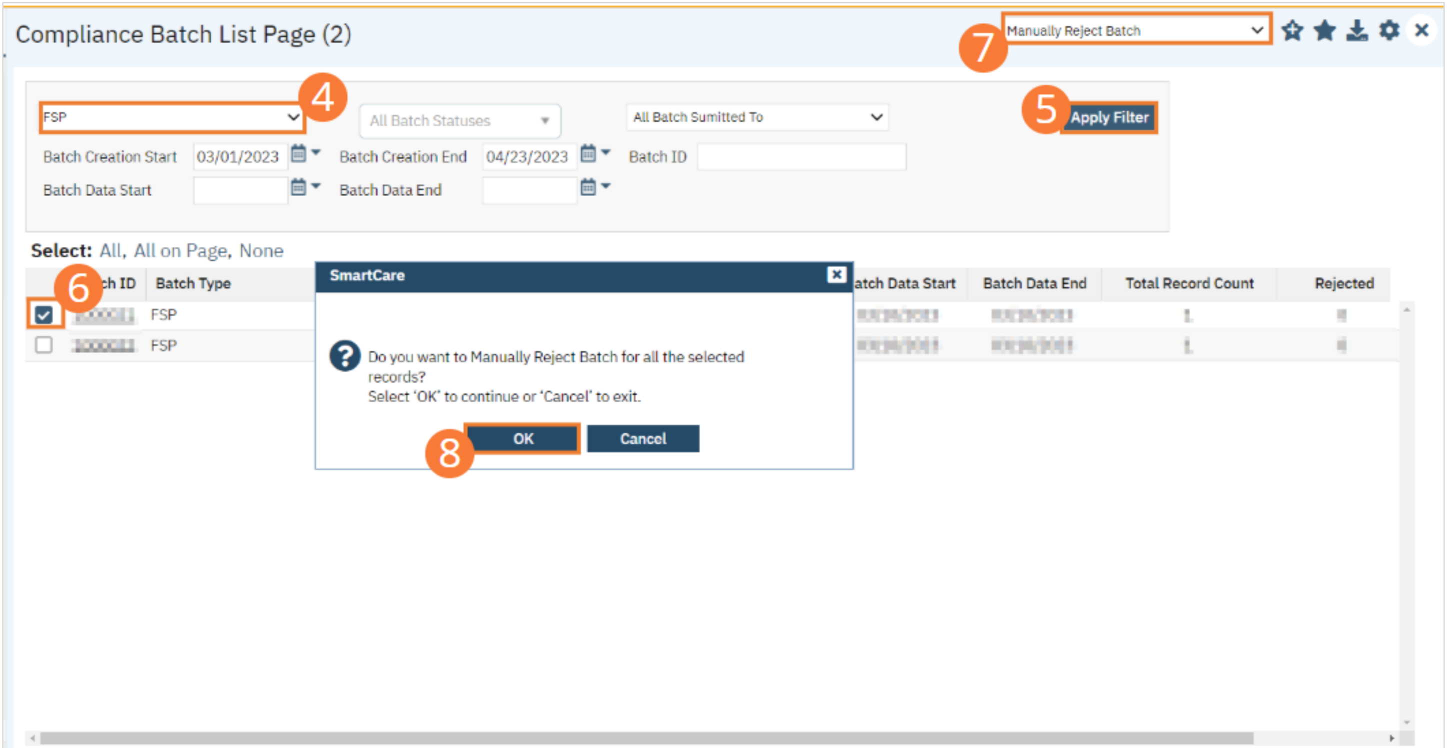


To mark batches as rejected:

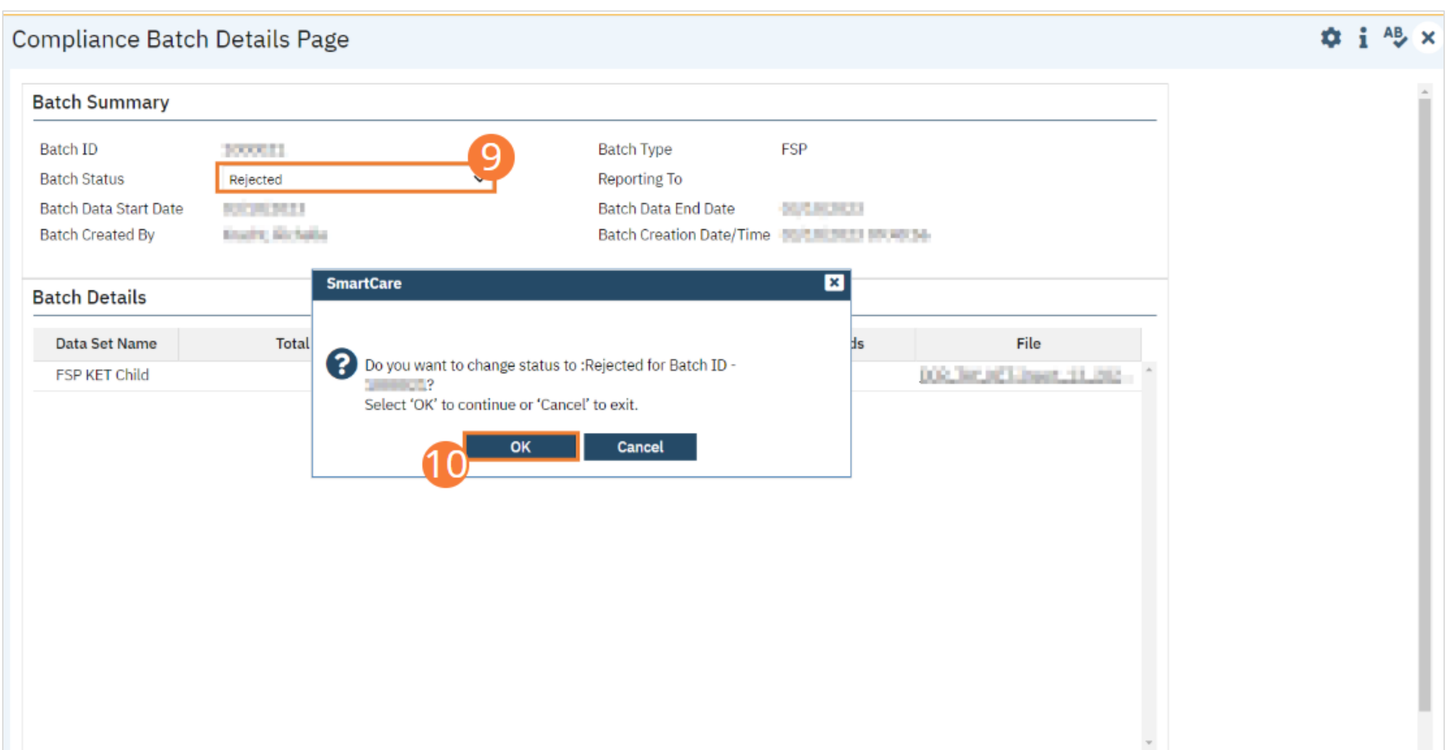
21. **Select the Search icon.**
22. **Type "Compliance Batch List Page"** into the search bar.
23. **Click to select "Compliance Batch List Page (My Office)" from the search results**.



24. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=FSP**. Select other filters as appropriate.
25. **Click the Apply Filter button.**
26. To reject multiple batches, **select the checkboxes on the left, click All or All on Page.**
27. **Use the Action dropdown to select Manually Reject Batch**.
28. A popup window will open prompting you to Manually Accept the batch. **Select 'OK' to continue or 'Cancel' to exit**.



29. Rejecting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, select Reject from the Batch Status dropdown.
30. A popup window will open prompting you to change the status to Rejected. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

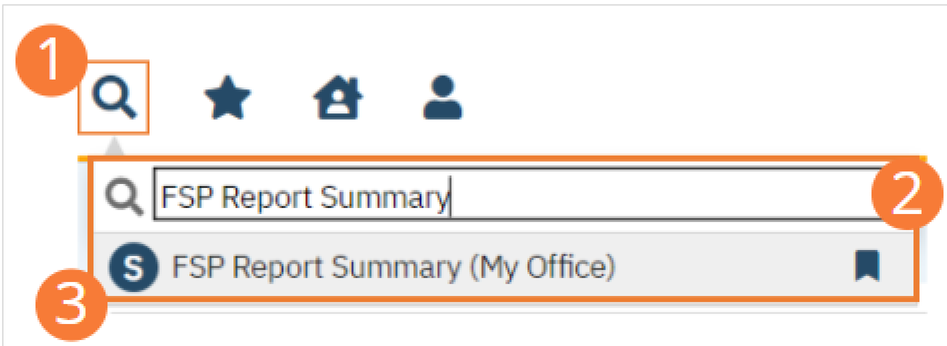


How to Accept or Reject an Individual Record

Once the batch file has been sent to the appropriately entity, if a portion of records were accepted these can be marked as such.

To mark records as accepted:

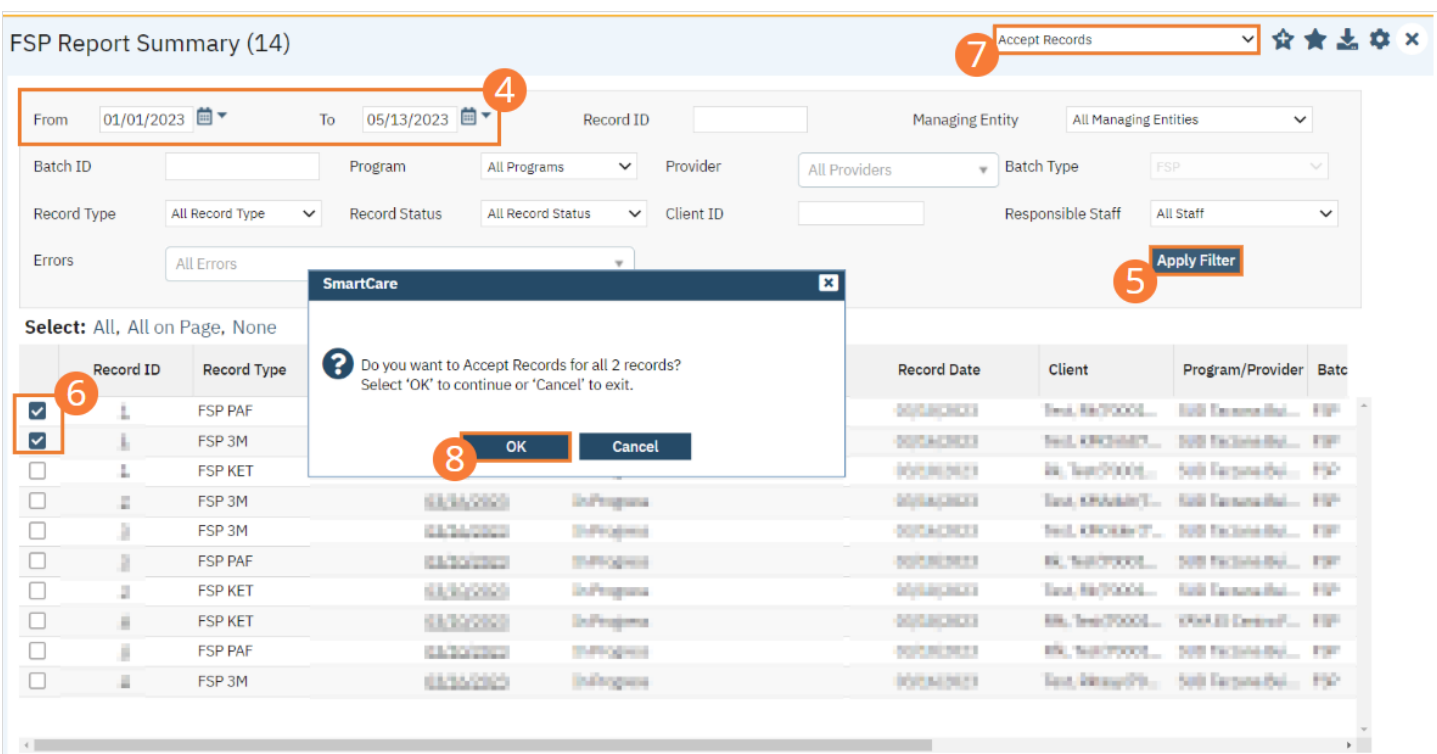
17. Select the Search icon.
18. Type “FSP Report Summary” into the search bar.
19. Click to select “FSP Report Summary (My Office)” from the search results.



20. The FSP Report Summary (My Office) list page will open. Filter the results to display the records needing to be accepted. This can be done a number of ways, including by Date, Status, or Batch ID.
21. Click the Apply Filter button.
22. To accept records, select the checkboxes on the left, click All or All on Page.
23. Use the Action dropdown to select Accept Records.

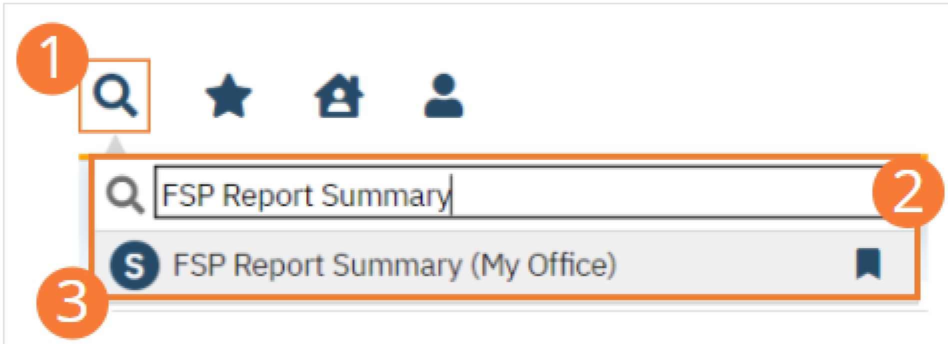
screenshot

24. A popup window will open prompting you to Accept the record. Select ‘OK’ to continue or ‘Cancel’ to exit.

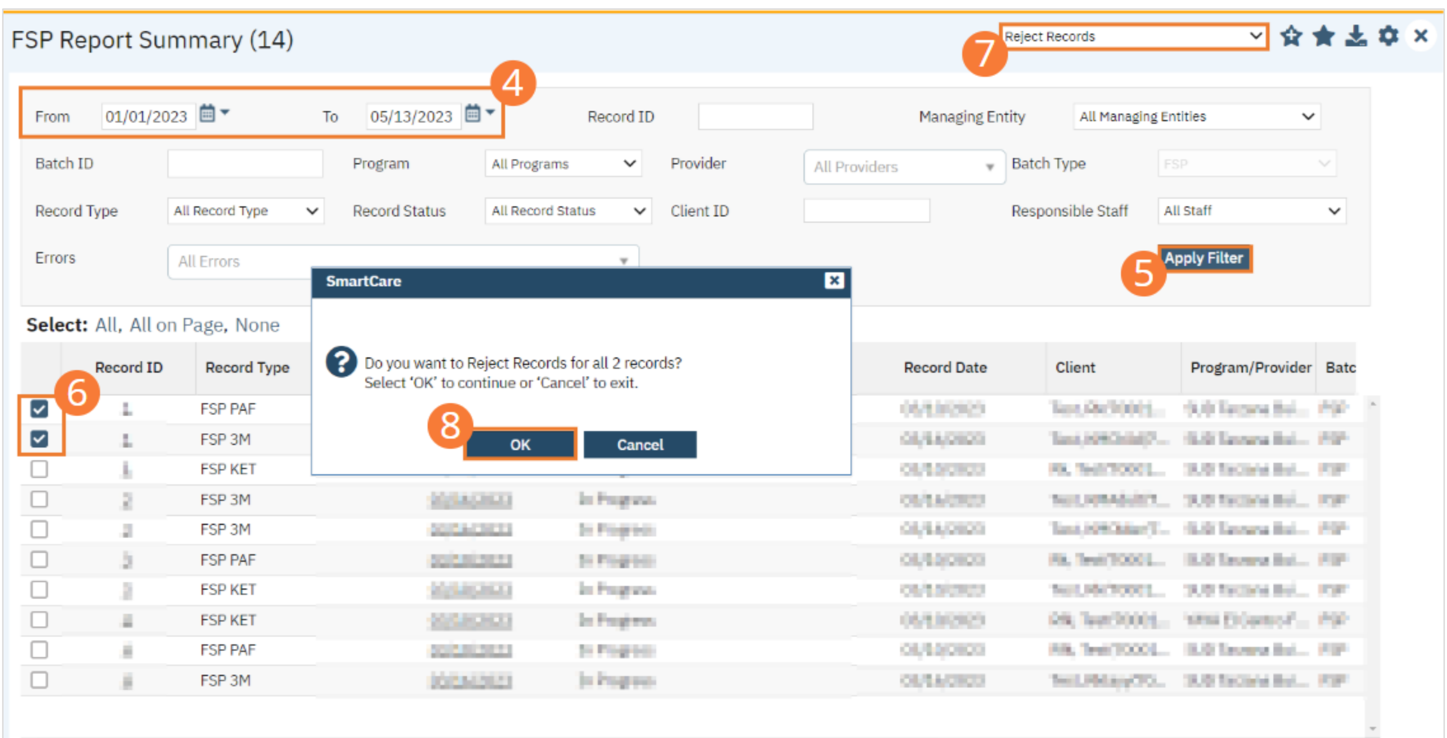


To mark records as rejected:

17. **Select the Search icon.**
18. **Type "FSP Report Summary"** into the search bar.
19. **Click to select "FSP Report Summary (My Office)" from the search results.**



20. The FSP Report Summary (My Office) list page will open. **Filter the results to display the records needing to be rejected**. This can be done a number of ways, including by Date, Status, or Batch ID.
21. **Click the Apply Filter button.**
22. To reject records, **select the checkboxes on the left, click All or All on Page.**
23. Use the Action dropdown to **select Reject Records**.
24. A popup window will open prompting you to Reject the record. **Select 'OK' to continue or 'Cancel' to exit.**

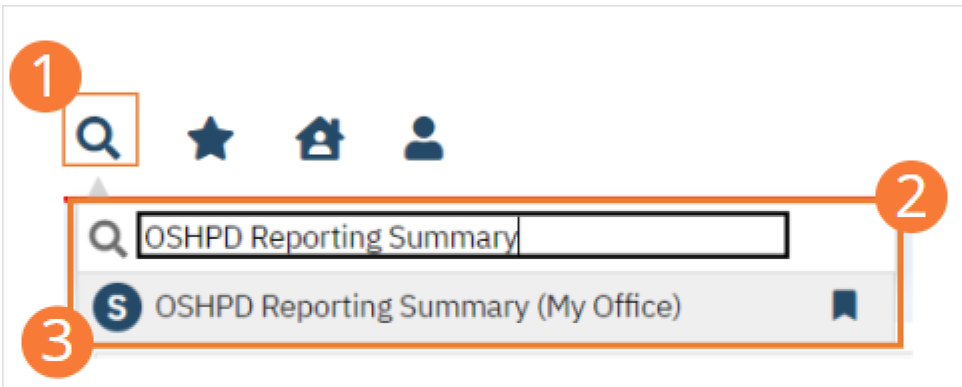


OSHPD (HCAI) Reporting

The OSHPD data collection process begins at time of program enrollment. A user will create a Program Assignment for an OSHPD reportable program with a Program Status of enrolled. This may be done using the Program Details screen or the Program tab in the Registration. Following the provision of services the client is discharged from the program using the SC Discharge document or updating the Program Assignment Status as Discharged. At this point, a user may complete the OSHPD Discharge document to collect the remaining required data for the OSHPD submission file.

How to Review Records

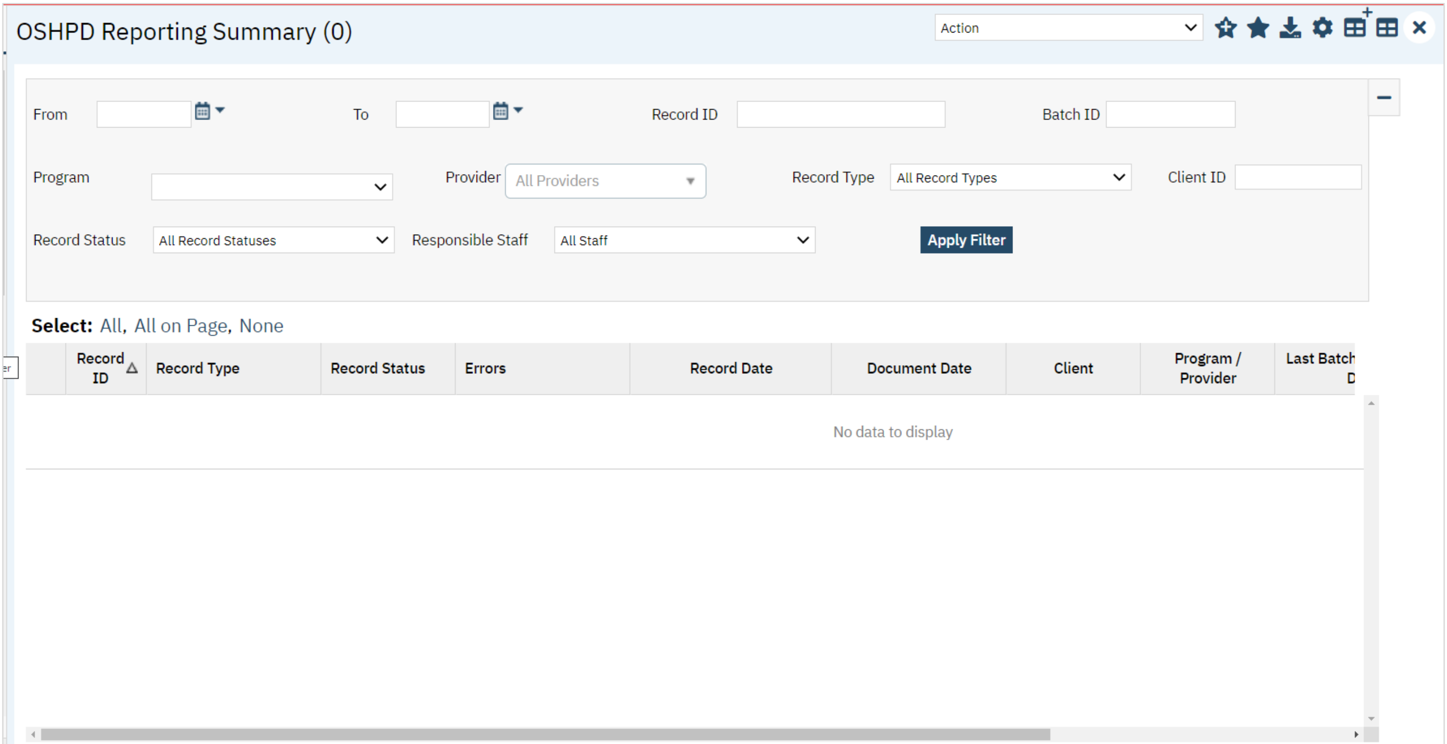
1. **Select the Search icon**.
2. **Type "OSHPD Reporting Summary"** into the search bar.
3. **Click to select "OSHPD Reporting Summary (My Office)"** from the search results.



4. The OSHPD Reporting Summary (My Office) list page will open. The OSHPD Reporting Summary List Page displays all eligible OSHPD submission records according to the following status types:
   - In Progress=a record was created but not yet batched for reporting.
   - Cancel=a record was created and batched for submission then later canceled. These records are no longer eligible for batching.
   - Sent=the record was batched for submission and is awaiting response. These records are no longer eligible for batching.
   - Accepted=A response file was received for the batch the record was included in and the record was marked as Accepted. These records are no longer eligible for batching.
   - Reject=A response file was received for the batch the record was included in and the record was marked as Rejected. These records are no longer eligible for batching.

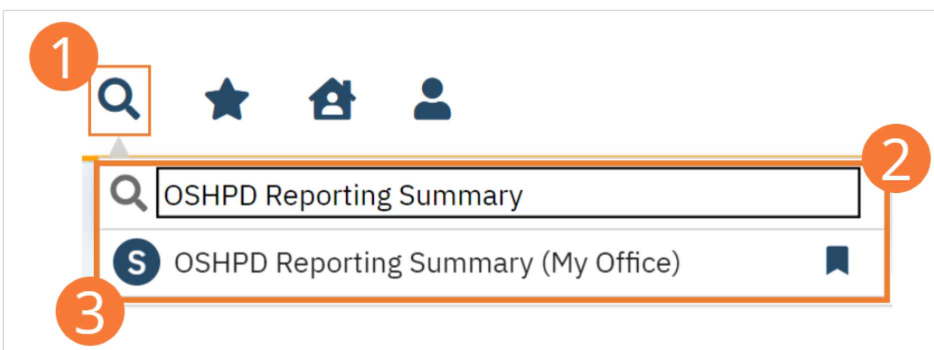
There are filters available in the OSHPD Reporting Summary List Page. These are as follows:

- Select a date range (From Date and To Date) for which data to be pulled for.
- Record ID - this is the unique id assigned to the OSHPD record.
- Batch ID - if a record has previously been batched, this field will filter on a specific Batch ID.
- Program - indicates which program the OSHPD record is associated with.
- Provider - if the customer is a County entity and is utilizing MCO, this will indicate which Contracted Provider the OSHPD record is associated with.
- Record Type - this filter allows for differentiating between the different OSHPD record types; Admission, Annual Update and Discharge.
- Record Status - indicates the current status of the record.
- Client ID - this is the unique SC identifier of the client record associated with the OSHPD record.
- Responsible Staff - the staff who completed the data collection for the record will display.

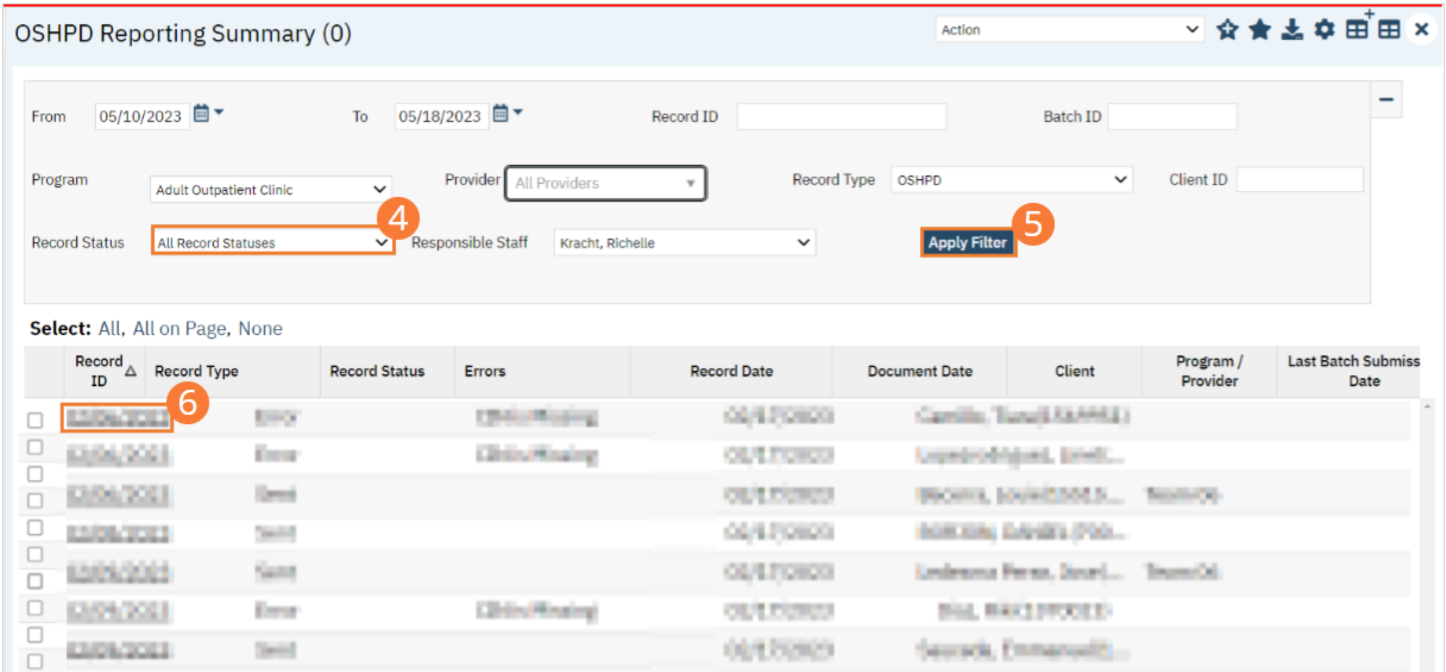


How to Monitor Records through the Reporting Period

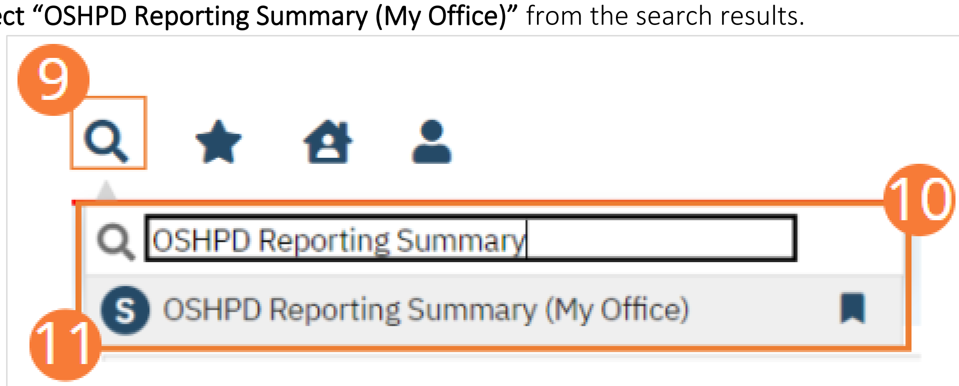
15. **Select the Search icon.**
16. **Type "OSHPD Reporting Summary"** into the search bar.
17. **Click to select "OSHPD Reporting Summary (My Office)"** from the search results.



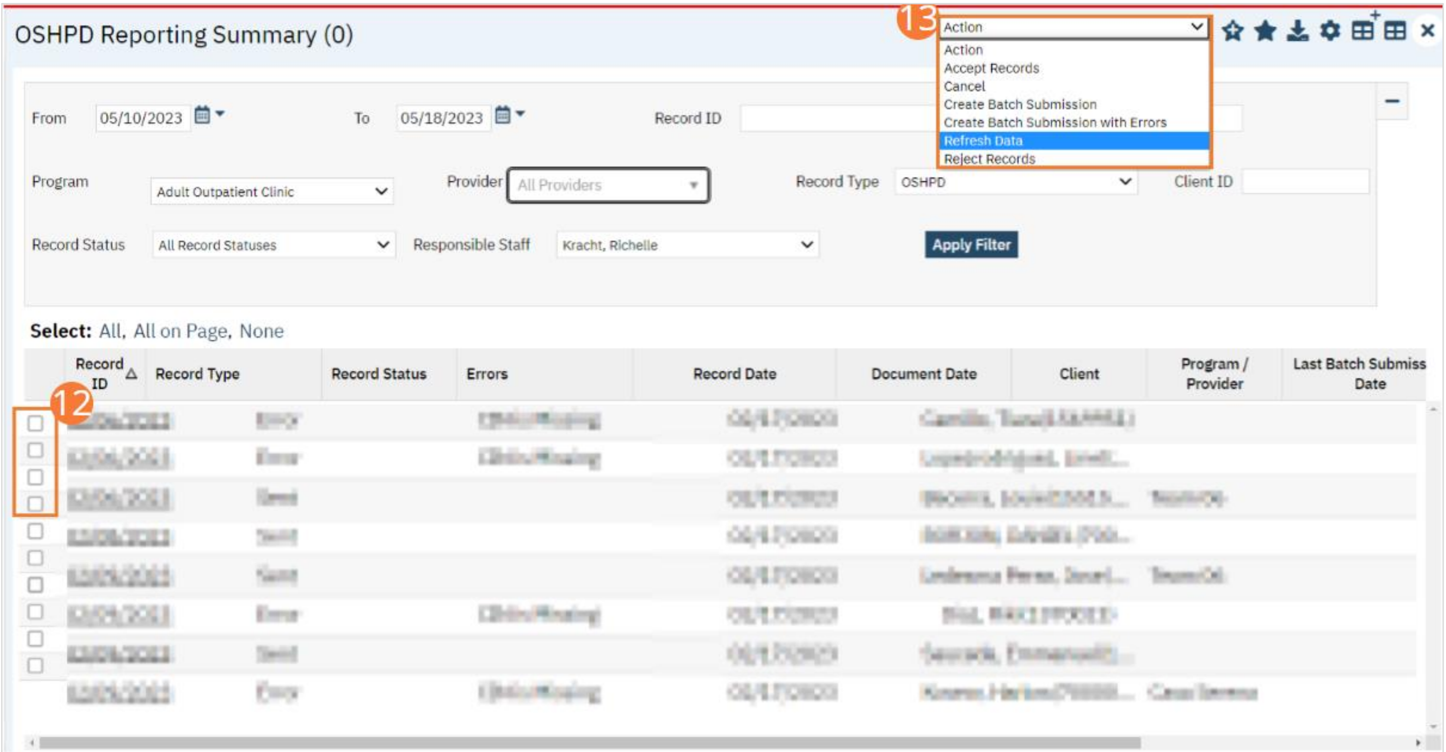
18. The OSHPD Reporting Summary (My Office) list page will open. **Filter for records in a status of In Progress and/or Error** since the last batch creation date or the last review date.
19. **Click the Apply Filter button.**
20. For records with a status of Error, **click the Record ID hyperlink.**



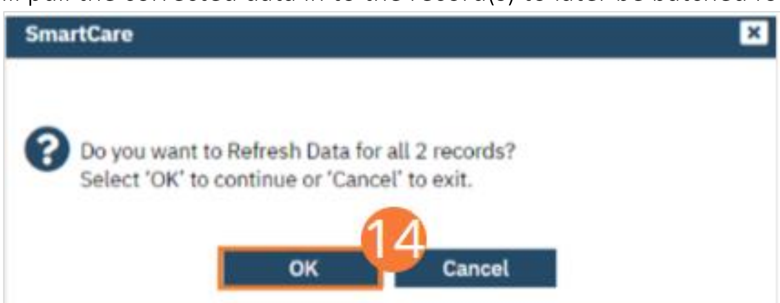
21. The OSHPD Record Detail screen will open. **Review the error messages and record data.**
22. **Work error messages by navigating to the screen in which the source data resides.** The Source Document is shown below the Batch History section of the OSHPD Report Summary Details. The errors section will correspond to incorrect or missing data in the Source Document section. Once the errors are corrected, and the source document is signed, the updated data will initialize to the OSHPD Report Summary Details screen.
23. **Select the Search icon.**
24. **Type "OSHPD Reporting Summary"** into the search bar.
25. **Click to select "OSHPD Reporting Summary (My Office)"** from the search results.



26. The OSHPD Reporting Summary list page will open. **Click the checkbox next to the record(s) that have been corrected.**
27. **Select the Action dropdown and choose Refresh Data**.



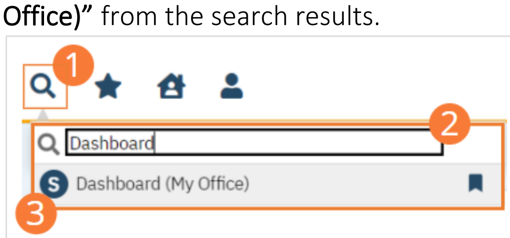
28. A popup will open for Do you want to Refresh Data for {number of records}? **Select 'OK' to continue or 'Cancel' to exit.** Selecting OK will pull the corrected data in to the record(s) to later be batched for submission.



Reporting Summary Widget

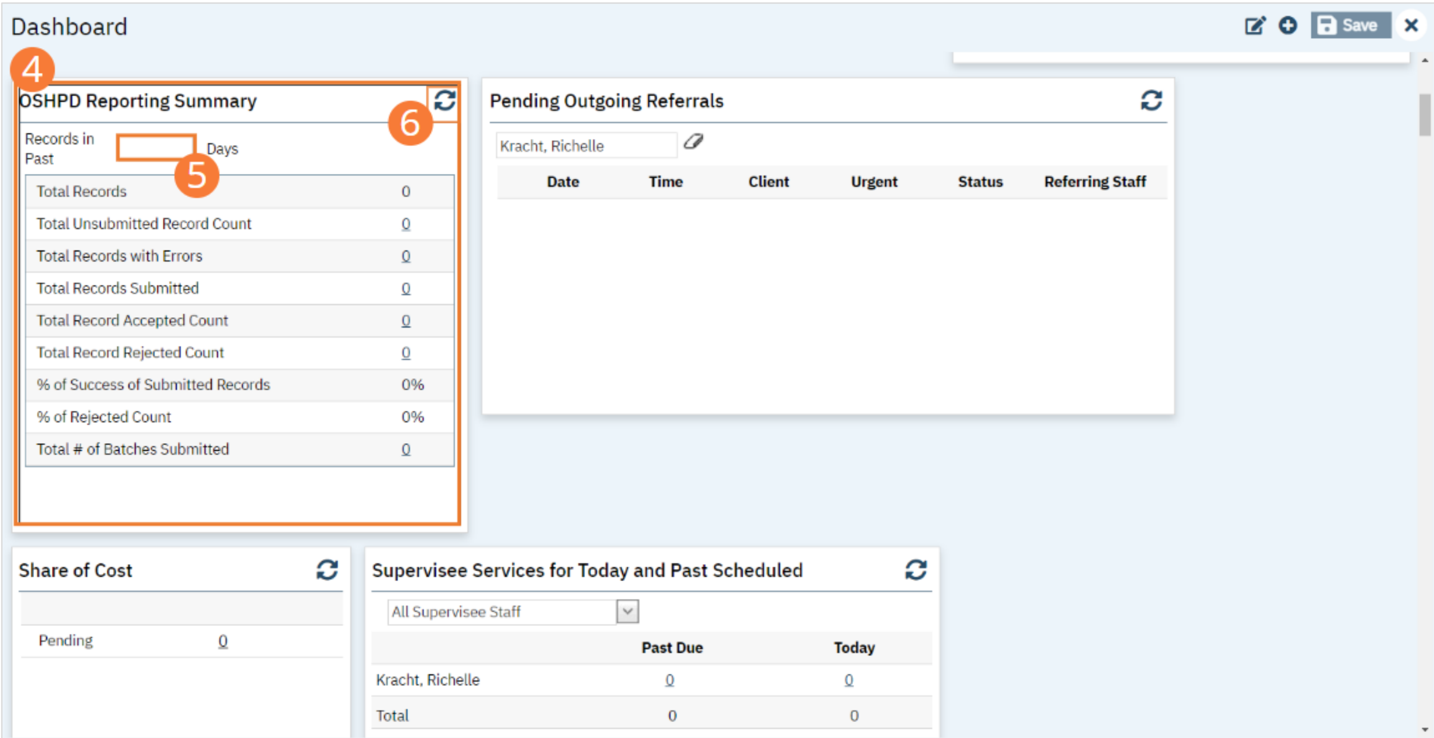
Another utility available for monitoring records throughout the reporting period is the OSHPD Reporting Summary widget. From the Dashboard, a user can review basic statistics of records within a specific day range from the program.

15. **Select the Search icon.**
16. **Type "Dashboard"** into the search bar.
17. **Click to select "Dashboard (My Office)"** from the search results.



18. The Dashboard (My Office) list page will open. **Locate the OSHPD Reporting Summary widget.**
19. **Type the number of past days** for which to filter the records.

20. **Click the refresh icon** in the right hand corner of the widget if filters were modified. Within the widget are hyperlinks that will direct you to prefiltered list pages where you can review records, modify statuses, or work errors as needed.



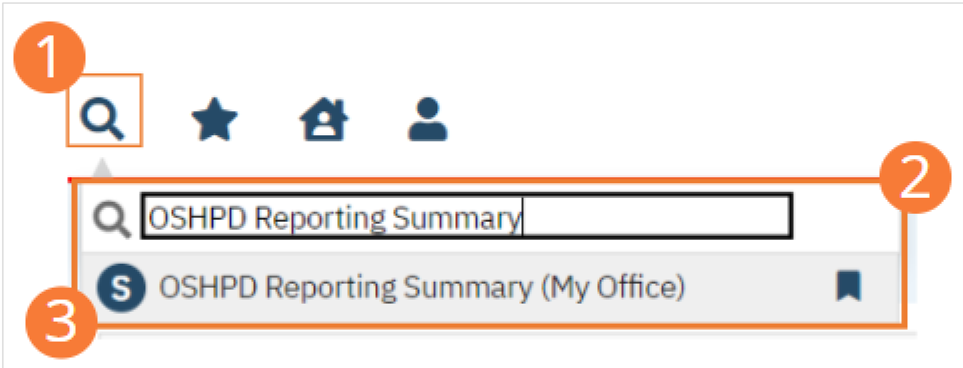
The OSHPD Reporting Summary Widget displays the follow information:

- Total Records - distinct count of all records.
- Total Unsubmitted Record Count - distinct count of all records with a status of In Progress, Error, or Canceled. Clicking the number hyperlink will direct the user to the list page pre-filtered for these values.
- Total Records with Errors - distinct count of all records with a status Error. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Records Submitted - distinct count of all records with a status Sent. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Records Accepted Count - distinct count of all records with a status Accepted. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Record Rejected Count - distinct count of all records with a status Rejected. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- % of Success of Submitted Records - displays the percentage of records with a status of Accepted of the records sent during the reporting period.
- % of Rejected Count - displays the percentage of records with a status of Rejected of the records sent during the period.
- Total # of Batches Submitted - this displays the distinct count of batches that were generated during the period. Clicking the number hyperlink will direct the user to the Compliance Batch list page pre-filtered for these values.

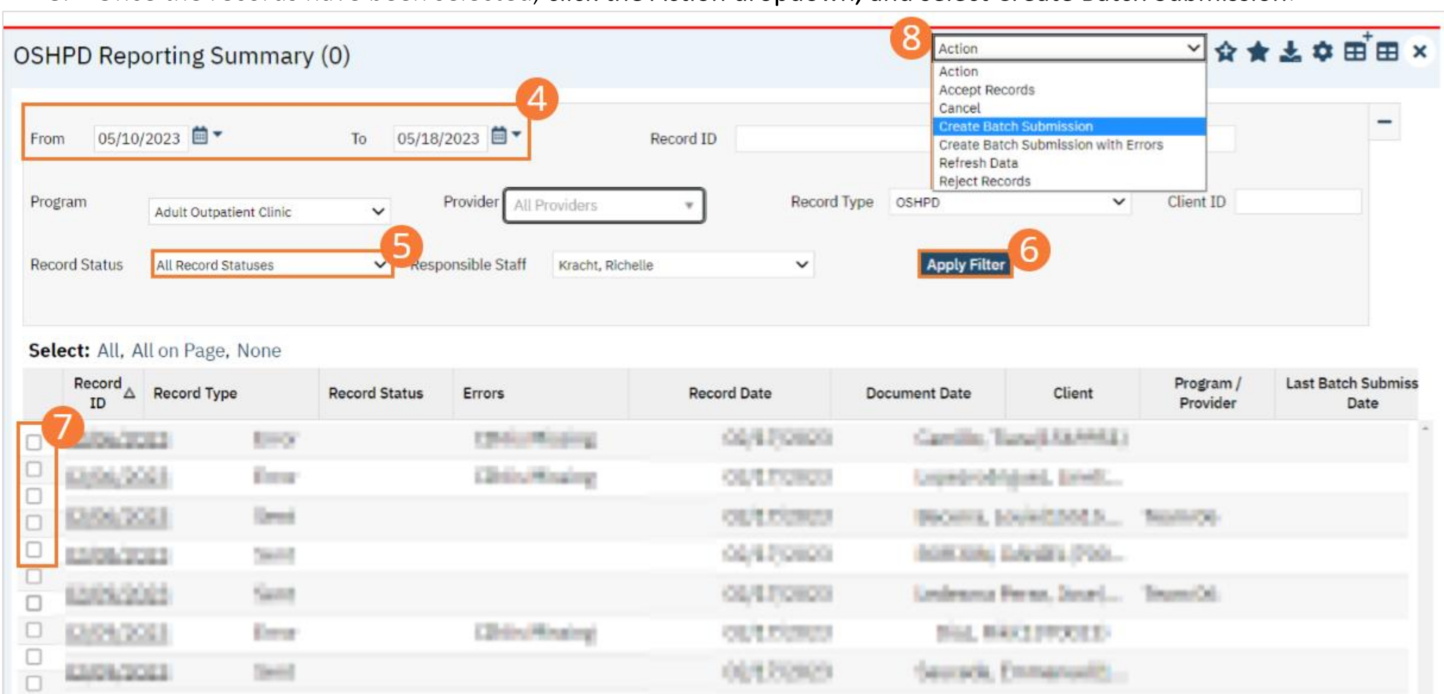
How to Create a New Batch and Submit Files

To create a batch for submission, there are two options, creating a batch file without errors or creating a batch file with errors. Under certain circumstances it may be necessary to create a batch record with errors.

1. Select the Search icon.
2. Type “OSHPD Reporting Summary” into the search bar.
3. Click to select “OSHPD Reporting Summary (My Office)” from the search results.



4. The OSHPD Reporting Summary (My Office) list page will open. Filter records based on last batch date or other requirements.
5. Set Record Status to In Progress.
6. Click the Apply Filter button. Review displayed records as needed.
7. Select the checkbox for the appropriate records, or Select All, or Select All on Page.
8. Once the records have been selected, click the Action dropdown, and select Create Batch Submission.



9. A popup window will open confirming the action to batch X number of records. Click the OK button. Once results have been processed, a green message will display above the filters confirming the action was successful. The batched file is now available for retrieval via the Batch Detail screen or the SFTP.

How to View Batch Details

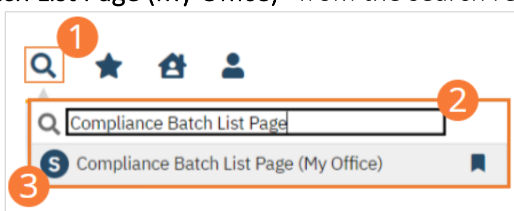
Once the batch has been generated, there are two options for retrieving the file for submission.

From the Customer’s SFTP folder:

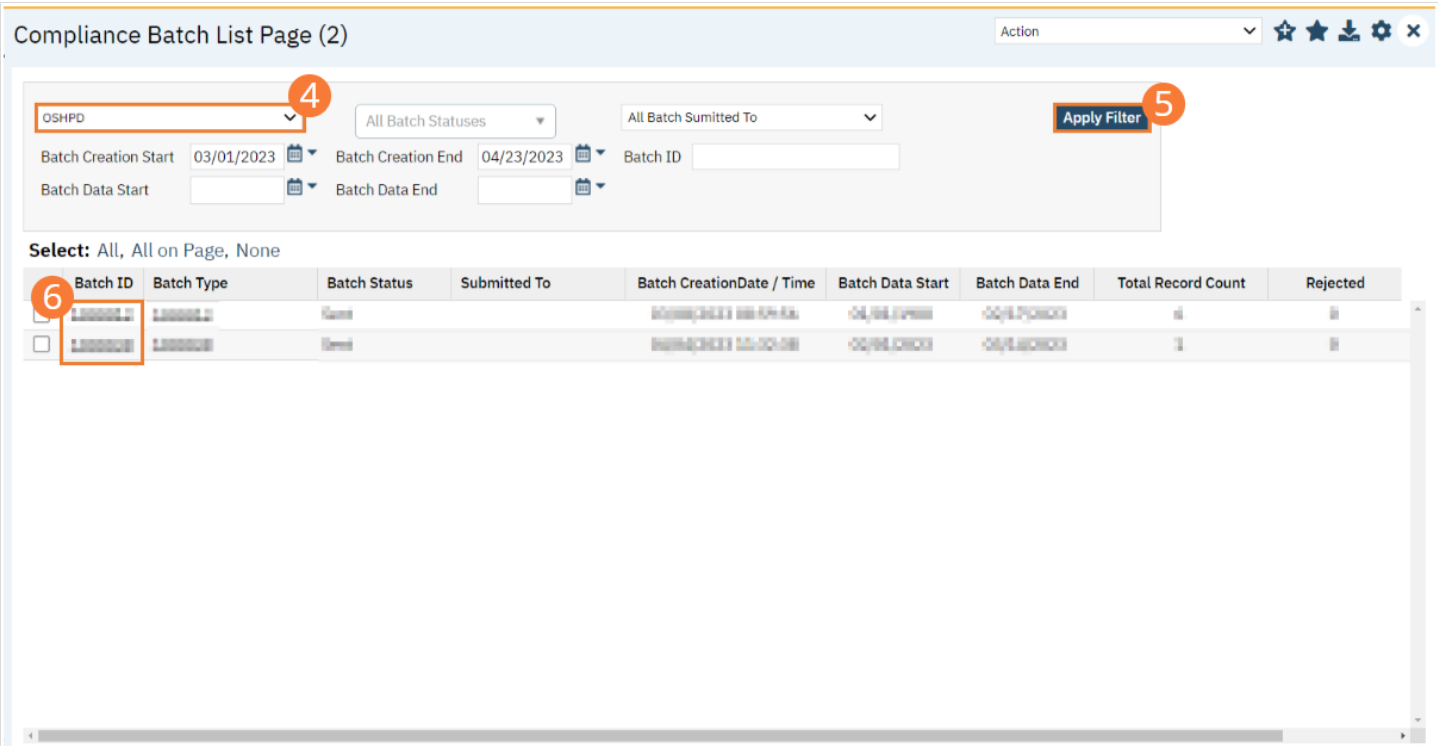
1. **Navigate to the customer's SFTP folder.**
2. Within that folder, **select the State Reporting folder.**
3. **Select the OSHPD folder**.
4. **Retrieve the file for the desired batch**.

From the Compliance Batch List Page:

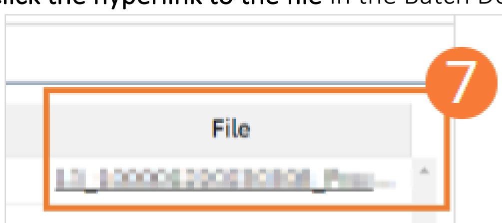
25. **Select the Search icon.**
26. **Type "Compliance Batch List Page"** into the search bar.
27. **Click to select "Compliance Batch List Page (My Office)"** from the search results.



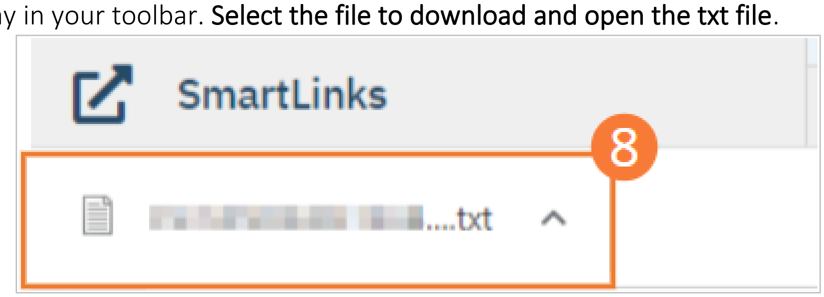
28. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=OSHPD**. Select other filters as appropriate.
29. **Click Apply Filter** to refresh the list page results.
30. **Select the desired batch by clicking the Batch ID hyperlink**, this will direct you to the Batch Detail screen.



31. From the Batch Detail screen, **click the hyperlink to the file** in the Batch Details to download the results.



32. The file will display in your toolbar. **Select the file to download and open the txt file**.

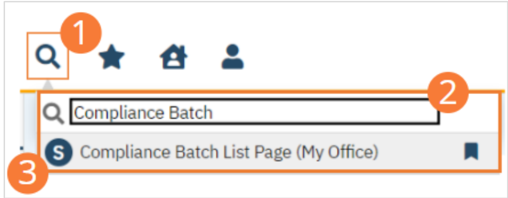


How to Accept or Reject a Batch

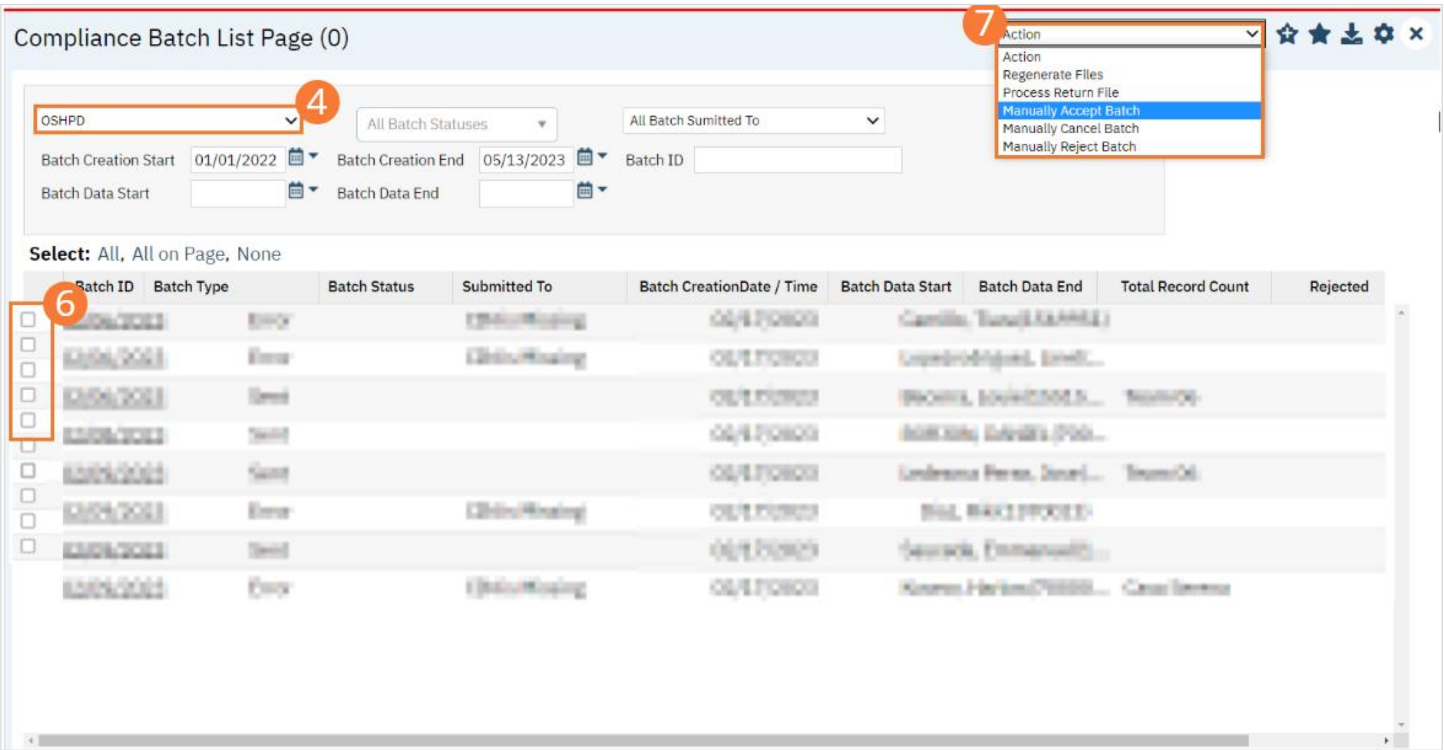
Once the file has been sent to the appropriate entity, batches can be marked as accepted or rejected.

To mark batches as accepted:

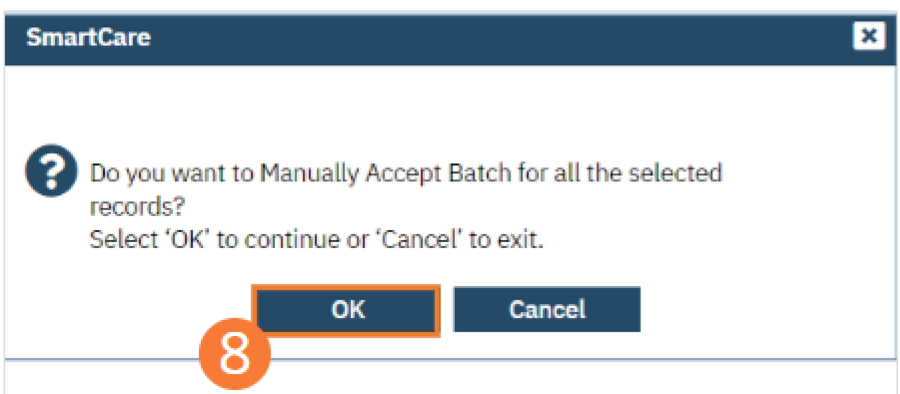
1. Select the Search icon.
2. Type "Compliance Batch List Page" into the search bar.
3. Click to select "Compliance Batch List Page (My Office)" from the search results.



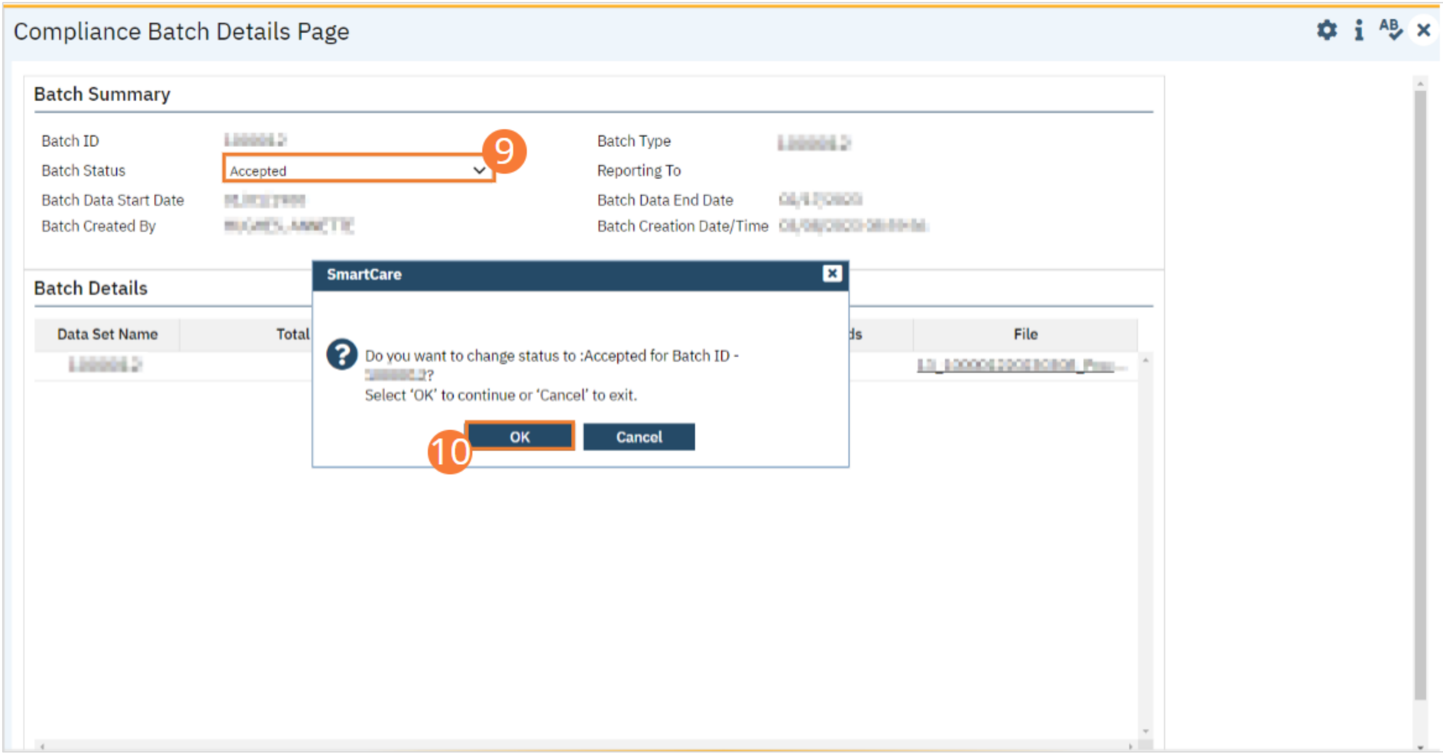
4. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=OSHPD.** Select other filters as appropriate.
5. **Click the Apply Filter button**.
6. To accept multiple batches, **select the checkboxes on the left, click All, or All on Page**.
7. Use the Action dropdown to select **Manually Accept Batch**.



8. A popup window will open prompting you to Manually Accept the batch. **Select 'OK' to continue or 'Cancel' to exit**.

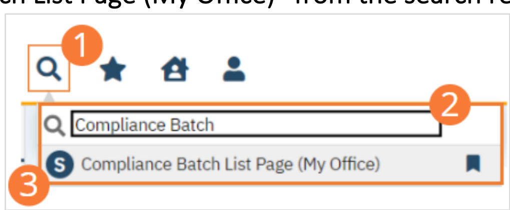


9. Accepting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, **select Accepted from the Batch Status dropdown.**
10. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

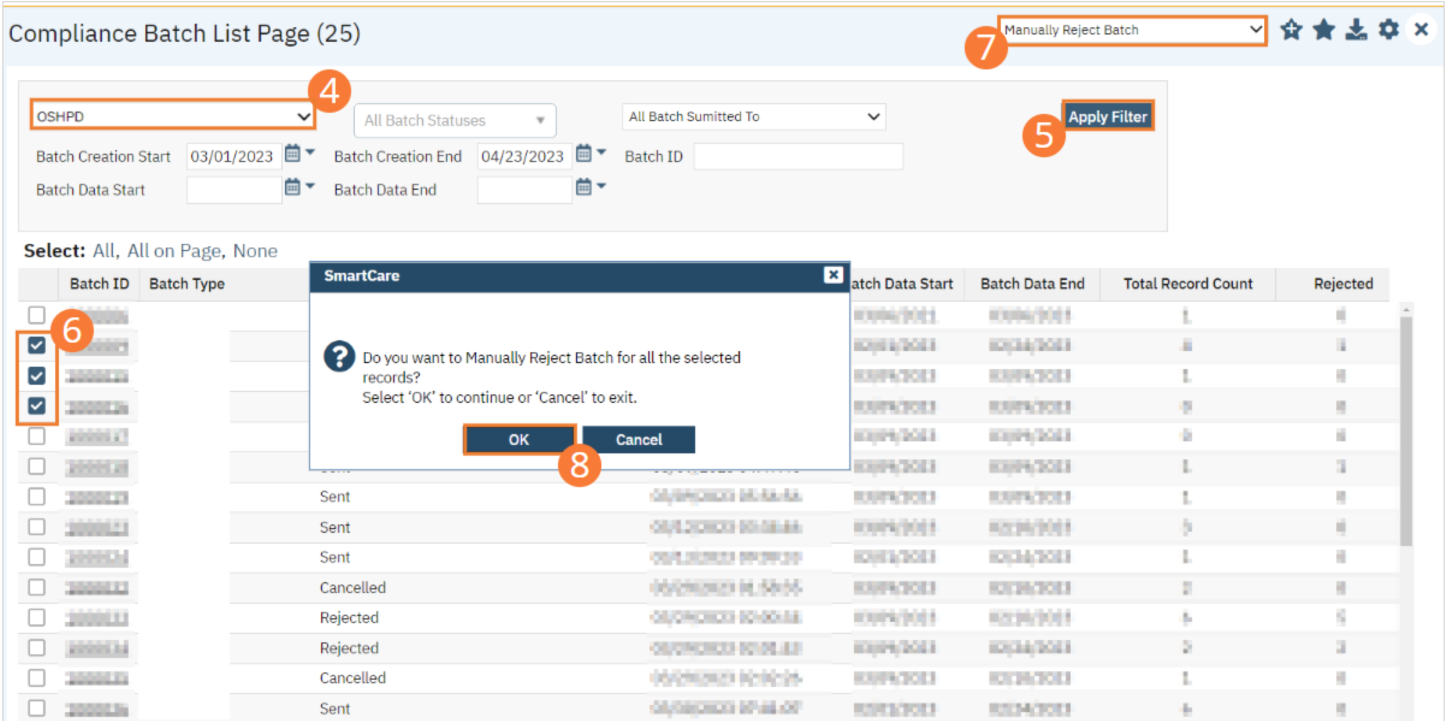


To mark batches as rejected:

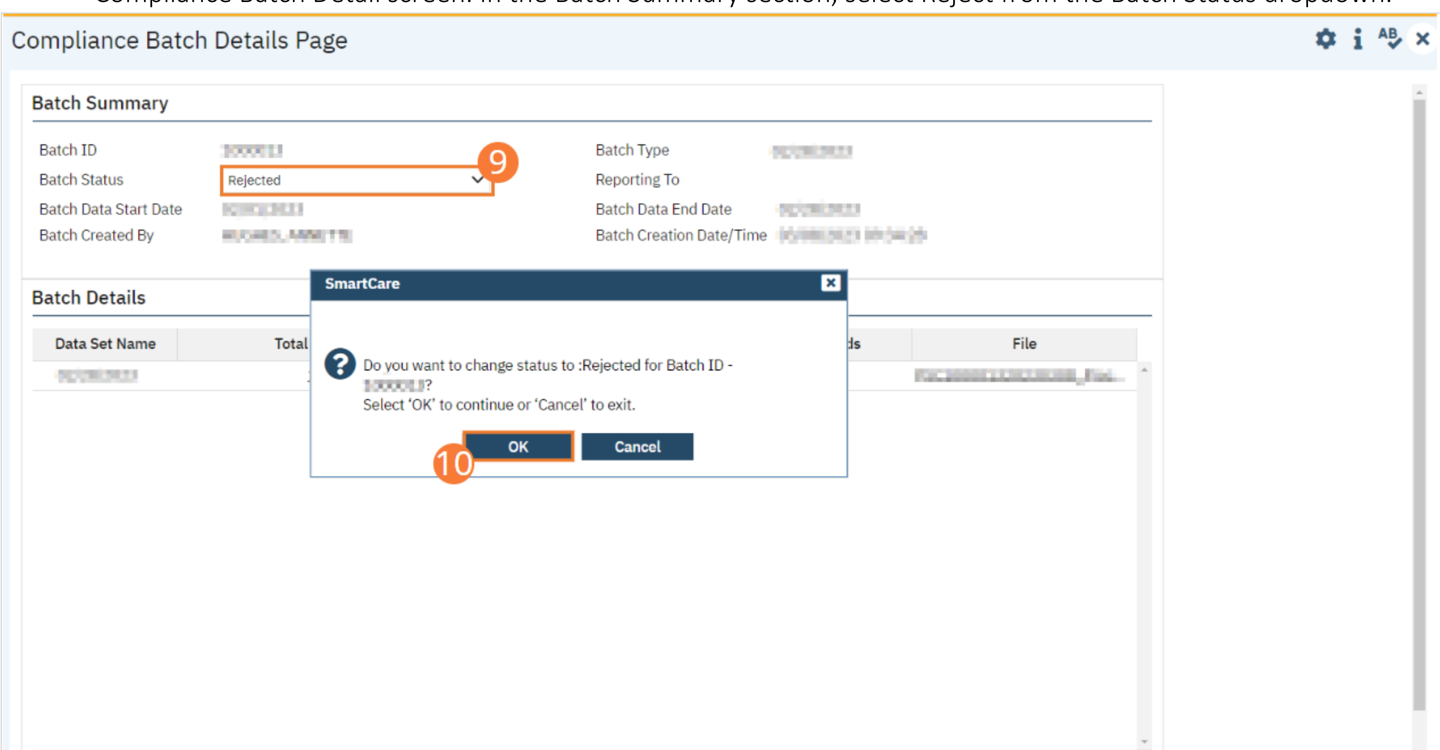
31. **Select the Search icon.**
32. **Type "Compliance Batch List Page"** into the search bar.
33. **Click to select "Compliance Batch List Page (My Office)" from the search results**.



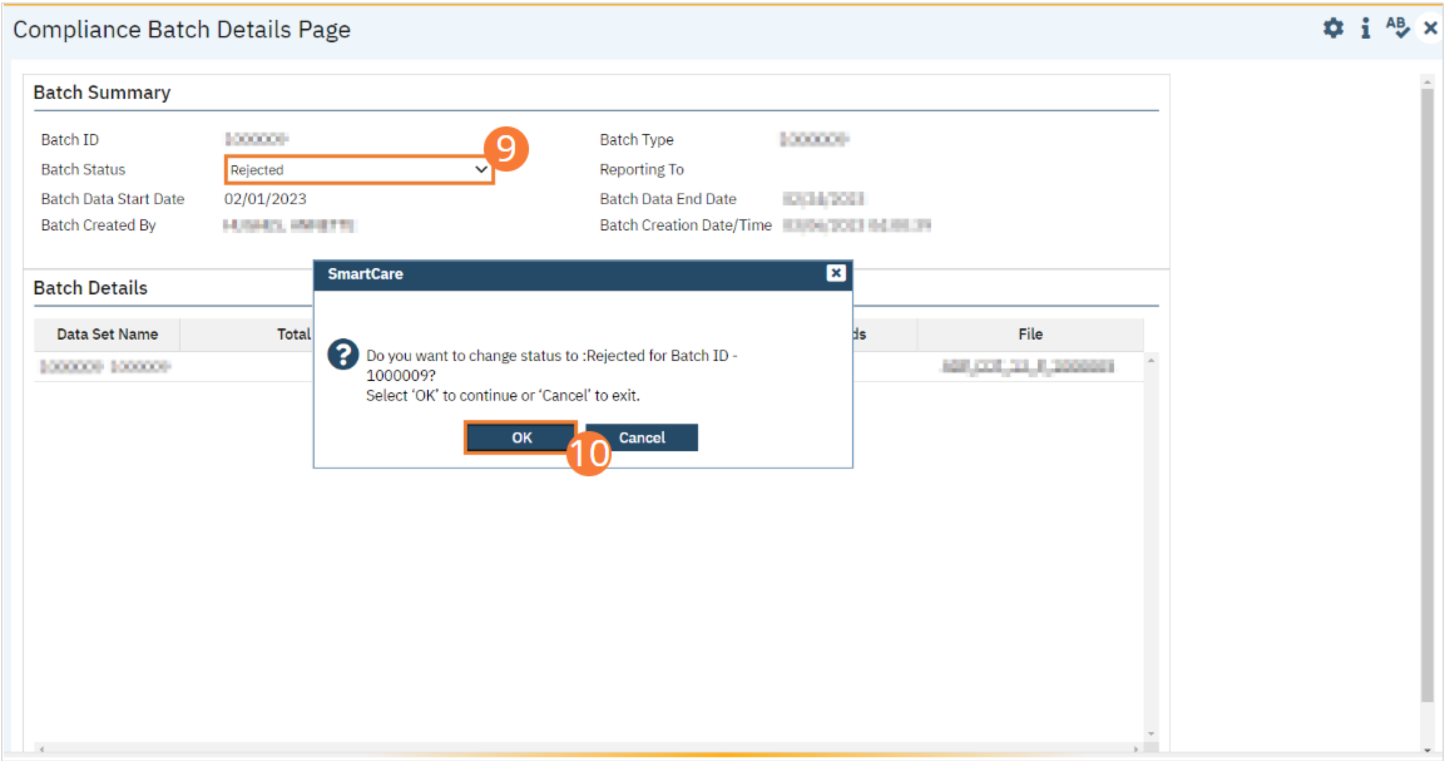
34. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=OSHPD**. Select other filters as appropriate.
35. **Click the Apply Filter button.**
36. To reject multiple batches, **select the checkboxes on the left, click All or All on Page.**
37. **Use the Action dropdown to select Manually Reject Batch**.
38. A popup window will open prompting you to Manually Reject the batch. **Select 'OK' to continue or 'Cancel' to exit**.



39. Rejecting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, select Reject from the Batch Status dropdown.



40. A popup window will open prompting you to change the status to Rejected . **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

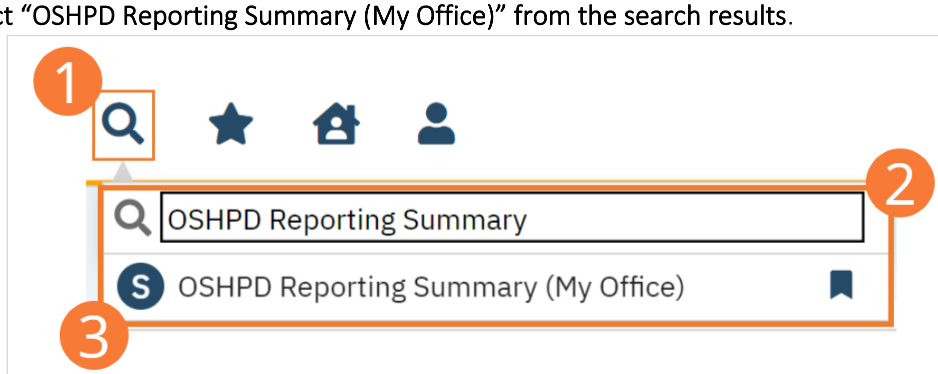


How do I accept or reject an individual record?

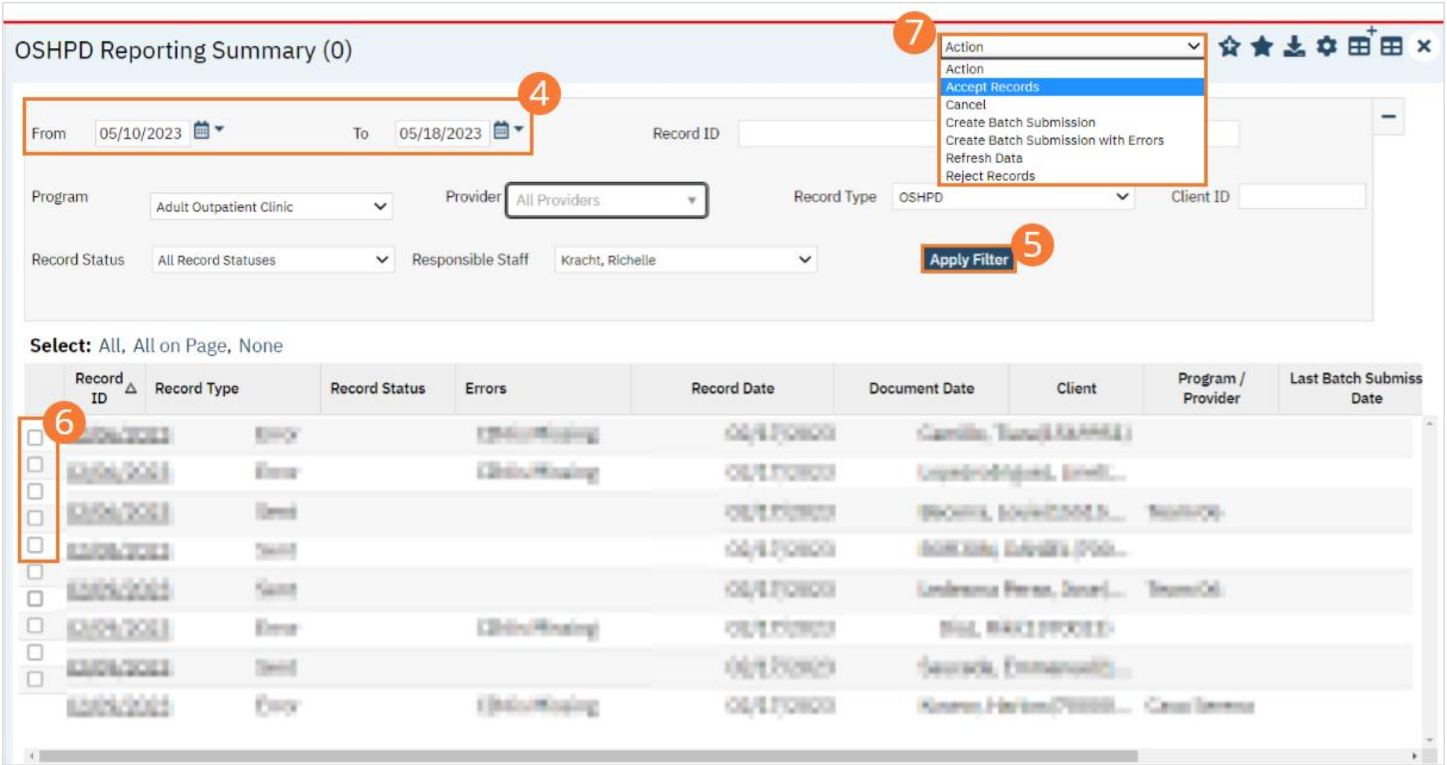
Once the batch file has been sent to the appropriately entity, if a portion of records were accepted these can be marked as such.

To mark records as accepted:

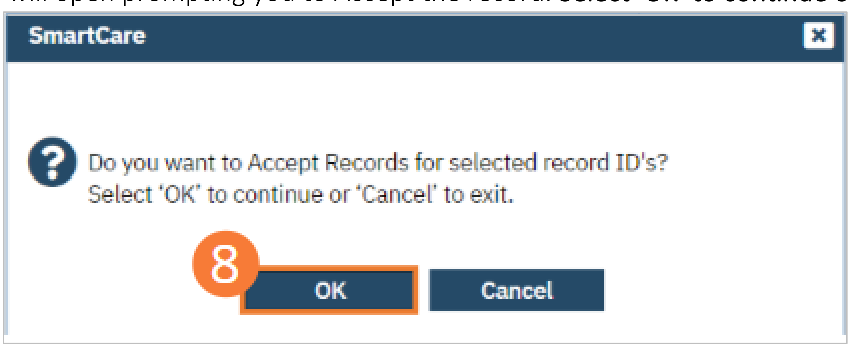
1. Select the Search icon.
2. Type "OSHPD Reporting Summary" into the search bar.
3. Click to select "OSHPD Reporting Summary (My Office)" from the search results.



4. The OSHPD Reporting Summary (My Office) list page will open. Filter the results to display the records needing to be accepted. This can be done a number of ways, including by Date, Status, or Batch ID.
5. Click the Apply Filter button.
6. To accept records, select the checkboxes on the left, click All or All on Page.
7. Use the Action dropdown to select Accept Records.

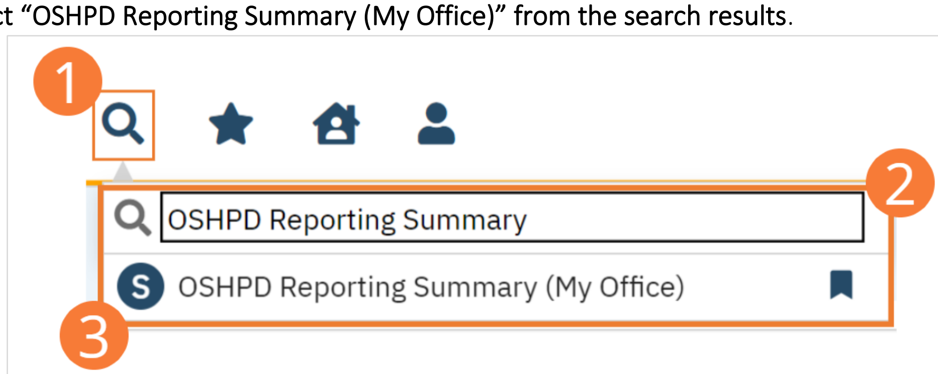


8. A popup window will open prompting you to Accept the record. **Select 'OK' to continue or 'Cancel' to exit**.

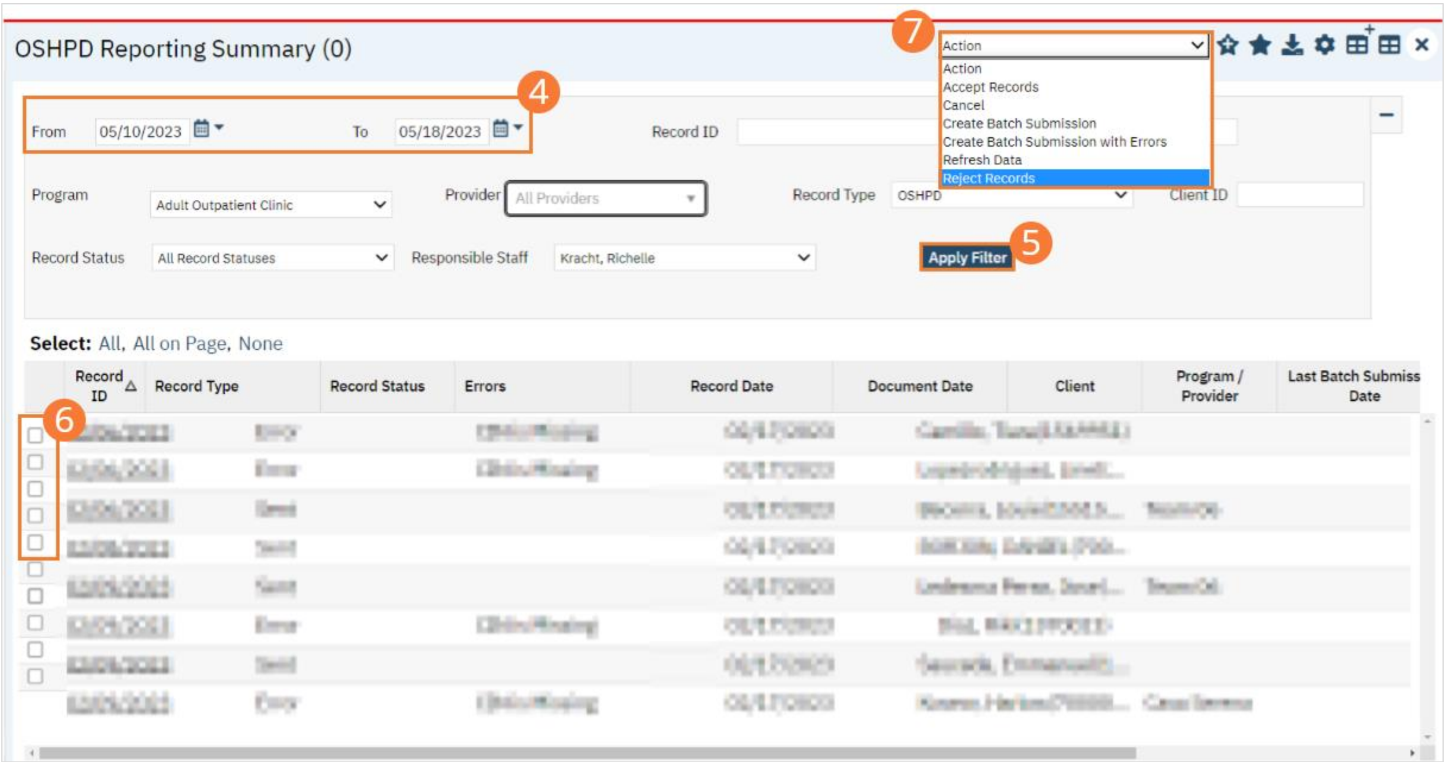


To mark records as rejected:

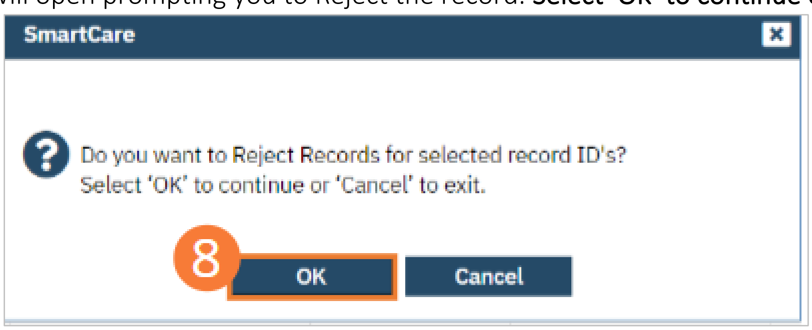
25. **Select the Search icon.**
26. **Type "OSHPD Reporting Summary"** into the search bar.
27. **Click to select "OSHPD Reporting Summary (My Office)" from the search results**.



28. The OSHPD Reporting Summary (My Office) list page will open. **Filter the results to display the records needing to be rejected**. This can be done a number of ways, including by Date, Status, or Batch ID.
29. **Click the Apply Filter button.**
30. To reject records, **select the checkboxes on the left, click All or All on Page.**
31. Use the Action dropdown to **select Reject Records**.



32. A popup window will open prompting you to Reject the record. **Select 'OK' to continue or 'Cancel' to exit**.

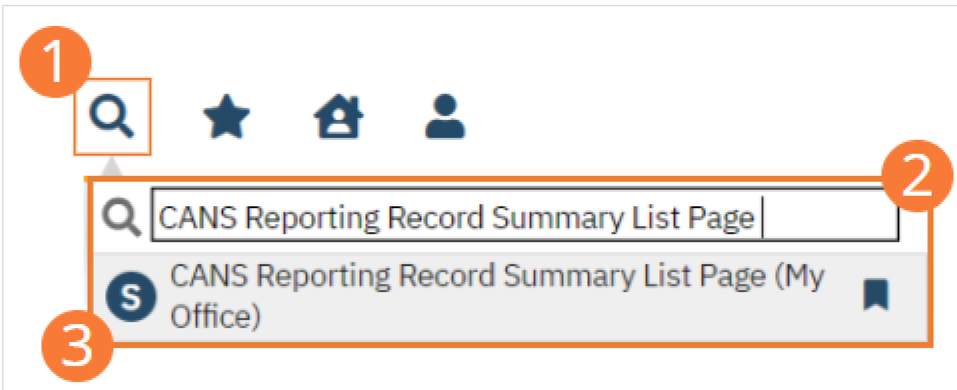


CANS Reporting

This section provides the overview of how to run the reports in SmartCare to produce the CANS reporting for the Department of Health Care Services (DHCS). The Child Adolescent Needs and Strengths (CANS) is built for reporting required data to the Department of Health Care Services (DHCS). The data must be submitted to DHCS on a monthly basis. The CANS is to be completed for all children/youth from age 6 through age 20. The data will be submitted in batch files.

How to Review Records

1. Select the Search icon.
2. Type "CANS Reporting Record Summary List Page" into the search bar.
3. Click to select "CANS Reporting Record Summary List Page (My Office)" from the search results.

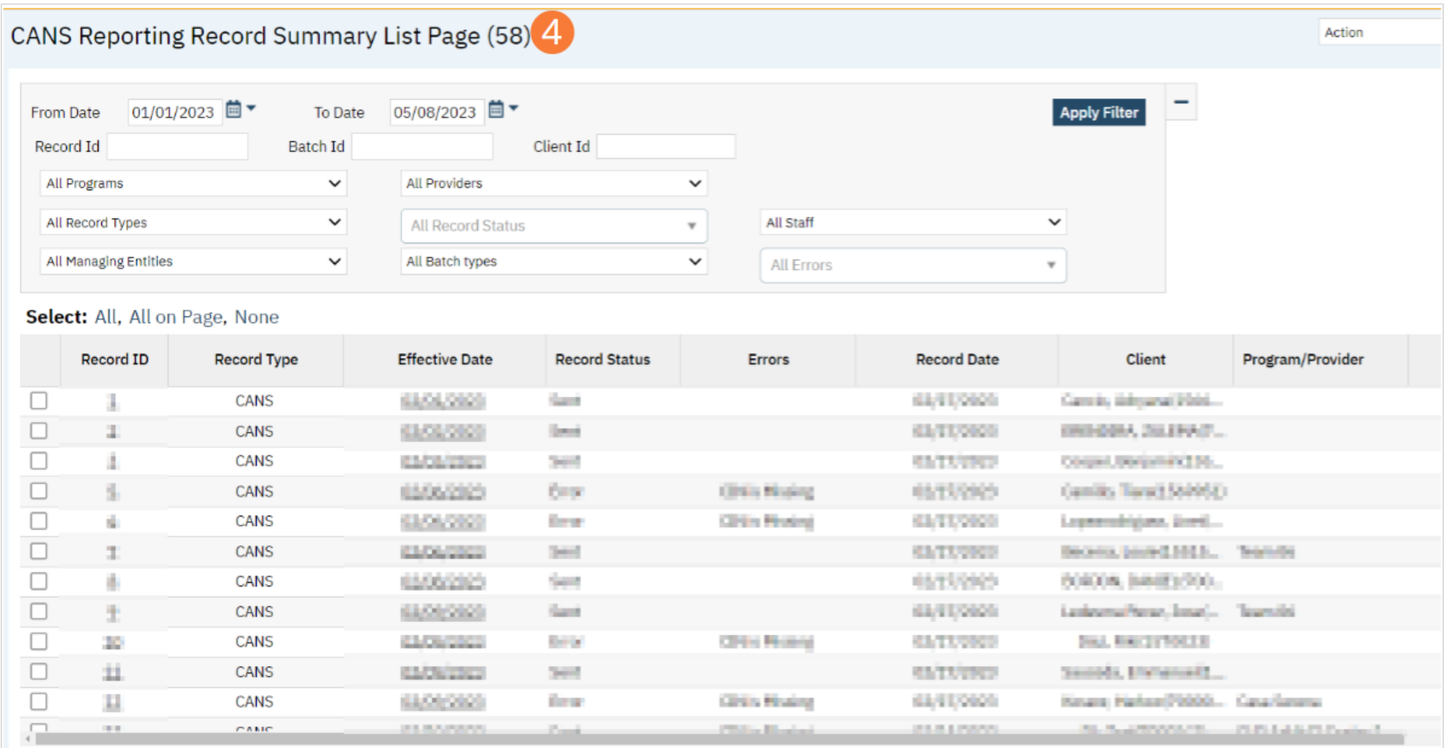


4. The CANS Reporting Record Summary List Page (My Office) will open. The CANS Reporting Record Summary List Pate displays all eligible submission records according to the following status types:
   - In Progress=a record was created but not yet batched for reporting.
   - Cancel=a record was created and batched for submission then later canceled. These records are no longer eligible for batching.
   - Sent=the record was batched for submission and is awaiting response. These records are no longer eligible for batching.
   - Accepted=A response file was received for the batch the record was included in and the record was marked as Accepted. These records are no longer eligible for batching.
   - Reject=A response file was received for the batch the record was included in and the record was marked as Rejected. These records are no longer eligible for batching.

There are filters available in the CANS Reporting Record Summary List Page. These are as follows:

- Select a date range (From Date and To Date) for which data to be pulled for
- Record ID - this is the unique id assigned to the CANS record
- Managing Entity - the county that the CANS records are to be reported to may be selected.
- Batch ID - if a record has previously been batched, this field will filter on a specific Batch ID.
- Program - indicates which program the CANS record is associated with
- Batch Type - this will default to CANS Batch Type
- Provider - if the customer is a County entity and is utilizing MCO, this will indicate which Contracted Provider the CANS record is associated with
- Record Type - this filter allows for differentiating between the different CANS record types; Admission, Annual Update and Discharge.
- Record Status - indicates the current status of the record.

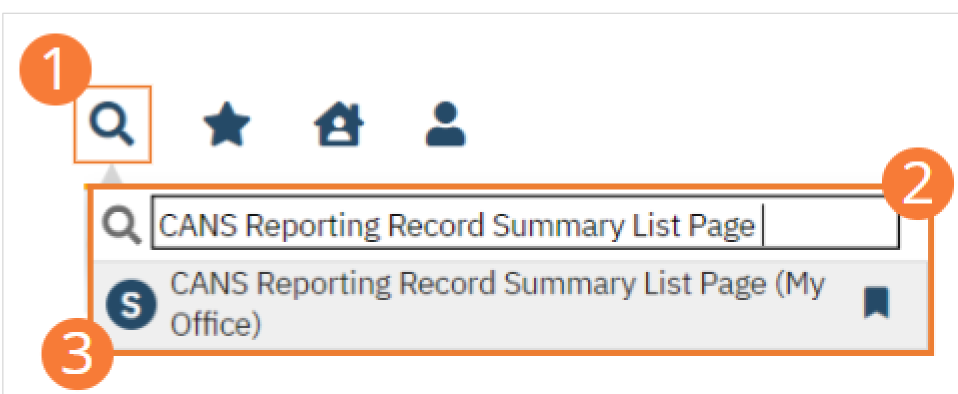
- Client ID - this is the unique SC identifier of the client record associated with the CANS record.
- Responsible Staff - the staff who completed the data collection for the record will display
- Errors - this multi select filter will display the applicable errors.



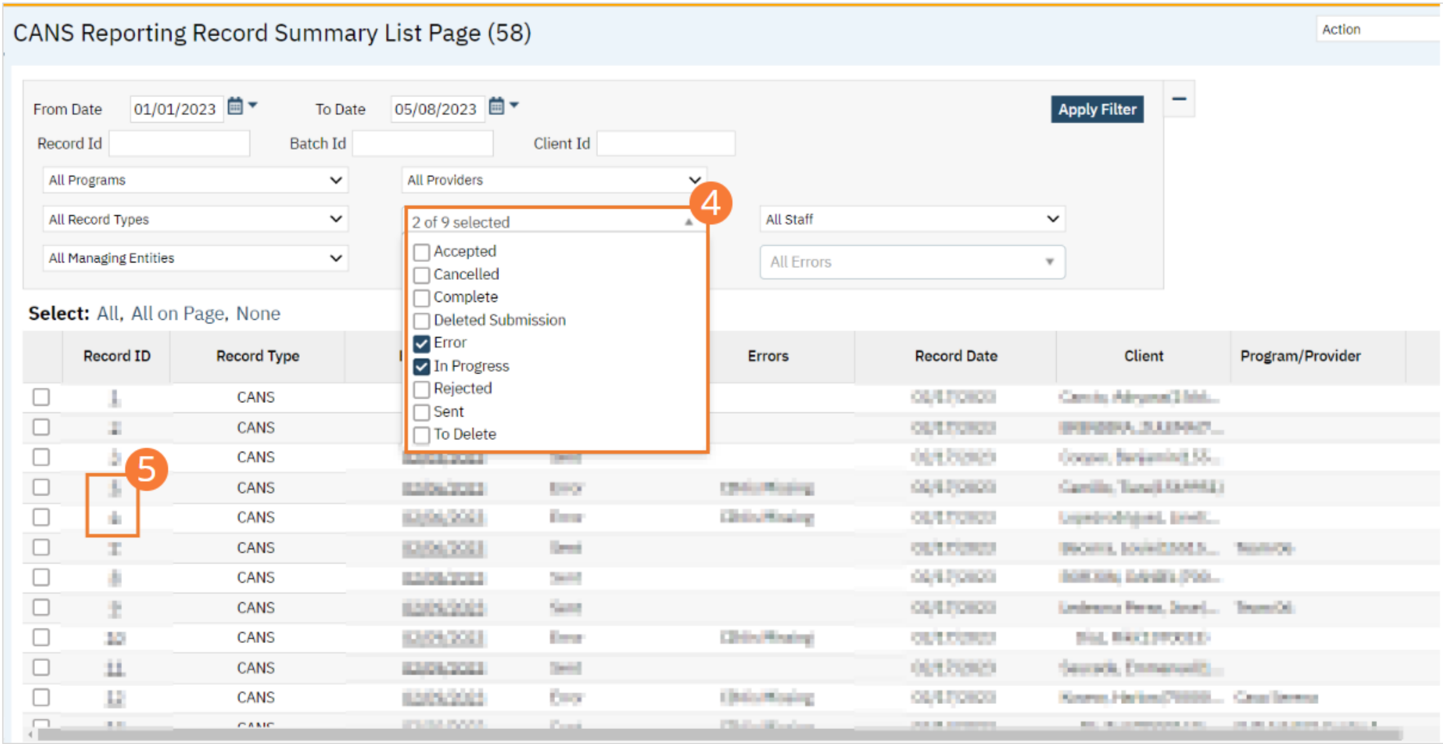
How to Monitor Records through the Reporting Period

CANS Reporting Record Summary List Page

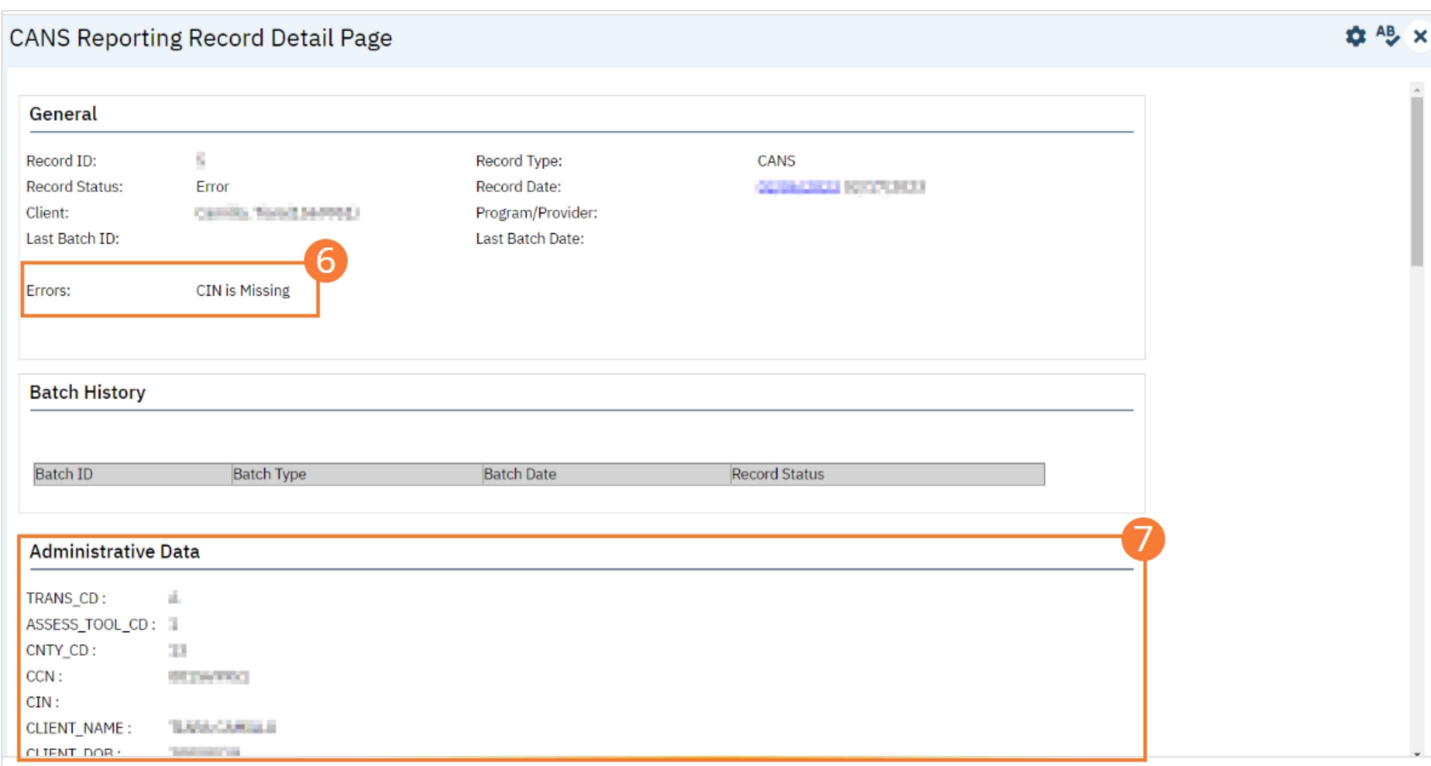
1. Select the Search icon.
2. Type "CANS Reporting Record Summary List Page" into the search bar.
3. Click to select "CANS Reporting Record Summary List Page (My Office)" from the search results.



4. The CANS Reporting Record Summary List Page (My Office) will open. Filter for records in a status of In Progress and/or Error since the last batch creation date or the last review date.
5. For records with a status of Error, click the Record ID hyperlink.

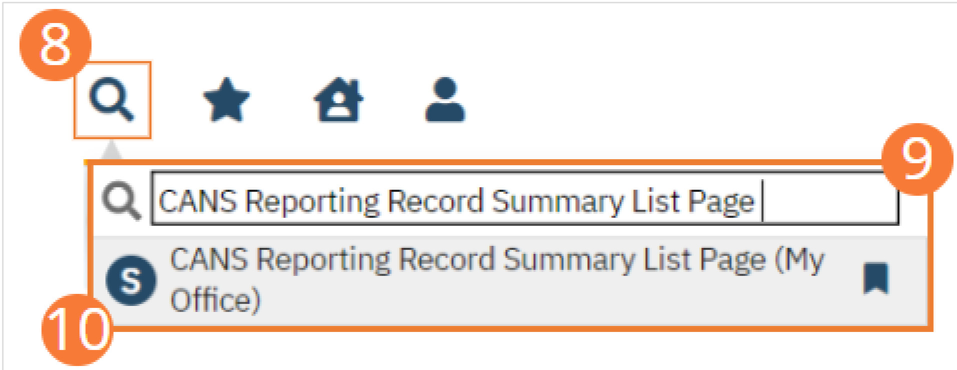


6. The CANS Report Summary Details screen will open. **Review the error messages and record data.**
7. **Work error messages by navigating to the screen in which the source data resides.** The Source Document is shown below the Batch History section of the CANS Report Summary Details. The errors section will correspond to incorrect or missing data in the Source Document section. Once the errors are corrected, and the source document is signed, the updated data will initialize to the CANS Report Summary Details screen.

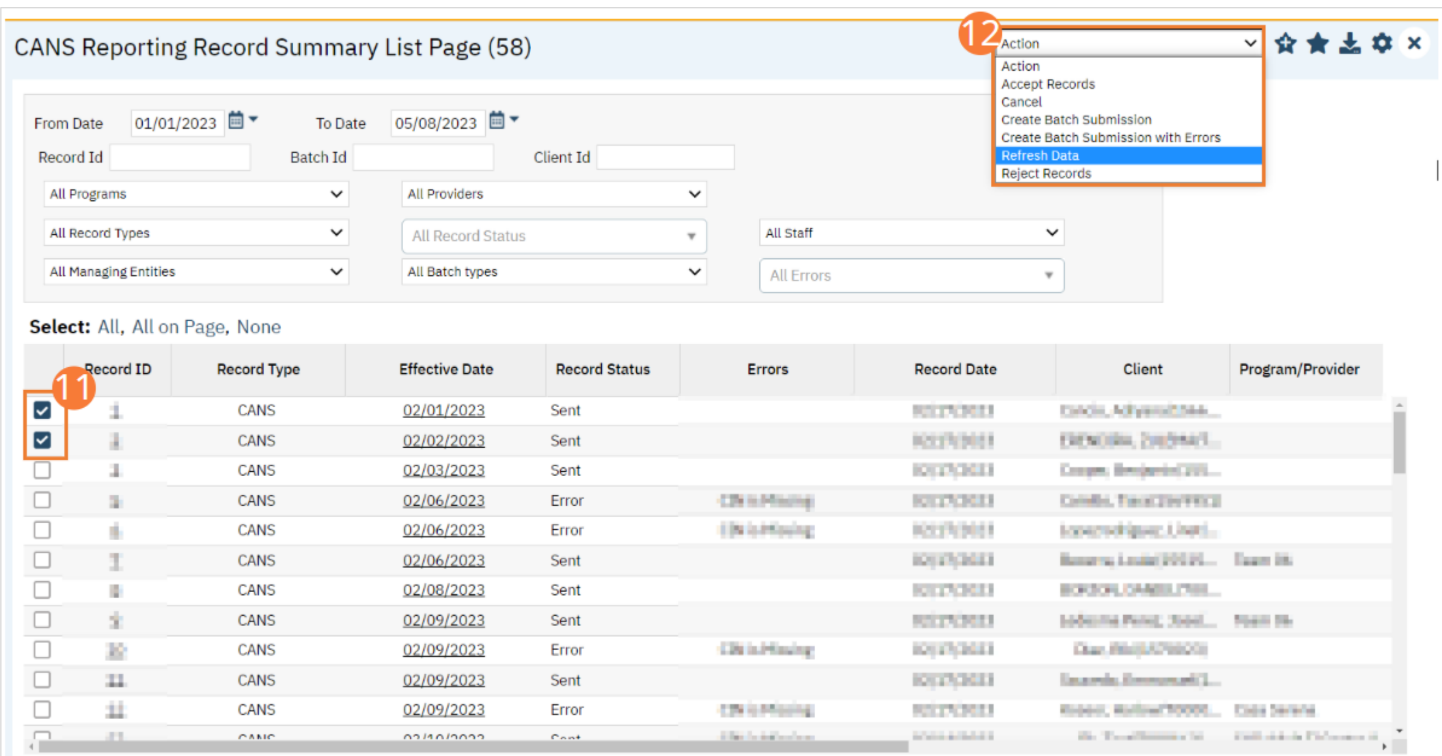


8. **Select the Search icon.**

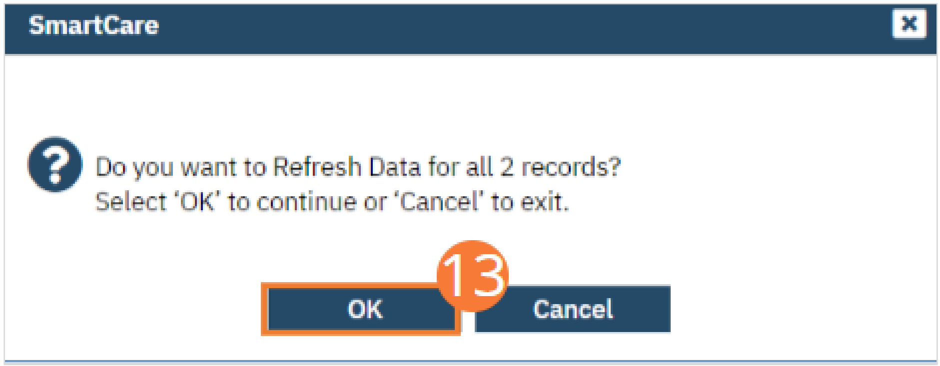
9. **Type "CANS Reporting Record Summary List Page"** into the search bar.
10. **Click to select "CANS Reporting Record Summary List Page (My Office)"** from the search results.



11. The CANS Reporting Record Summary List Page will open. **Click the checkbox next to the record(s) that have been corrected.**
12. **Select the Action dropdown and choose Refresh Data**.



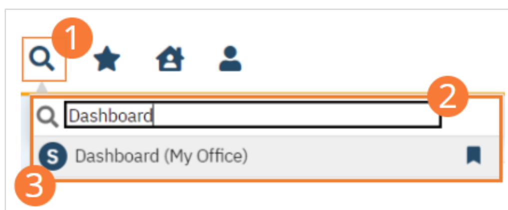
13. A popup will open for Do you want to Refresh Data for {number of records}? **Select 'OK' to continue or 'Cancel' to exit.** Selecting OK will pull the corrected data in to the record(s) to later be batched for submission.



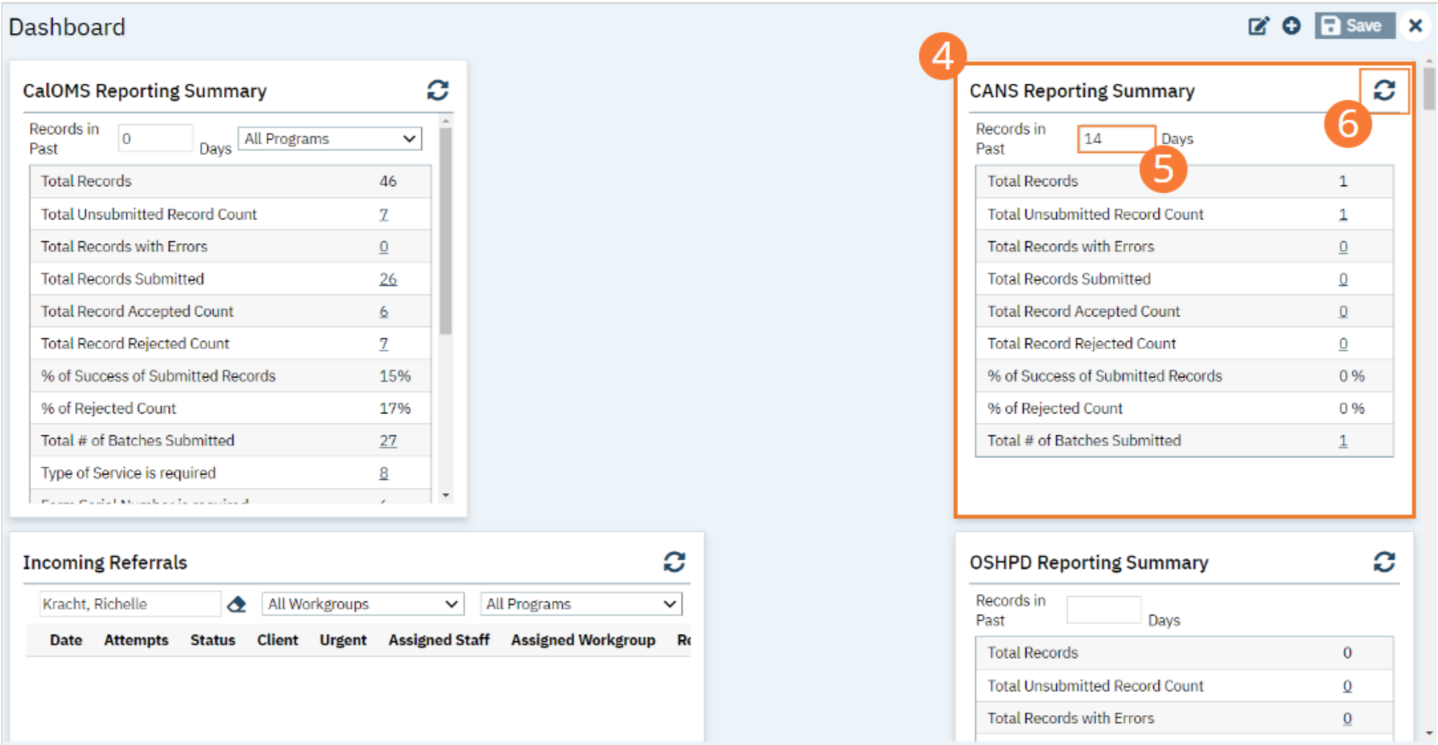
Reporting Summary Widget

Another utility available for monitoring records throughout the reporting period is the CANS Reporting Summary widget. From the Dashboard, a user can review basic statistics of records within a specific day range from the program.

21. **Select the Search icon.**
22. **Type "Dashboard"** into the search bar.
23. **Click to select "Dashboard (My Office)"** from the search results.



24. The Dashboard (My Office) list page will open. **Locate the CANS Reporting Summary widget**.
25. **Type the number of past days** for which to filter the records.
26. **Click the refresh icon** in the right hand corner of the widget if filters were modified. Within the widget are hyperlinks that will direct you to prefiltered list pages where you can review records, modify statuses, or work errors as needed.



The CANS Reporting Summary Widget displays the follow information:

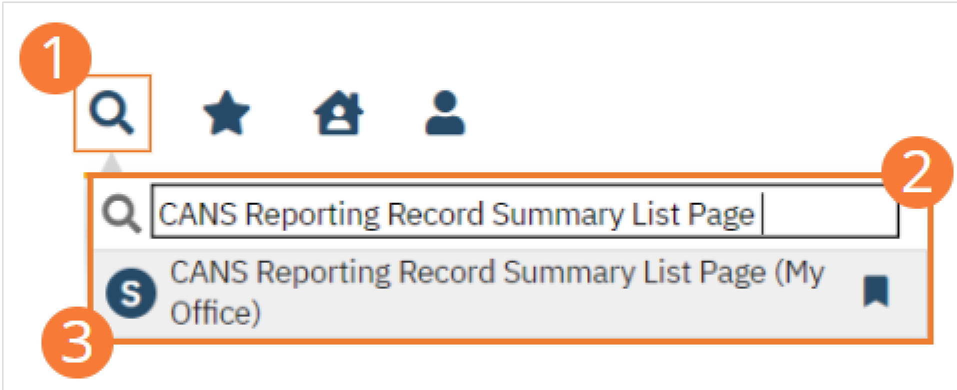
- Total Records - distinct count of all records.
- Total Unsubmitted Record Count - distinct count of all records with a status of In Progress, Error, or Canceled. Clicking the number hyperlink will direct the user to the list page pre-filtered for these values.
- Total Records with Errors - distinct count of all records with a status Error. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Records Submitted - distinct count of all records with a status Sent. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Records Accepted Count - distinct count of all records with a status Accepted. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Record Rejected Count - distinct count of all records with a status Rejected. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- % of Success of Submitted Records - displays the percentage of records with a status of Accepted of the records sent during the reporting period.
- % of Rejected Count - displays the percentage of records with a status of Rejected of the records sent during the period.
- Total # of Batches Submitted - this displays the distinct count of batches that were generated during the period. Clicking the number hyperlink will direct the user to the Compliance Batch list page pre-filtered for these values.
- CIN is Missing or Not In Format – displays count of all records with missing CIN or CIN not in Format.
- ProviderId is Missing – displays count of all records with ProviderId missing.

How to Create a New Batch and Submit Files

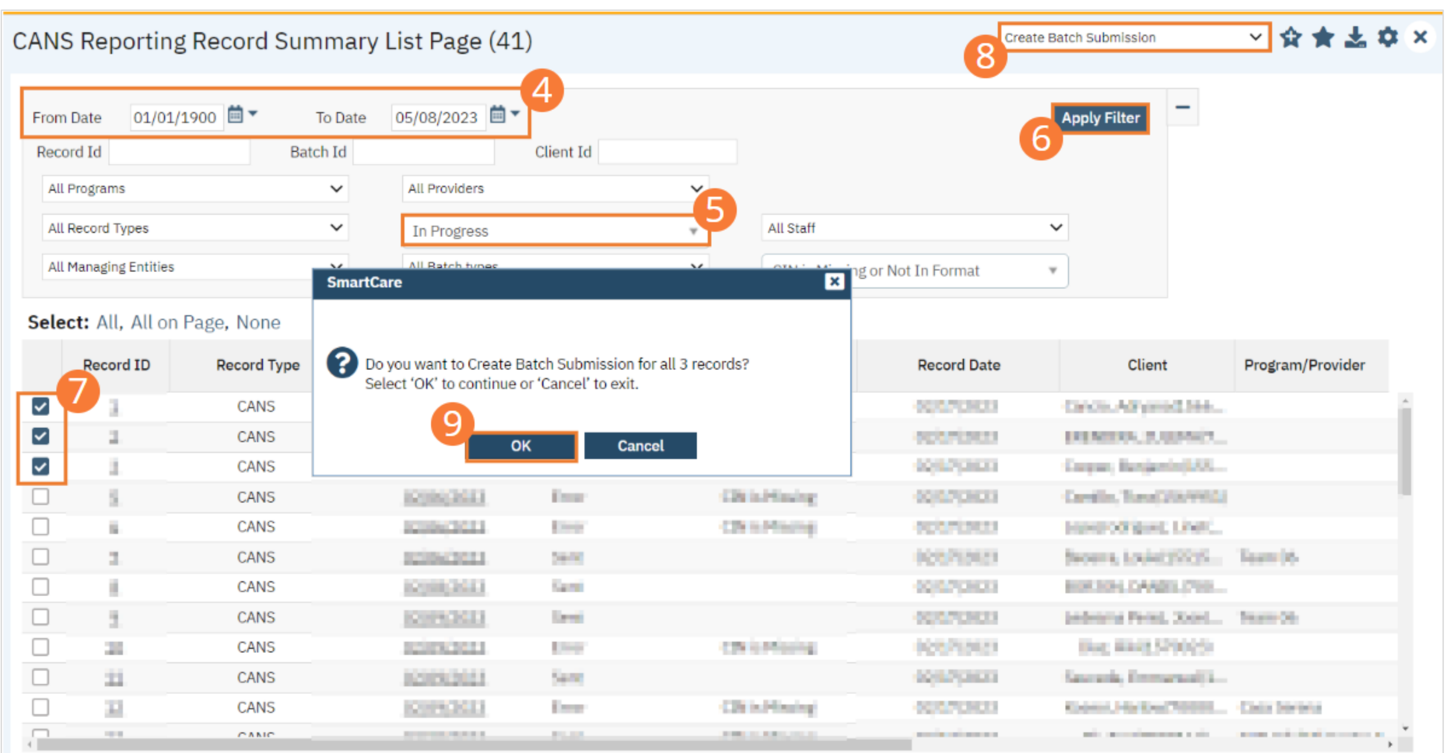
To create a batch for submission, there are two options, creating a batch file without errors or creating a batch file with errors. Under certain circumstances it may be necessary to create a batch record with errors.

1. **Select the Search icon.**
2. **Type "CANS Reporting Record Summary List Page"** into the search bar.

3. **Click to select “CANS Reporting Record Summary List Page (My Office)”** from the search results.



4. The CANS Reporting Record Summary List Page (My Office) list page will open. **Filter records based on last batch date or other requirements.**
5. **Set Record Status to In Progress.**
6. **Click the Apply Filter button.** Review displayed records as needed.
7. **Select the checkbox for the appropriate records**, or Select All, or Select All on Page.
8. Once the records have been selected, **click the Action dropdown, and select Create Batch Submission**.
9. A popup window will open confirming the action to batch X number of records. **Click the OK button.** Once results have been processed, a green message will display above the filters confirming the action was successful. The batched file is now available for retrieval via the Batch Detail screen or the SFTP.



How to View Batch Details

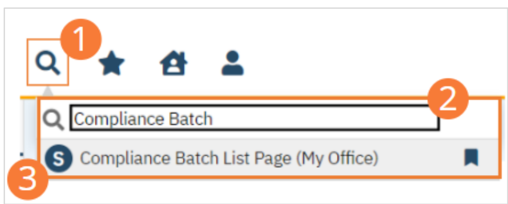
Once the batch has been generated, there are two options for retrieving the file for submission.

From the Customer’s SFTP folder:

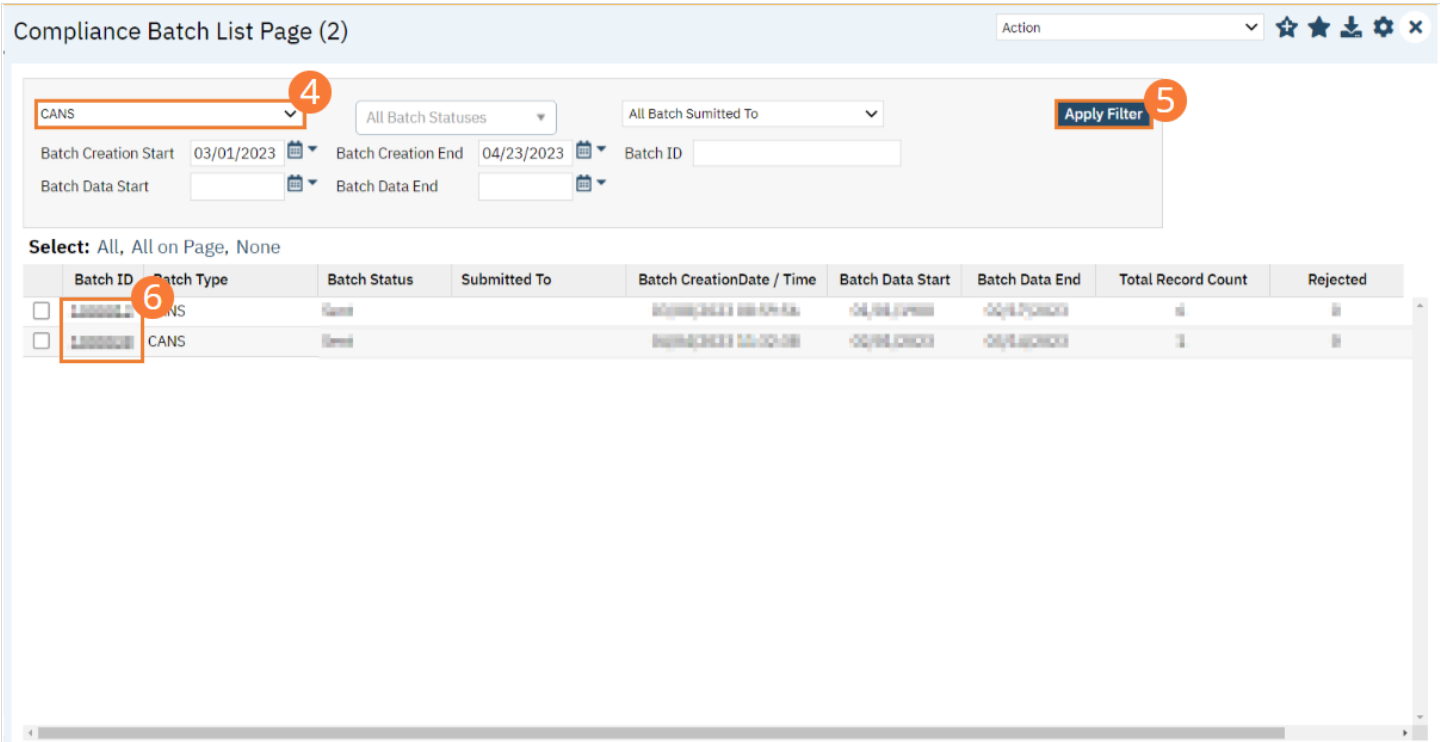
1. Navigate to the customer's SFTP folder.
2. Within that folder, select the State Reporting folder.
3. Select the CANS folder. Retrieve the file for the desired batch.

From the Compliance Batch List Page:

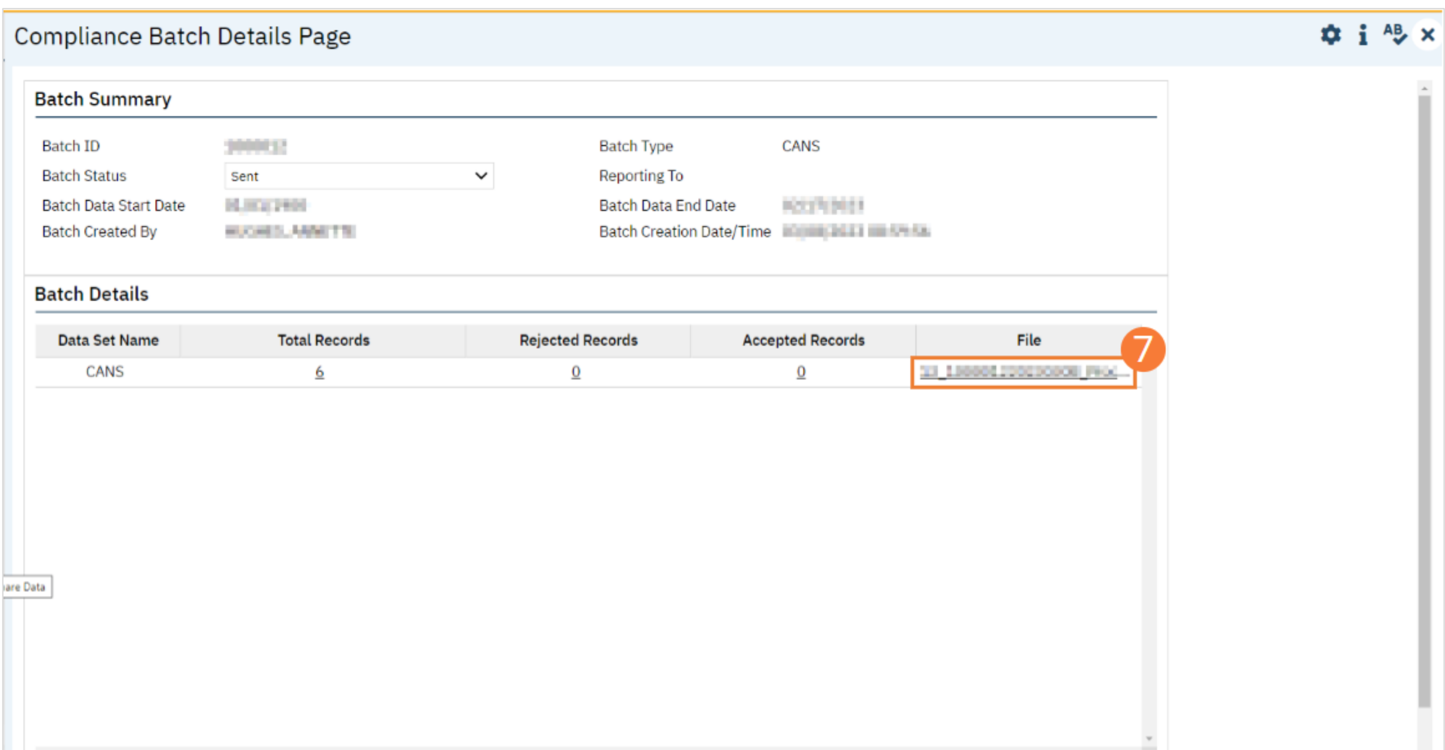
33. Select the Search icon.
34. Type "Compliance Batch List Page" into the search bar.
35. Click to select "Compliance Batch List Page (My Office)" from the search results.



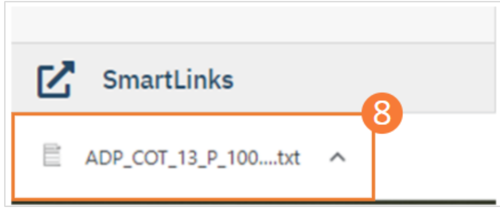
36. The Compliance Batch List Page (My Office) list page will open. Filter for Batch Type=CANS. Select other filters as appropriate.
37. Click Apply Filter to refresh the list page results.
38. Select the desired batch by clicking the Batch ID hyperlink, this will direct you to the Batch Detail screen.



39. From the Batch Detail screen, **click the hyperlink to the file** in the Batch Details to download the results.



40. The file will display in your toolbar. **Select the file to download and open the txt file**.

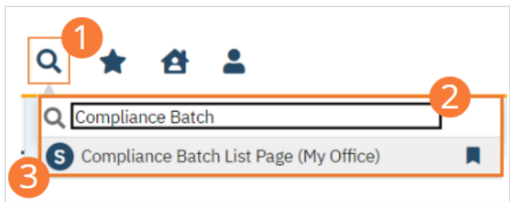


How to Accept or Reject a Batch

Once the file has been sent to the appropriate entity, batches can be marked as accepted or rejected.

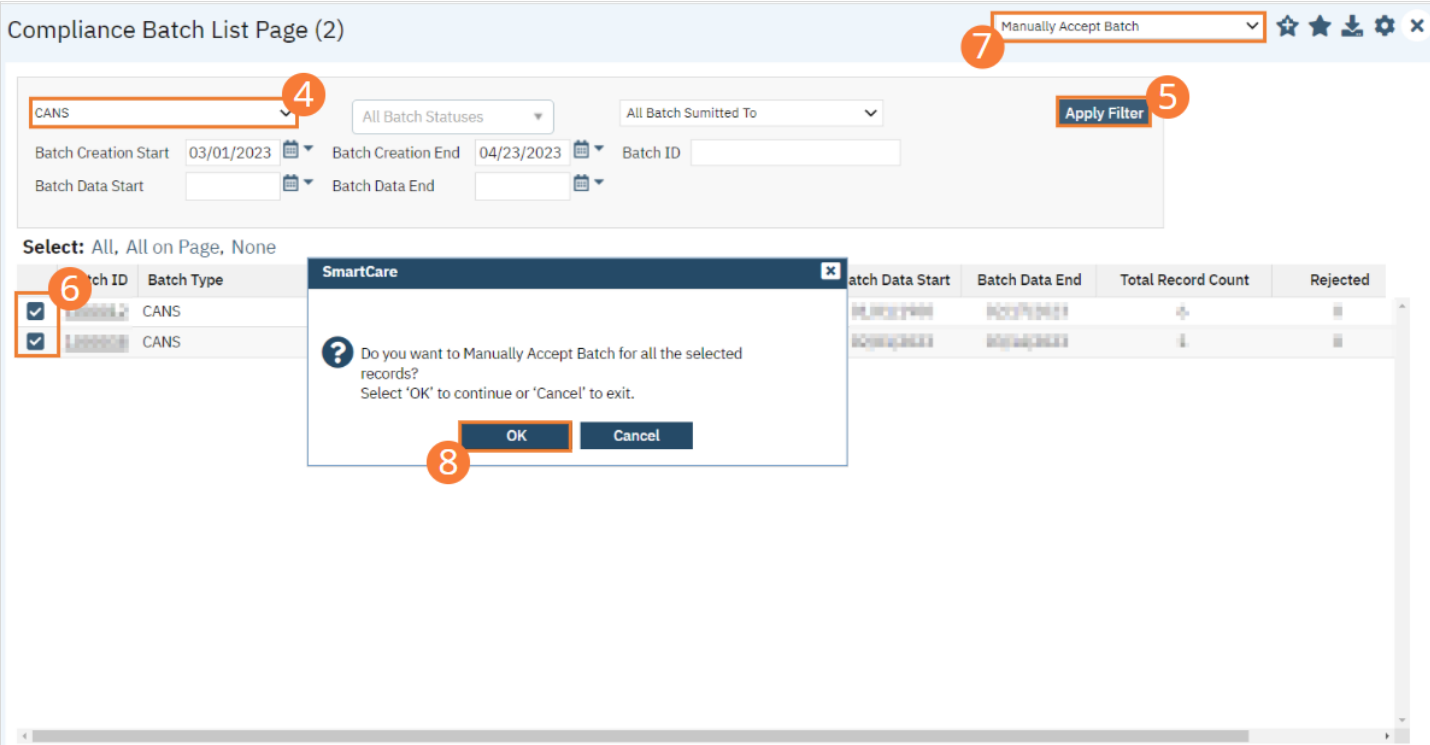
To mark batches as accepted:

1. Select the Search icon.
2. Type "Compliance Batch List Page" into the search bar.
3. Click to select "Compliance Batch List Page (My Office)" from the search results.

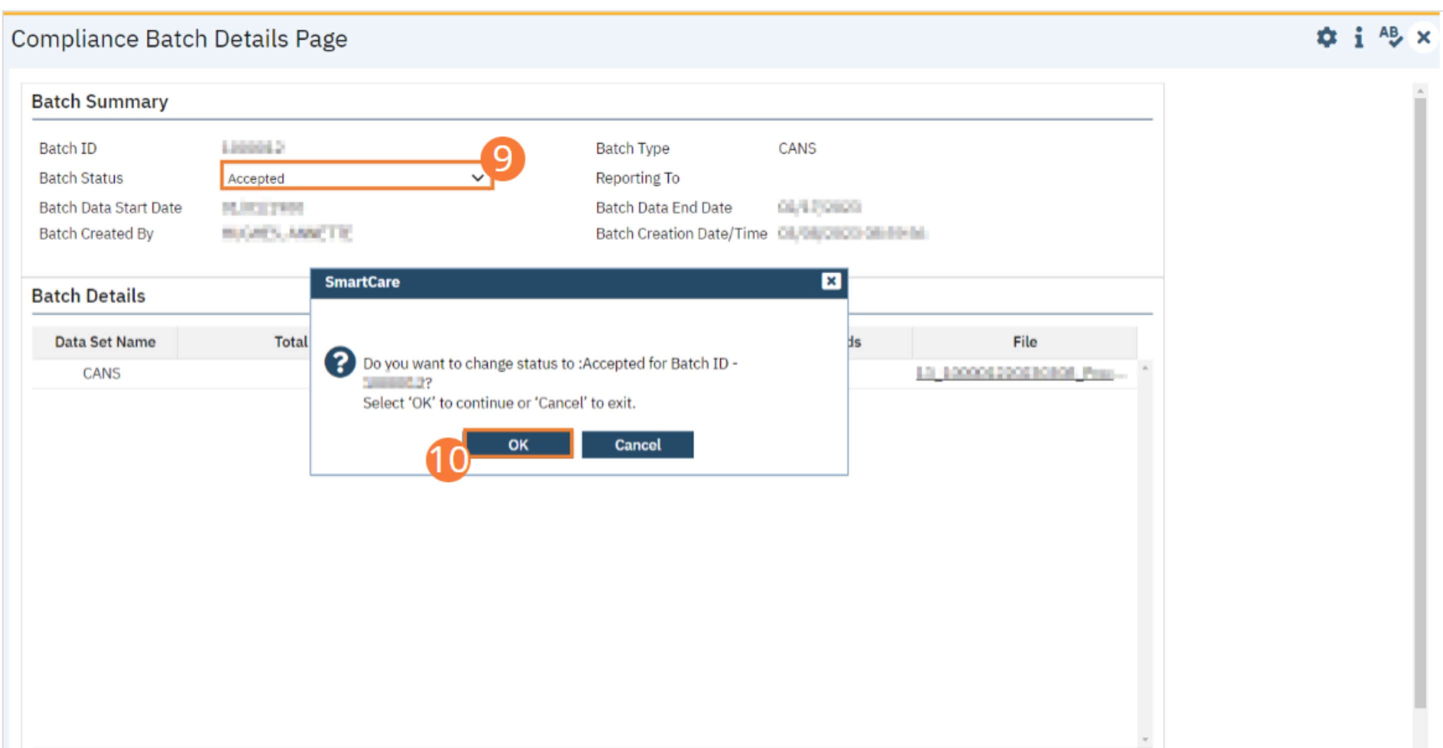


4. The Compliance Batch List Page (My Office) list page will open. Filter for Batch Type=CANS. Select other filters as appropriate.
5. Click the Apply Filter button.
6. To accept multiple batches, select the checkboxes on the left, click All, or All on Page.

7. Use the Action dropdown to select Manually Accept Batch.
8. A popup window will open prompting you to Manually Accept the batch. Select 'OK' to continue or 'Cancel' to exit.

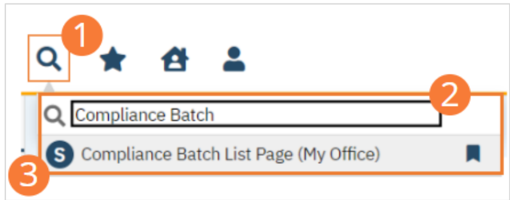


9. Accepting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, **select Accepted from the Batch Status dropdown.**
10. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

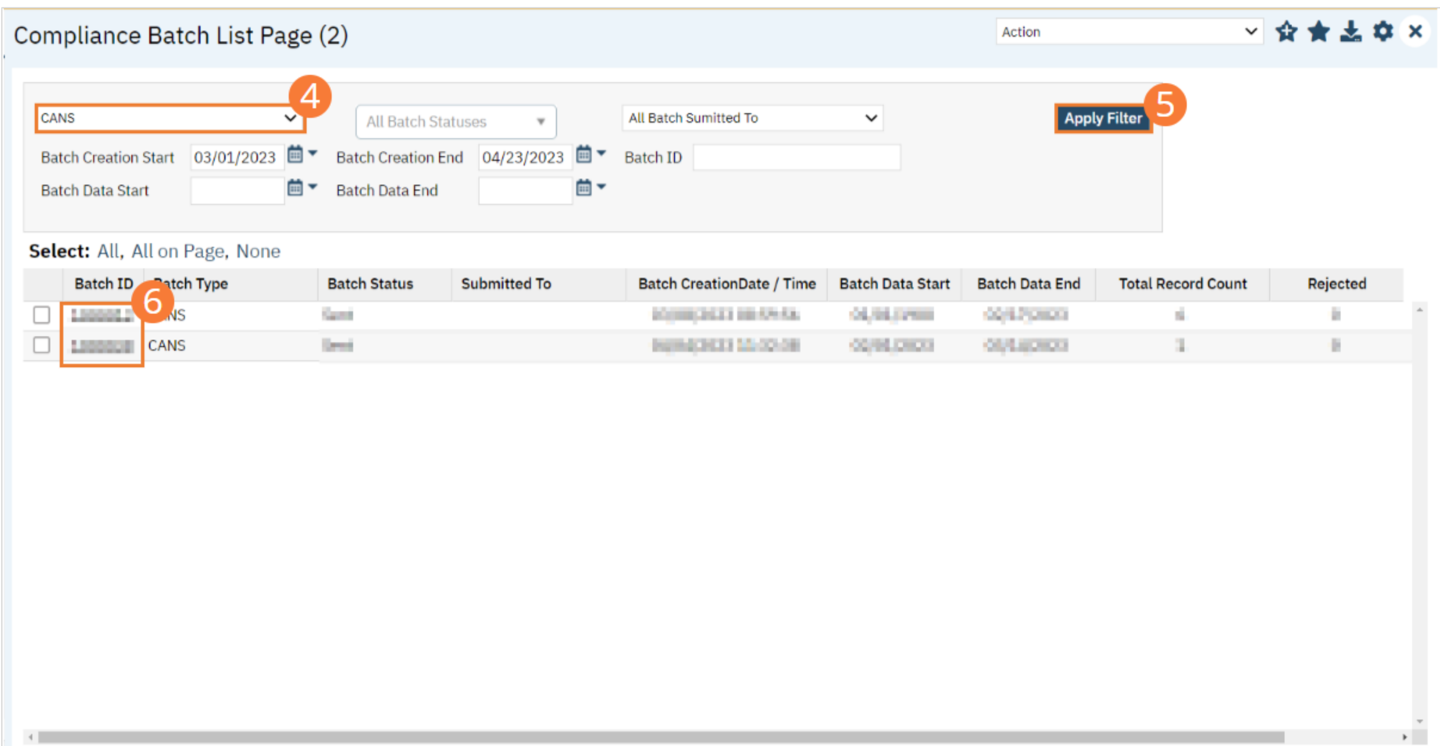


To mark batches as rejected:

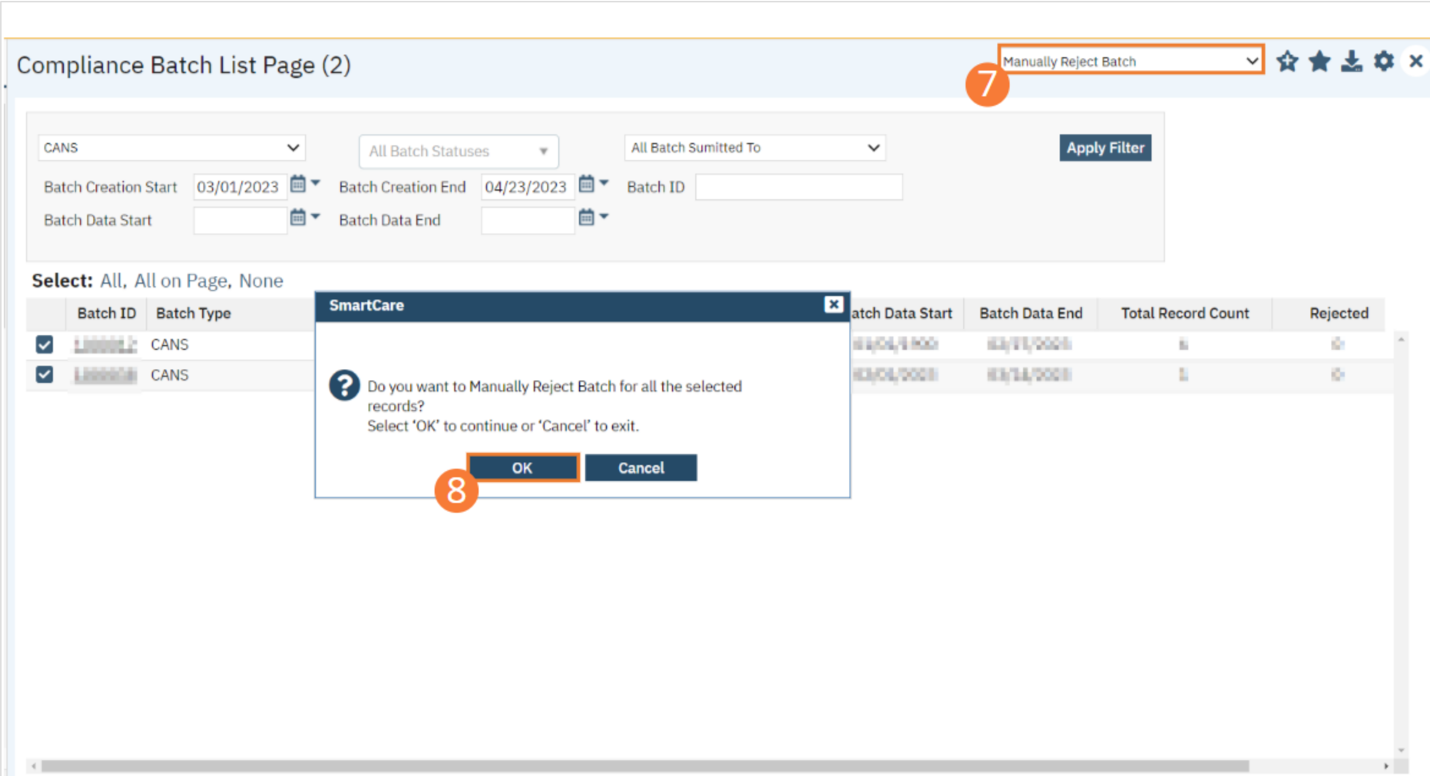
41. Select the Search icon.
42. Type “Compliance Batch List Page” into the search bar.
43. Click to select “Compliance Batch List Page (My Office)” from the search results.



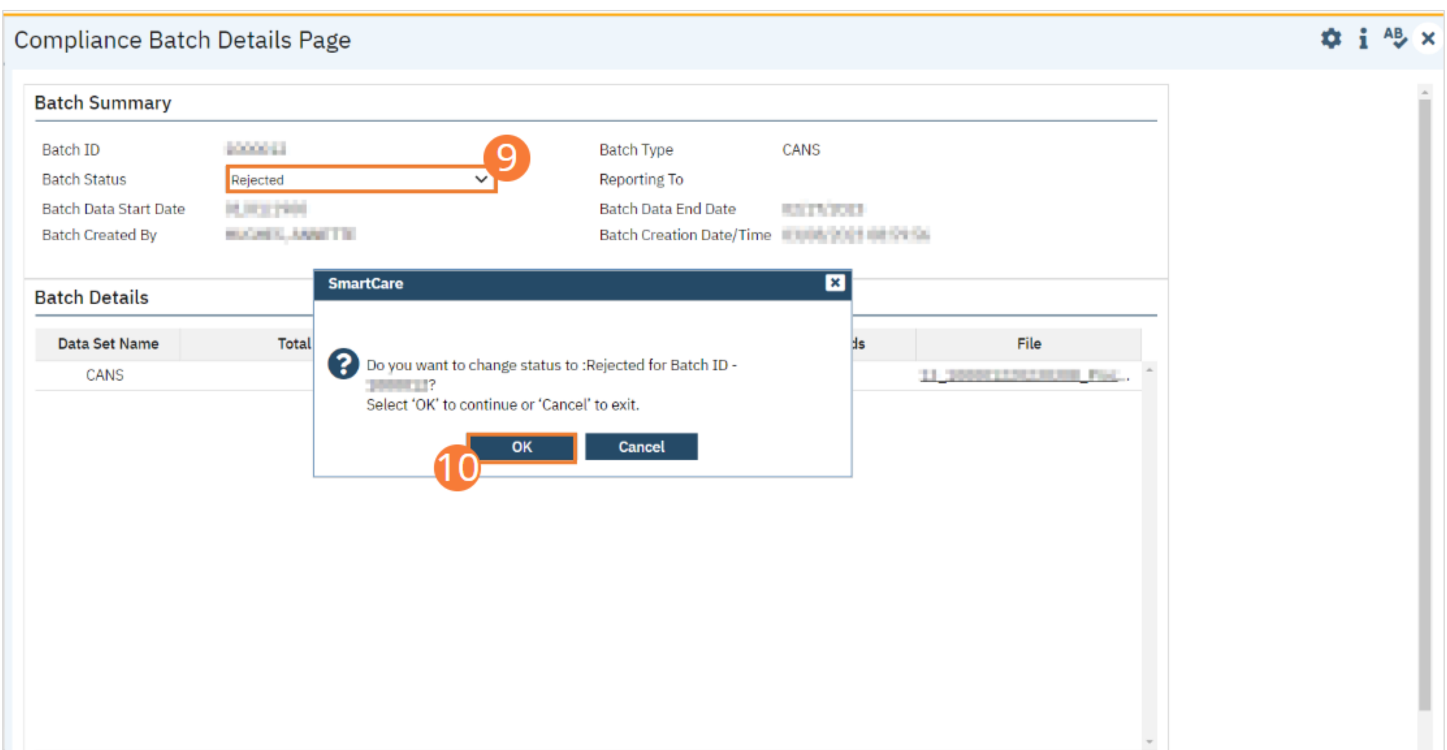
44. The Compliance Batch List Page (My Office) list page will open. Filter for Batch Type=CANS. Select other filters as appropriate.
45. Click the Apply Filter button.
46. To reject multiple batches, select the checkboxes on the left, click All or All on Page.



47. Use the Action dropdown to select Manually Reject Batch.
48. A popup window will open prompting you to Manually Accept the batch. Select ‘OK’ to continue or ‘Cancel’ to exit.



49. Rejecting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, select Reject from the Batch Status dropdown.
50. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

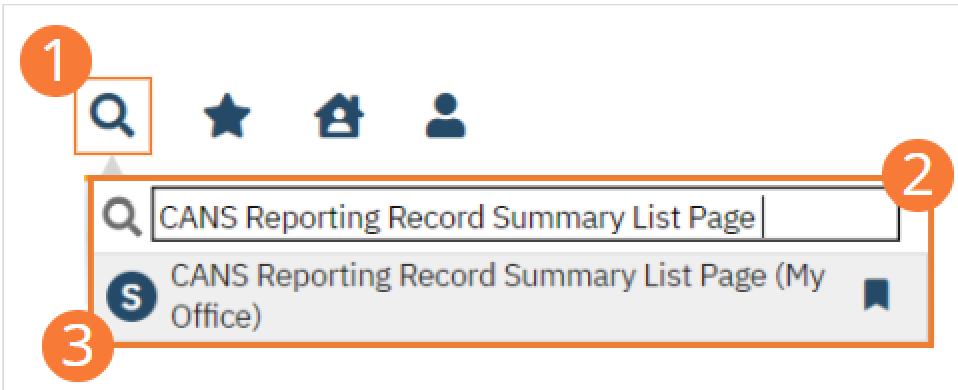


How to Accept or Reject an Individual Record

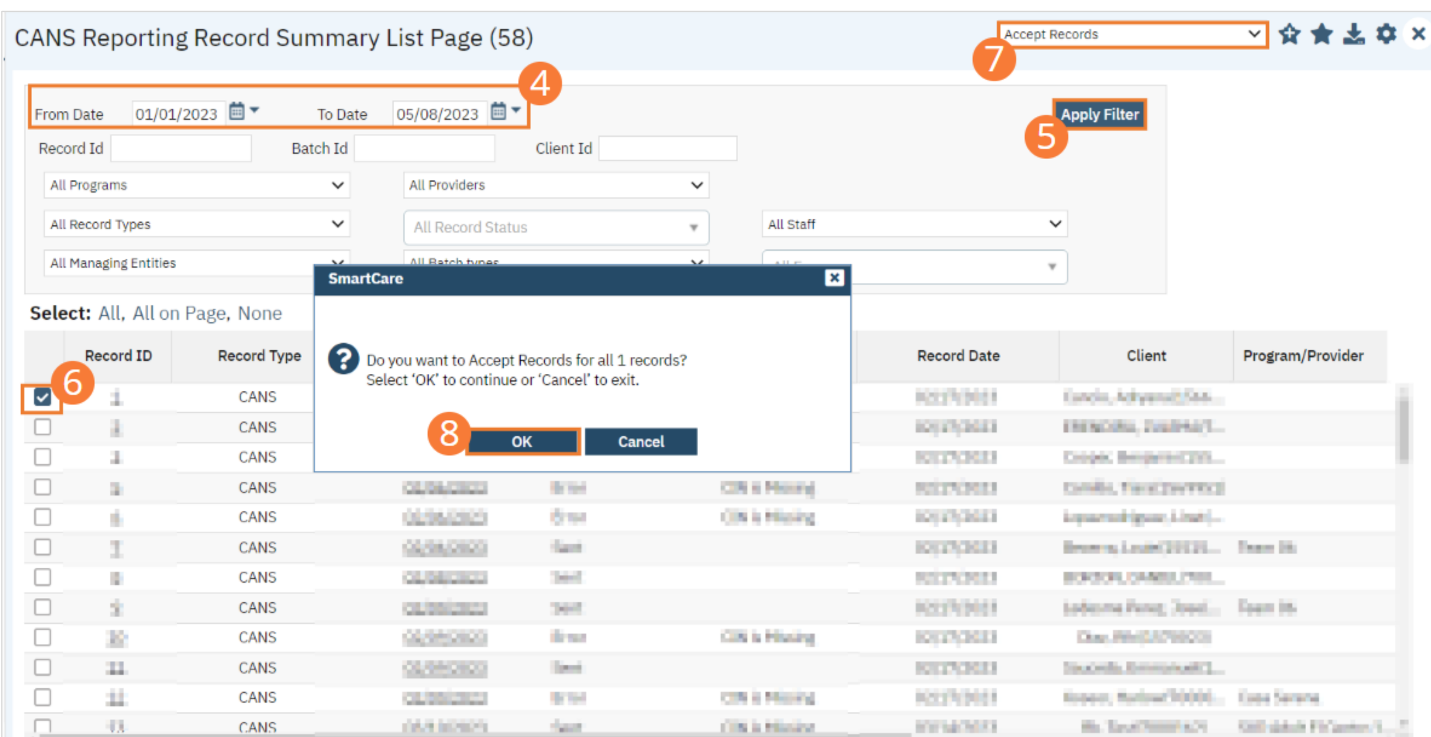
Once the batch file has been sent to the appropriate entity, if a portion of records were accepted these can be marked as such.

To mark records as accepted:

1. Select the Search icon.
2. Type "CANS Reporting Record Summary List Page" into the search bar.
3. Click to select "CANS Reporting Record Summary List Page (My Office)" from the search results.

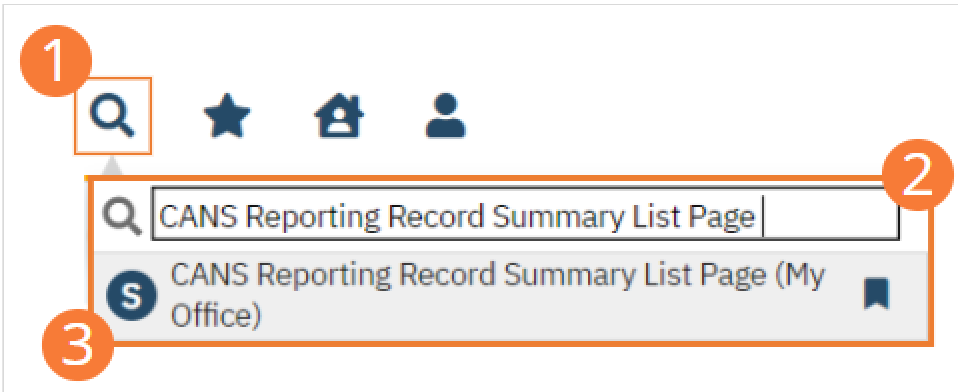


4. The CANS Reporting Record Summary List Page (My Office) will open. Filter the results to display the records needing to be accepted. This can be done a number of ways, including by Date, Status, or Batch ID.
5. Click the Apply Filter button.
6. To accept records, select the checkboxes on the left, click All or All on Page.
7. Use the Action dropdown to select Accept Records.
8. A popup window will open prompting you to Accept the record. Select 'OK' to continue or 'Cancel' to exit.

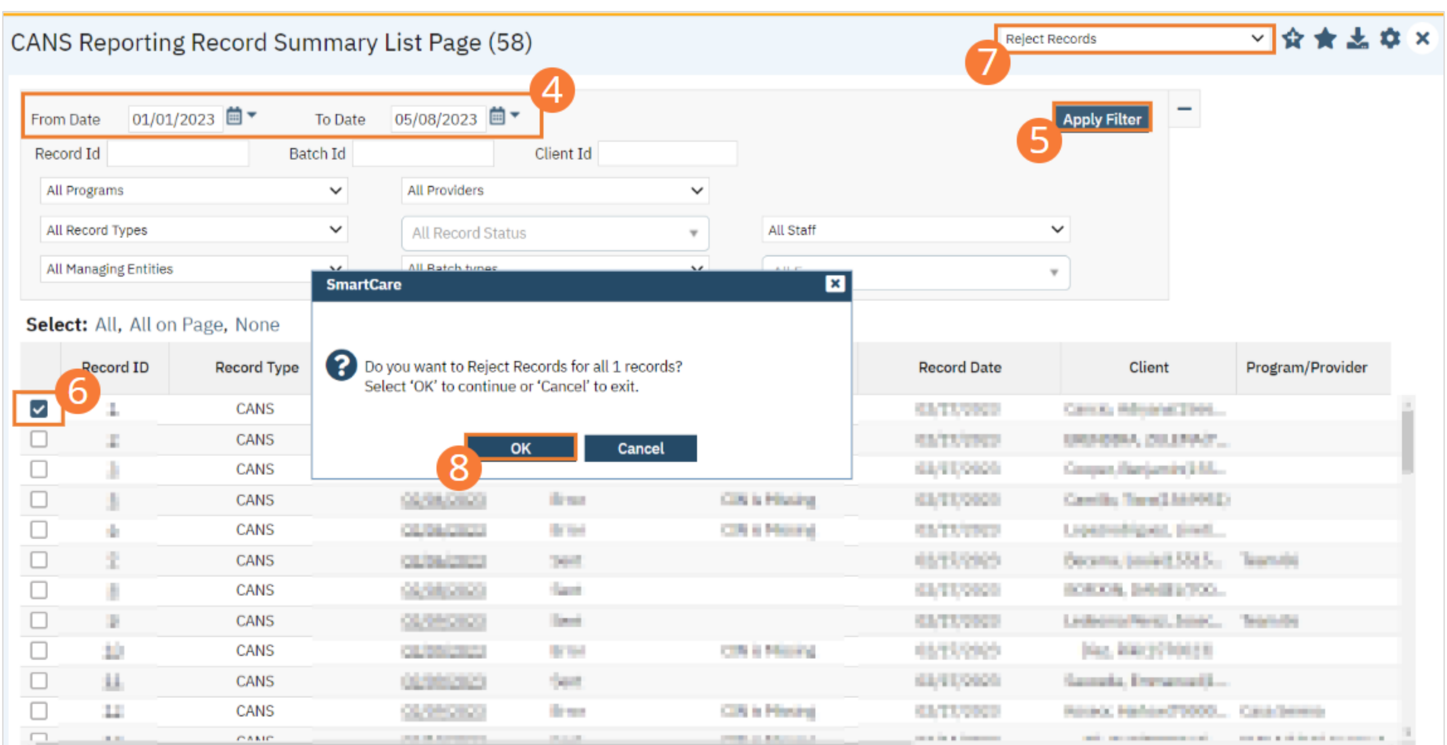


To mark records as rejected:

33. **Select the Search icon.**
34. **Type “CANS Reporting Summary List Page”** into the search bar.
35. **Click to select “CANS Reporting Summary List Page (My Office)” from the search results**.



36. The CANS Reporting Record Summary List Page (My Office) list page will open. **Filter the results to display the records needing to be rejected**. This can be done a number of ways, including by Date, Status, or Batch ID.
37. **Click the Apply Filter button.**
38. To reject records, **select the checkboxes on the left, click All or All on Page.**
39. Use the Action dropdown to **select Reject Records**.
40. A popup window will open prompting you to Reject the record. **Select ‘OK’ to continue or ‘Cancel’ to exit**.

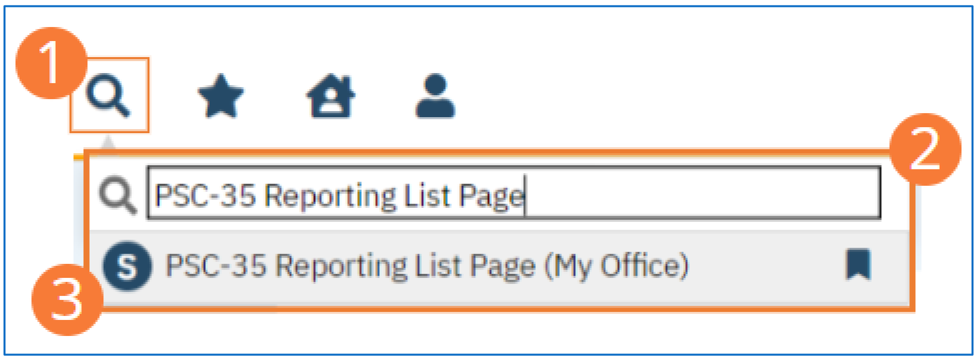


PSC-35 Reporting

This section provides the overview of how to run the reports in SmartCare to produce the PSC-35 reporting for the Department of Health Care Services (DHCS). The PSC-35 is built for reporting required data to the Department of Health Care Services (DHCS). The data is completed for children ages 3 and youth up to age 18. The PSC-35 is completed at the beginning of treatment, every six months following the first administration, and at the end of treatment.

How to Review Records

1. Select the Search icon.
2. Type "PSC-35 Reporting List Page" into the search bar.
3. Click to select "PSC-35 Reporting List Page (My Office)" from the search results.

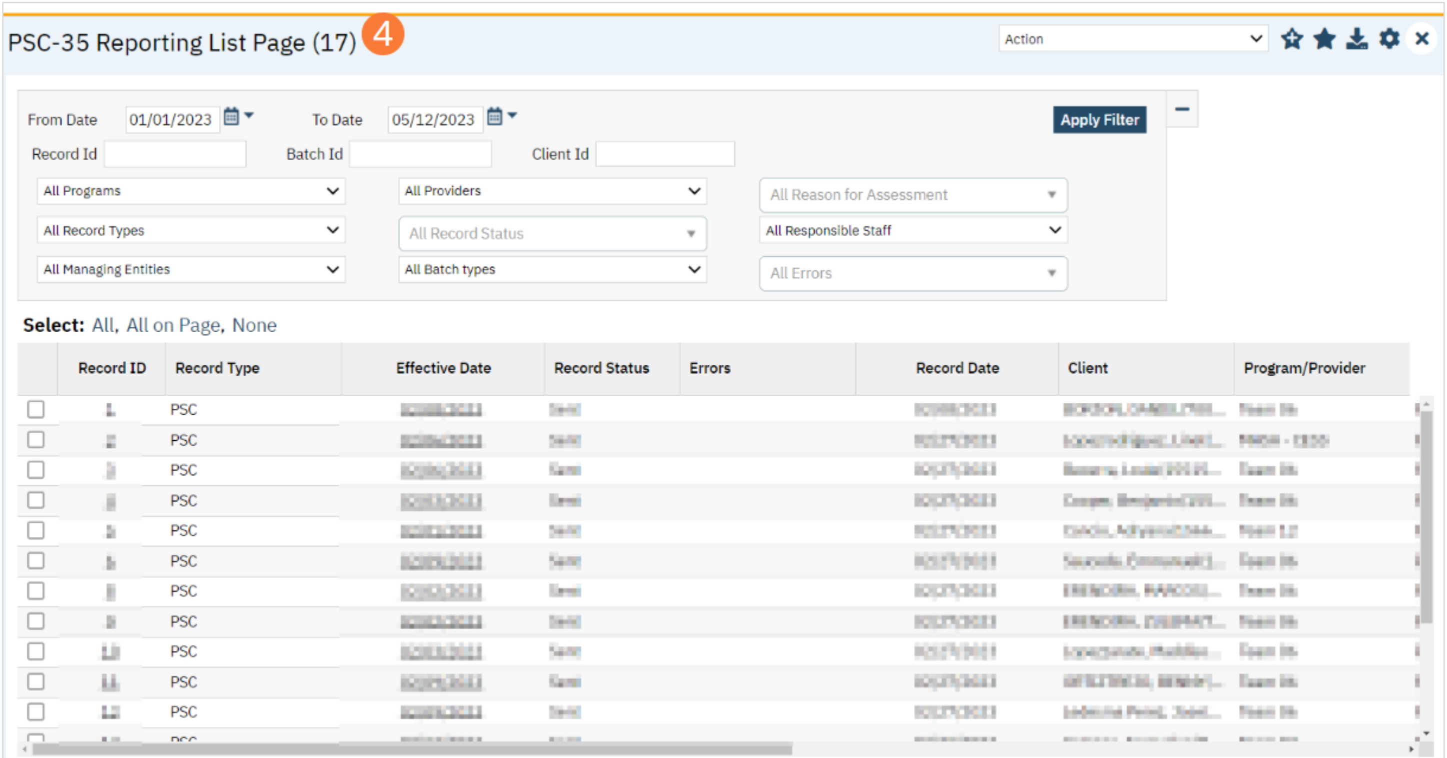


4. The PSC-35 Reporting List Page (My Office) will open. The PSC-35 Reporting List Pate displays all eligible submission records according to the following status types:
   - In Progress=a record was created but not yet batched for reporting.
   - Cancel=a record was created and batched for submission then later canceled. These records are no longer eligible for batching.
   - Sent=the record was batched for submission and is awaiting response. These records are no longer eligible for batching.
   - Accepted=A response file was received for the batch the record was included in and the record was marked as Accepted. These records are no longer eligible for batching.
   - Reject=A response file was received for the batch the record was included in and the record was marked as Rejected. These records are no longer eligible for batching.

There are filters available in the PSC-35 Reporting List Page. These are as follows:

- Select a date range (From Date and To Date) for which data to be pulled for.
- Record ID - this is the unique id assigned to the PSC-35 record.
- Managing Entity - the county that the PSC-35 records are to be reported to may be selected.
- Batch ID - if a record has previously been batched, this field will filter on a specific Batch ID.
- Program - indicates which program the PSC-35 record is associated with.
- Batch Type - this will default to PSC-35 Batch Type.
- Provider - if the customer is a County entity and is utilizing MCO, this will indicate which Contracted Provider the PSC-35 record is associated with.
- Record Type - this filter allows for differentiating between the different PSC-35 record types; Admission, Annual Update and Discharge.
- Record Status - indicates the current status of the record.
- Client ID - this is the unique SC identifier of the client record associated with the PSC-35 record.

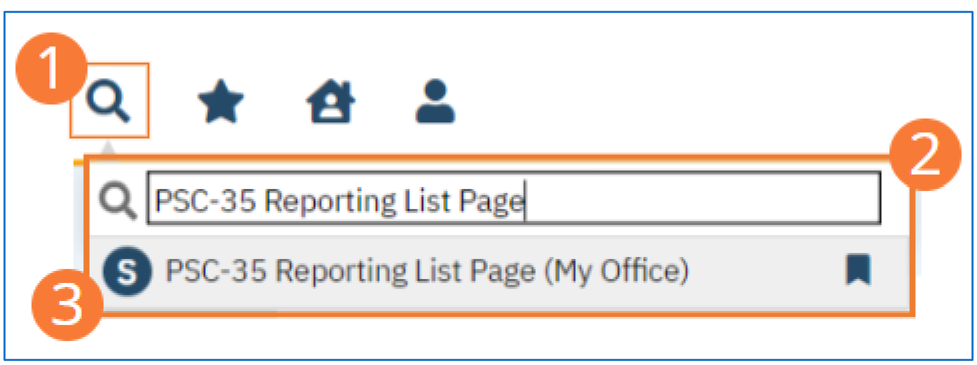
- Reason for Assessment – this filter allows for differentiating between different reasons the PSC was completed.
- Errors - this multi select filter will display the applicable errors.



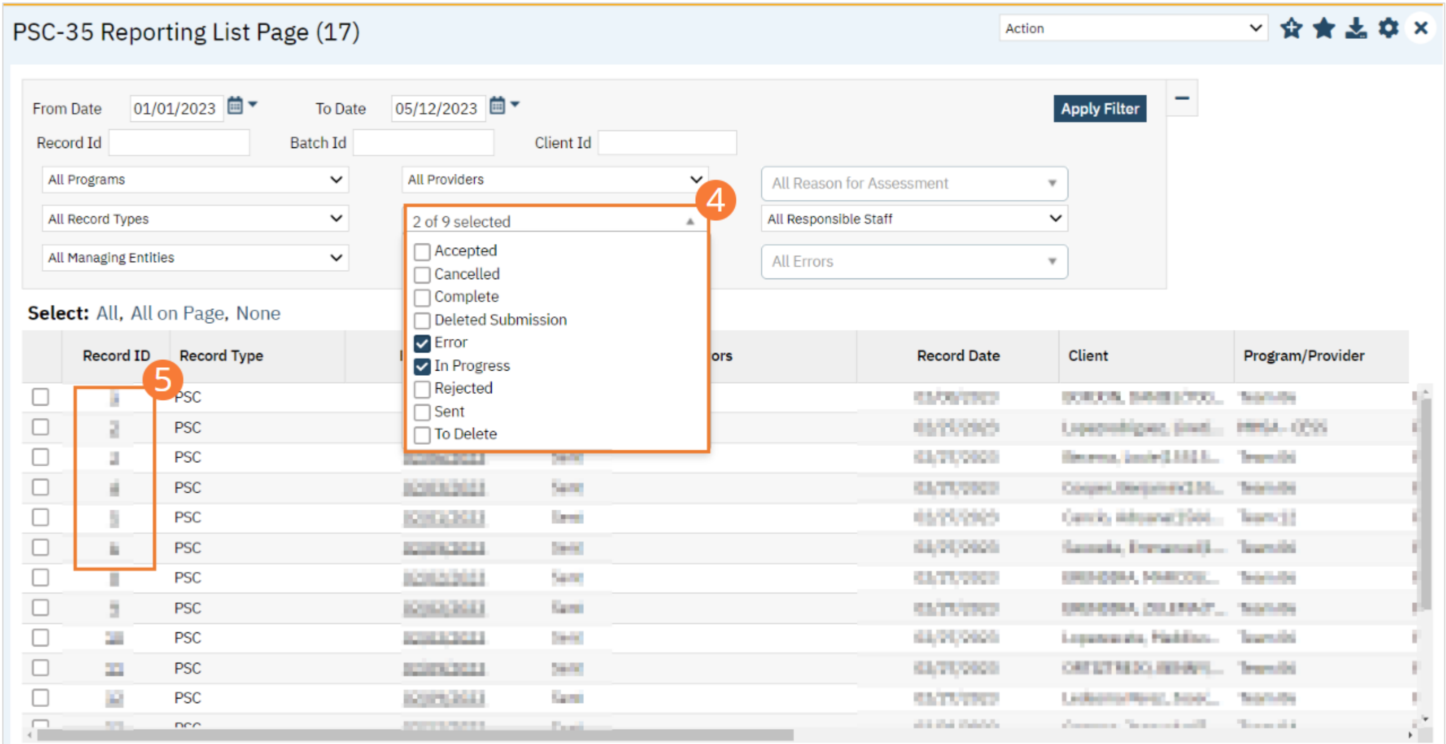
How to Monitor Records through the Reporting Period

PSC-35 Reporting Record Summary List Page

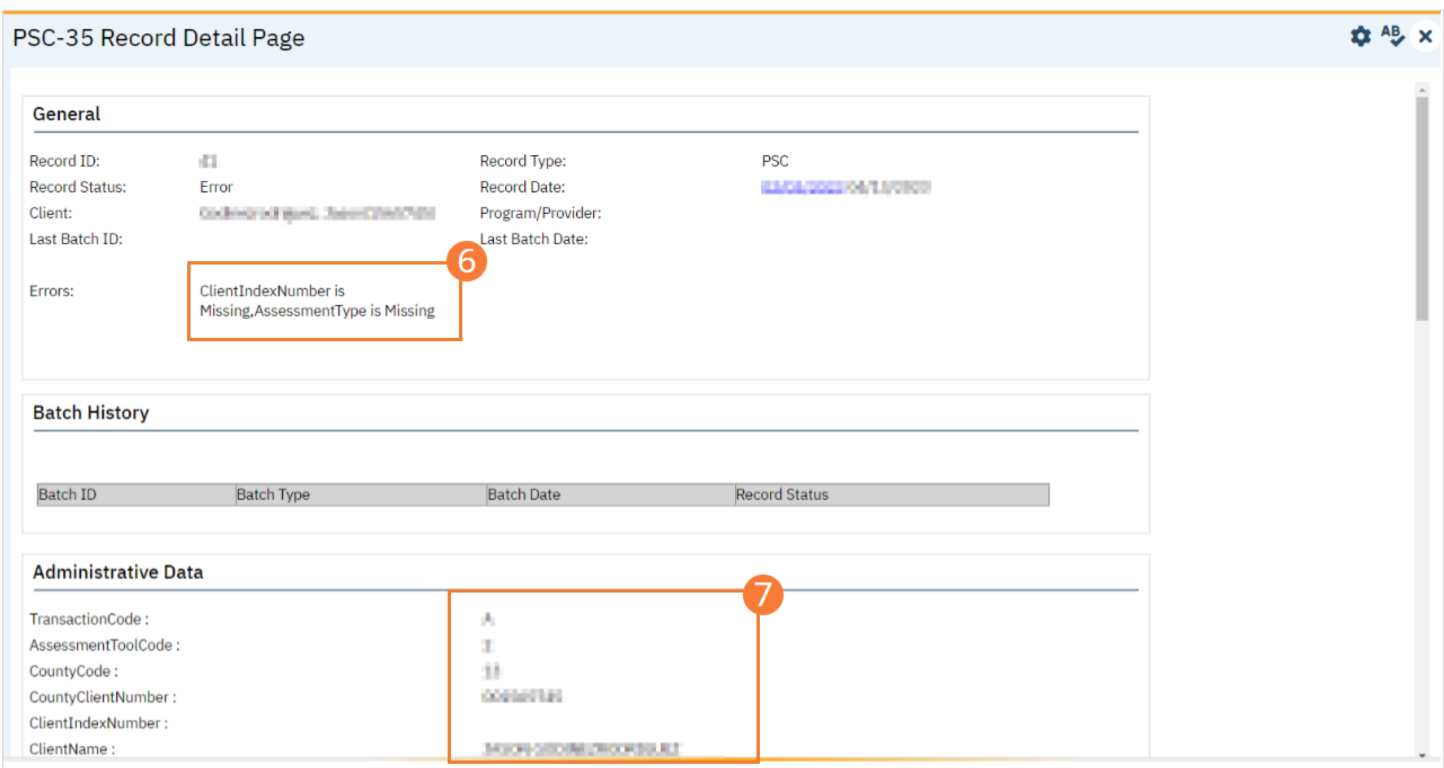
1. Select the Search icon.
2. Type "PSC-35 Reporting List Page" into the search bar.
3. Click to select "PSC-35 Reporting List Page (My Office)" from the search results.



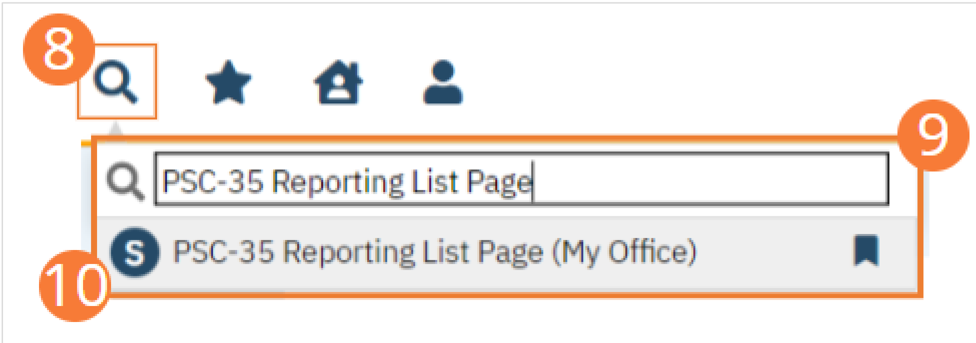
4. The PSC-35 Reporting List Page (My Office) will open. Filter for records in a status of In Progress and/or Error since the last batch creation date or the last review date.
5. For records with a status of Error, click the Record ID hyperlink.



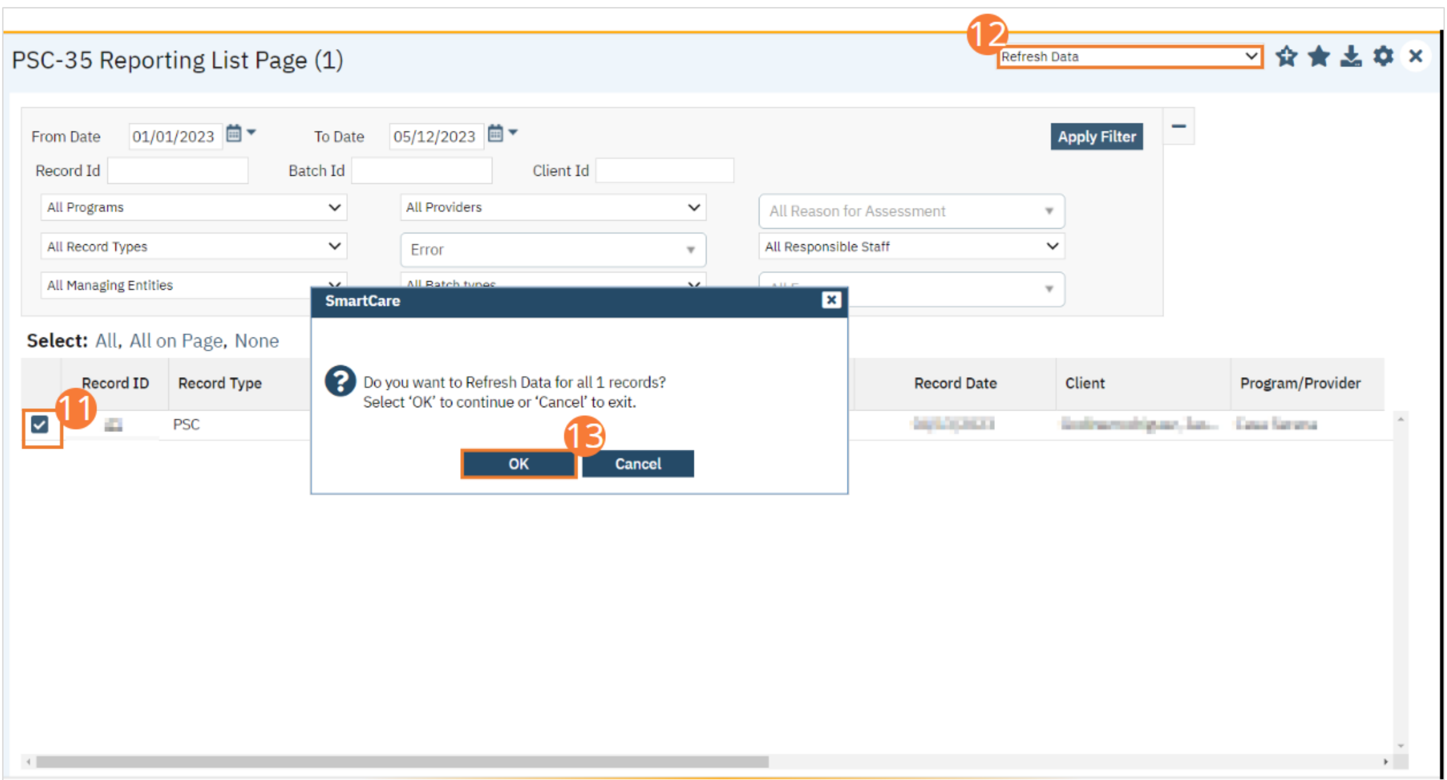
6. The PSC-35 Record Detail Page will open. **Review the error messages and record data.**
7. **Work error messages by navigating to the screen in which the source data resides.** The Source Document is shown below the Batch History section of the PSC-35 Record Detail Page. The errors section will correspond to incorrect or missing data in the Source Document section. Once the errors are corrected, and the source document is signed, the updated data will initialize to the PSC-35 Record Detail Page.



8. **Select the Search icon.**
9. **Type "PSC-35 Reporting List Page"** into the search bar.
10. **Click to select "PSC-35 Reporting List Page (My Office)"** from the search results.



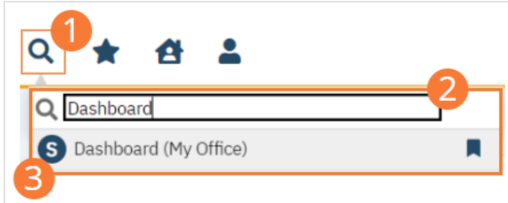
11. The PSC-35 Reporting List Page will open. **Click the checkbox next to the record(s) that have been corrected.**
12. **Select the Action dropdown and choose Refresh Data**.
13. A popup will open for Do you want to Refresh Data for {number of records}? **Select 'OK' to continue or 'Cancel' to exit.** Selecting OK will pull the corrected data in to the record(s) to later be batched for submission.



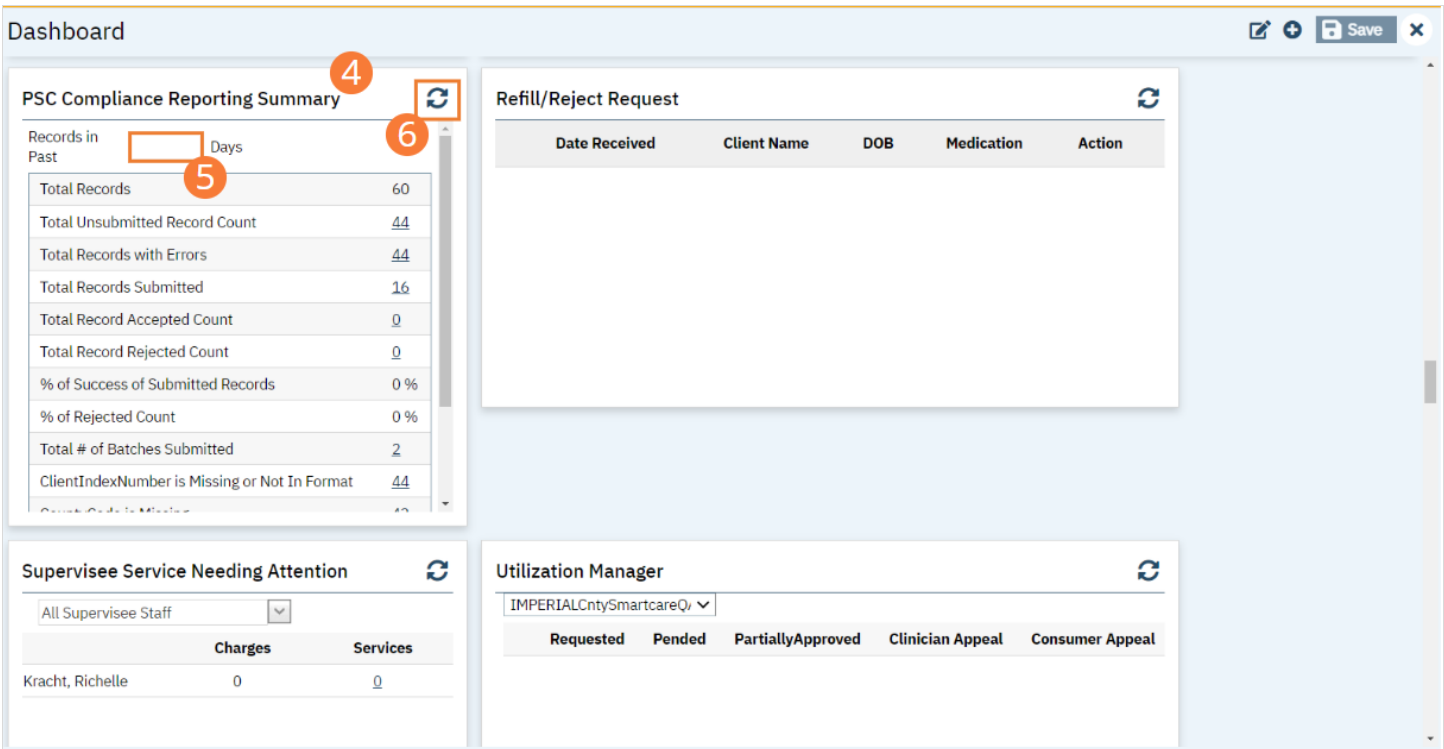
Reporting Summary Widget

Another utility available for monitoring records throughout the reporting period is the PSC Compliance Reporting Summary widget. From the Dashboard, a user can review basic statistics of records within a specific day range from the program.

27. **Select the Search icon.**
28. **Type "Dashboard"** into the search bar.
29. **Click to select "Dashboard (My Office)"** from the search results.



30. The Dashboard (My Office) list page will open. **Locate the PSC Compliance Reporting Summary widget**.
31. **Type the number of past days** for which to filter the records.
32. **Click the refresh icon** in the right hand corner of the widget if filters were modified. Within the widget are hyperlinks that will direct you to prefiltered list pages where you can review records, modify statuses, or work errors as needed.



The PSC Compliance Reporting Summary Widget displays the follow information:

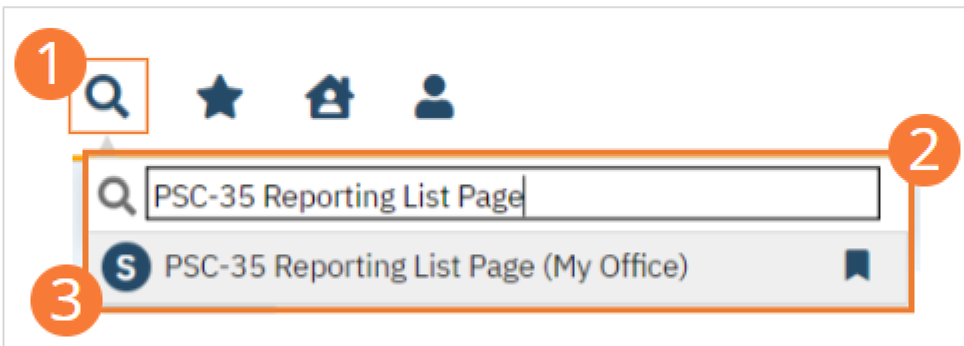
- Total Records - distinct count of all records.
- Total Unsubmitted Record Count - distinct count of all records with a status of In Progress, Error, or Canceled. Clicking the number hyperlink will direct the user to the list page pre-filtered for these values.
- Total Records with Errors - distinct count of all records with a status Error. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Records Submitted - distinct count of all records with a status Sent. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Records Accepted Count - distinct count of all records with a status Accepted. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- Total Record Rejected Count - distinct count of all records with a status Rejected. Clicking the number hyperlink will direct the user to the list page pre-filtered for this value.
- % of Success of Submitted Records - displays the percentage of records with a status of Accepted of the records sent during the reporting period.

- % of Rejected Count - displays the percentage of records with a status of Rejected of the records sent during the period.
- Total # of Batches Submitted - this displays the distinct count of batches that were generated during the period. Clicking the number hyperlink will direct the user to the Compliance Batch list page pre-filtered for these values.
- Top 10 Errors –up to 10 errors will display in the last rows of the widget. This will display the top 10 most common errors for the period based on distinct counts. Clicking the number hyperlink will direct the user to the list page pre-filtered for applicable error.

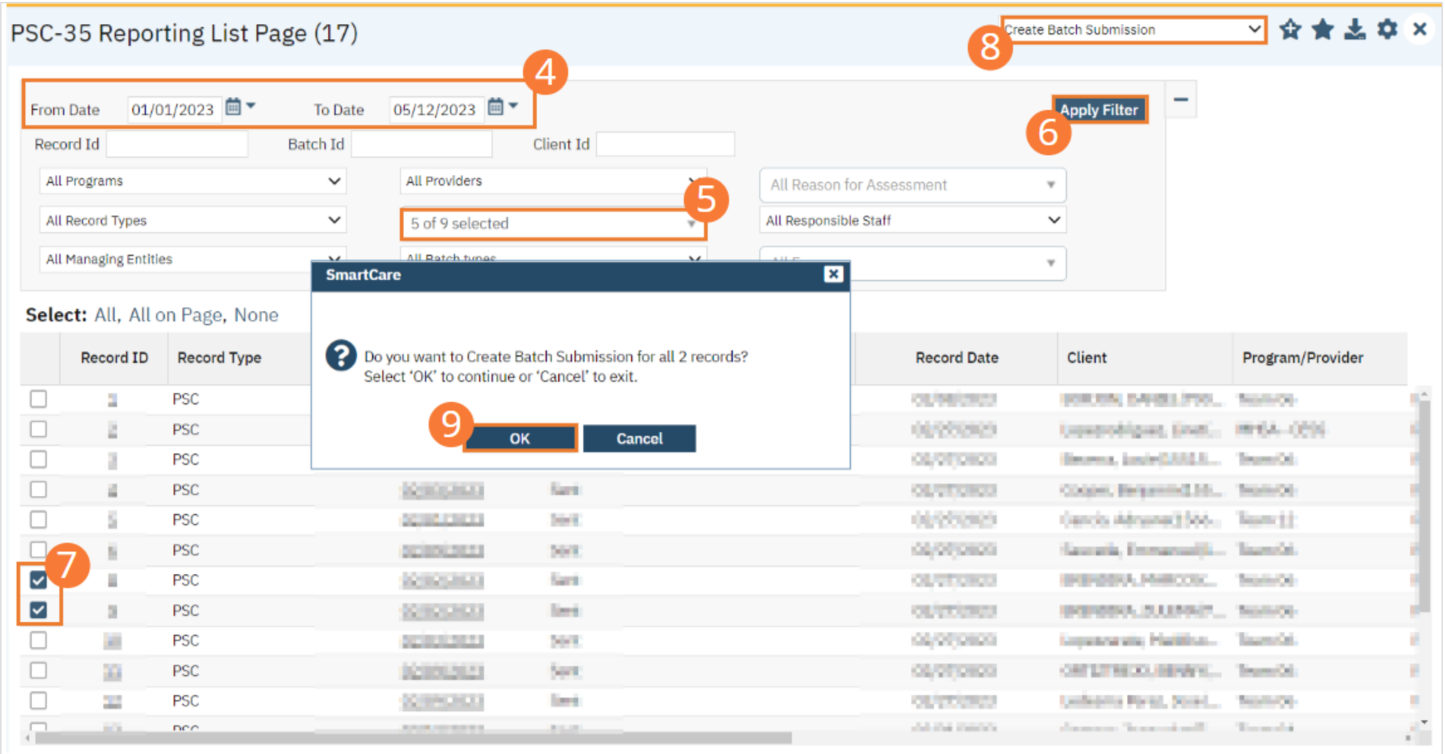
How to Create a New Batch and Submit Files

To create a batch for submission, there are two options, creating a batch file without errors or creating a batch file with errors. Under certain circumstances it may be necessary to create a batch record with errors.

1. **Select the Search icon.**
2. **Type "PSC-35 Reporting List Page"** into the search bar.
3. **Click to select "PSC-35 Reporting List Page (My Office)"** from the search results.



4. The PSC-35 Reporting List Page (My Office) list page will open. **Filter records based on last batch date or other requirements.**
5. **Set Record Status to In Progress.**
6. **Click the Apply Filter button.** Review displayed records as needed.
7. **Select the checkbox for the appropriate records**, or Select All, or Select All on Page.
8. Once the records have been selected, **click the Action dropdown, and select Create Batch Submission**.
9. A popup window will open confirming the action to batch X number of records. **Click the OK button.** Once results have been processed, a green message will display above the filters confirming the action was successful. The batched file is now available for retrieval via the Batch Detail screen or the SFTP.



How to View Batch Details

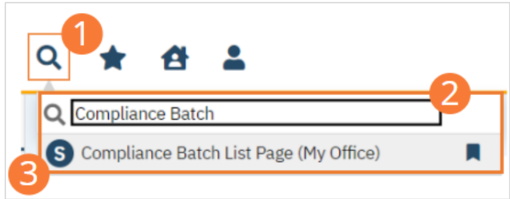
Once the batch has been generated, there are two options for retrieving the file for submission.

From the Customer's SFTP folder:

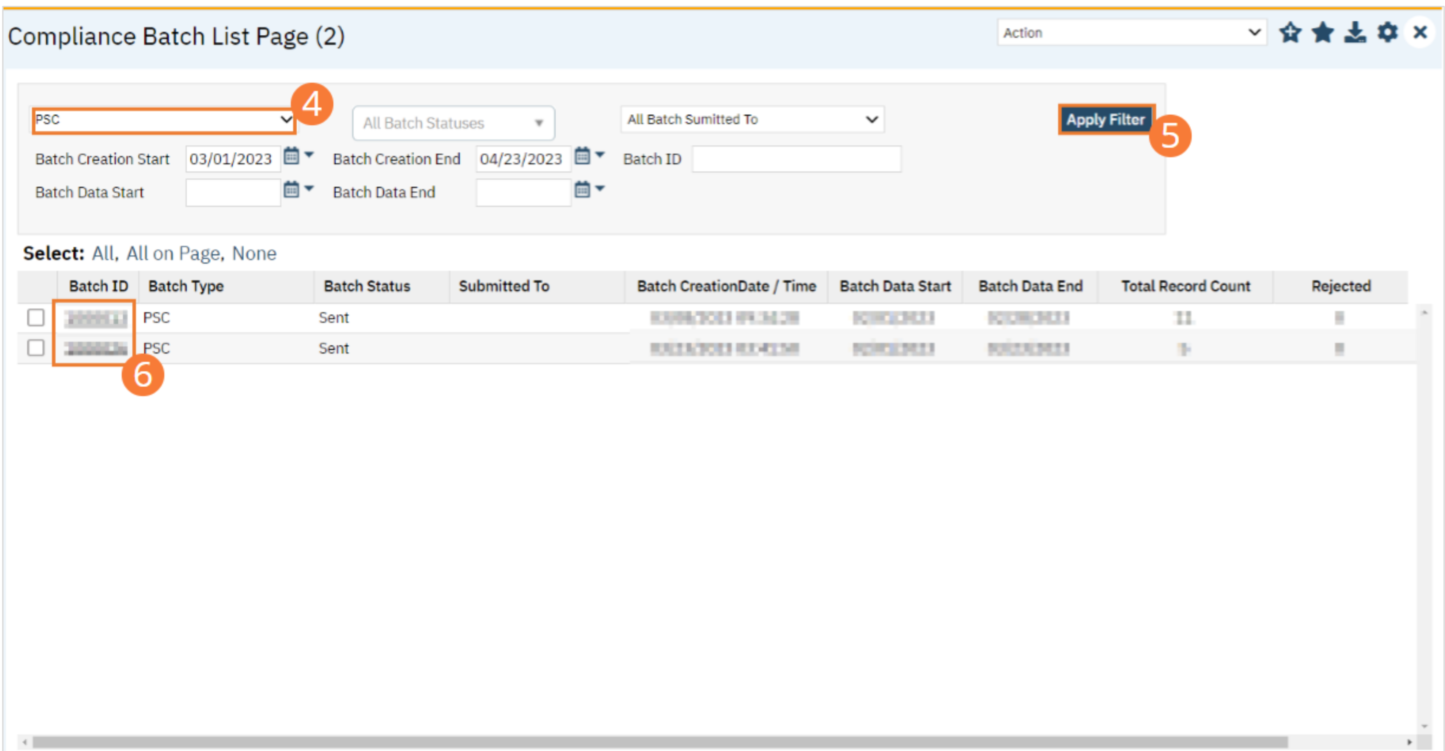
1. Navigate to the customer's SFTP f older.
2. Within that folder, select the State Reporting folder.
3. Select the PSC folder. Retrieve the file for the desired batch.

From the Compliance Batch List Page:

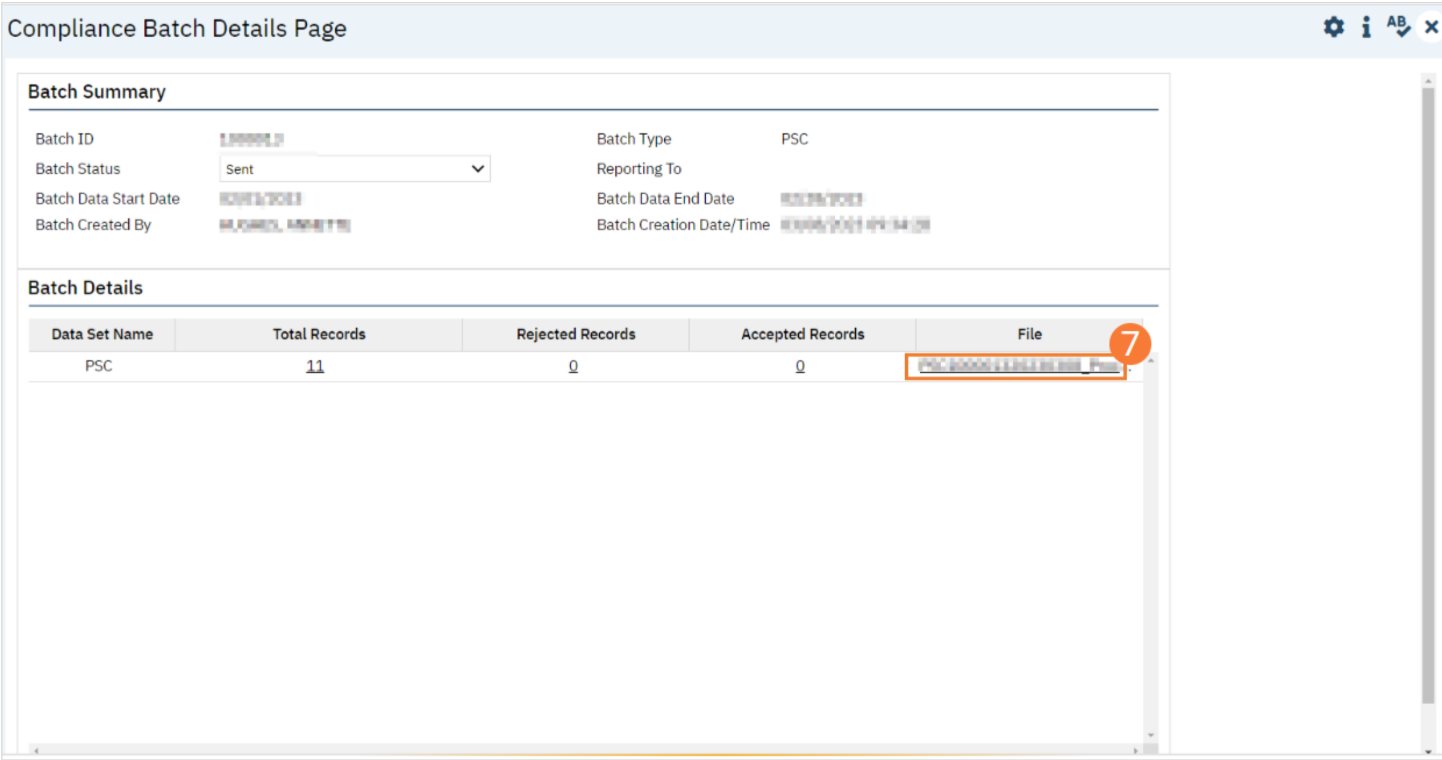
41. Select the Search icon.
42. Type "Compliance Batch List Page" into the search bar.
43. Click to select "Compliance Batch List Page (My Office)" from the search results.



44. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=PSC**. Select other filters as appropriate.
45. **Click Apply Filter** to refresh the list page results.
46. **Select the desired batch by clicking the Batch ID hyperlink**, this will direct you to the Batch Detail screen.



47. From the Batch Detail screen, **click the hyperlink to the file** in the Batch Details to download the results.



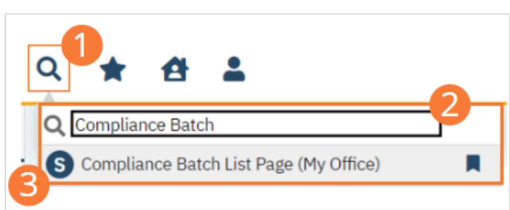
48. The file will display in your toolbar. **Select the file to download and open the txt file**.

How to Accept or Reject a Batch

Once the file has been sent to the appropriate entity, batches can be marked as accepted or rejected.

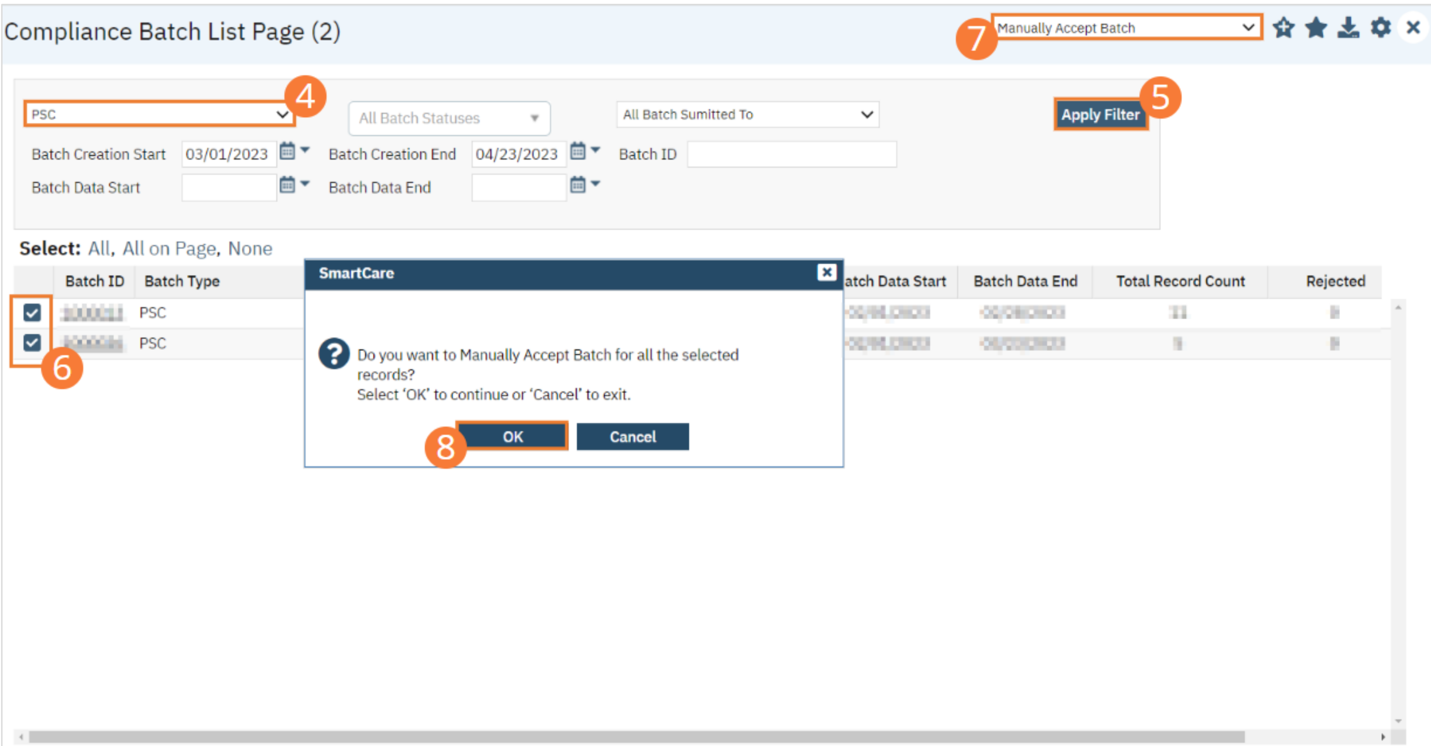
To mark batches as accepted:

1. **Select the Search icon.**
2. **Type "Compliance Batch List Page"** into the search bar.
3. **Click to select "Compliance Batch List Page (My Office)" from the search results**.

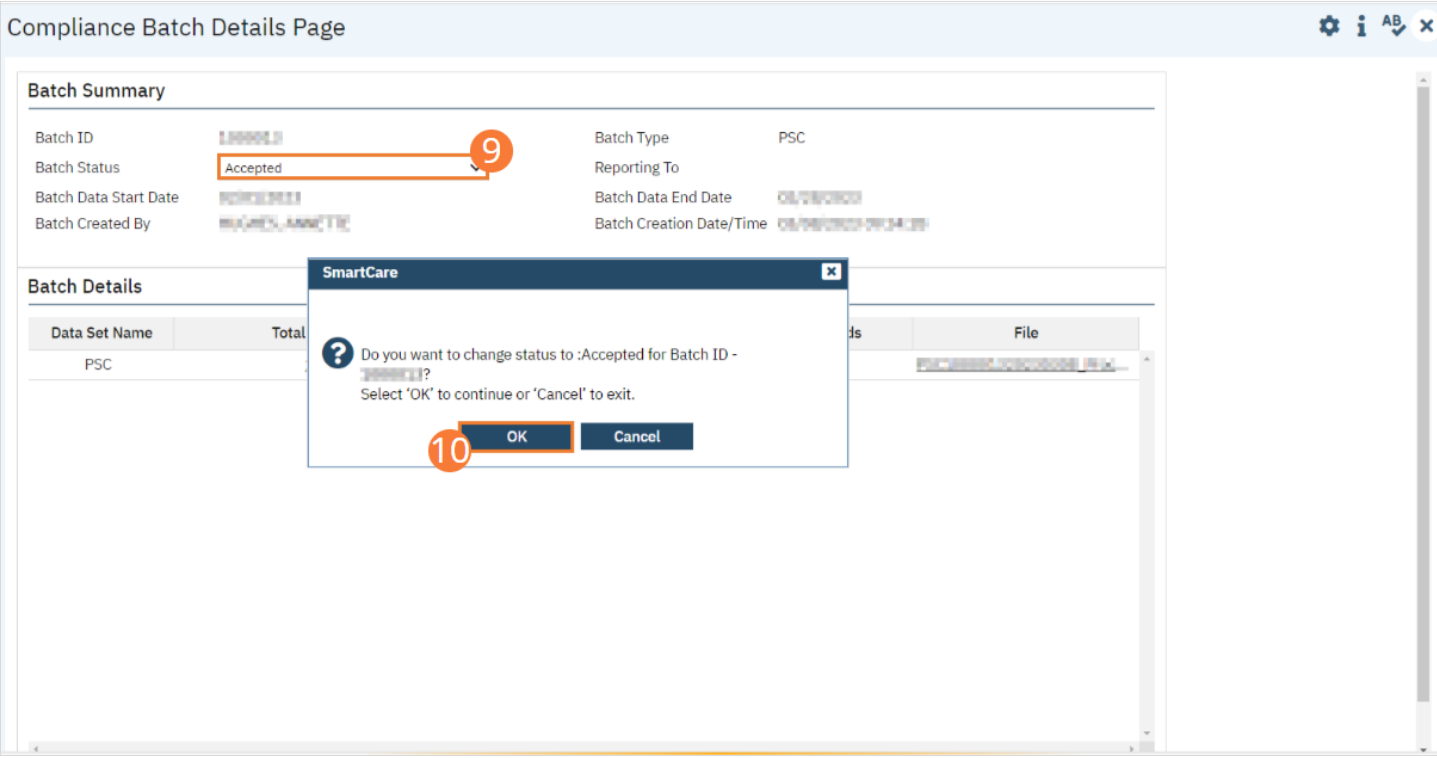


4. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=PSC**. Select other filters as appropriate.
5. **Click the Apply Filter button**.
6. To accept multiple batches, **select the checkboxes on the left, click All, or All on Page**.

7. Use the Action dropdown to select **Manually Accept Batch**.
8. A popup window will open prompting you to Manually Accept the batch. **Select 'OK' to continue or 'Cancel' to exit**.

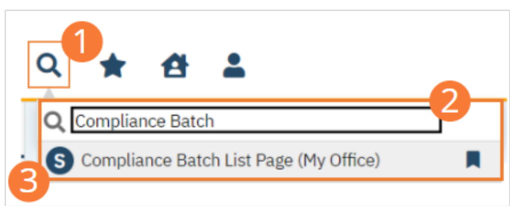


9. Accepting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, **select Accepted from the Batch Status dropdown.**
10. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

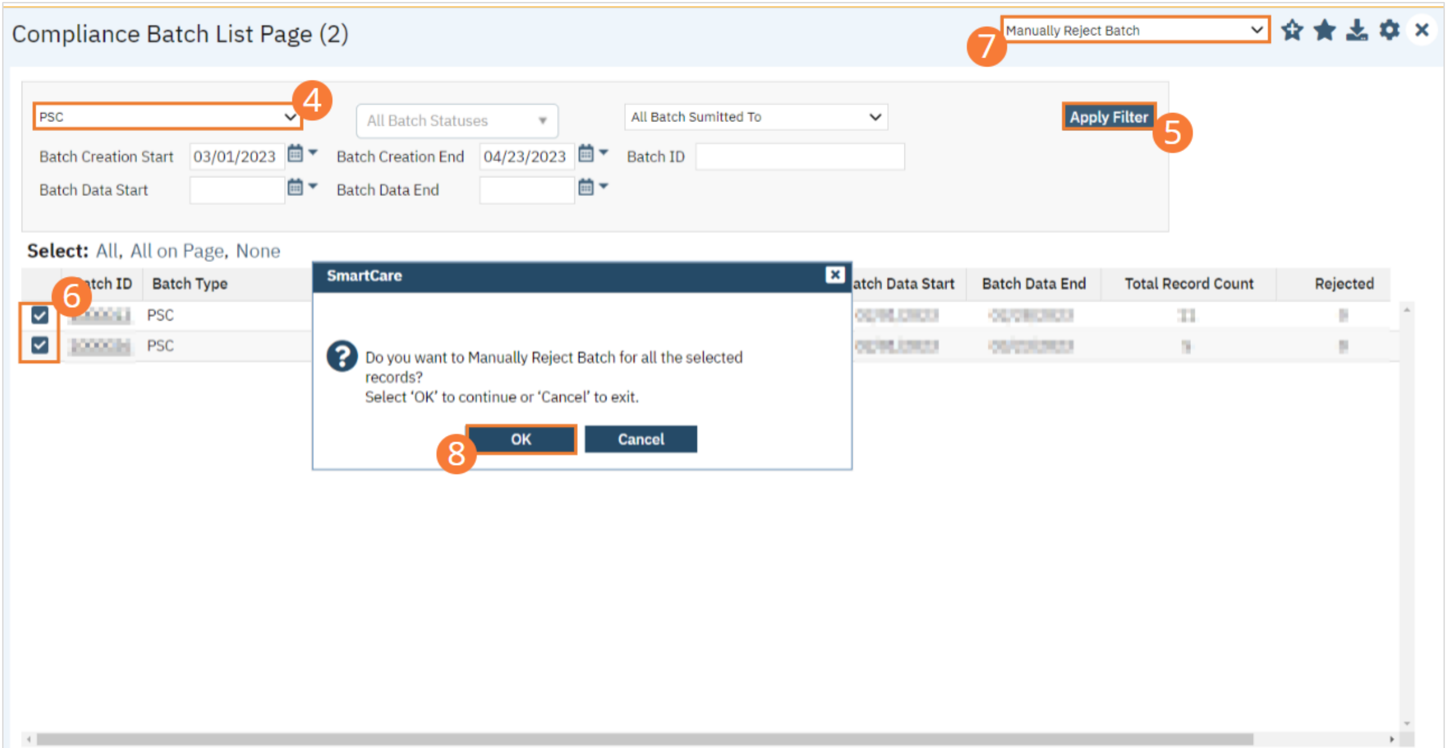


To mark batches as rejected:

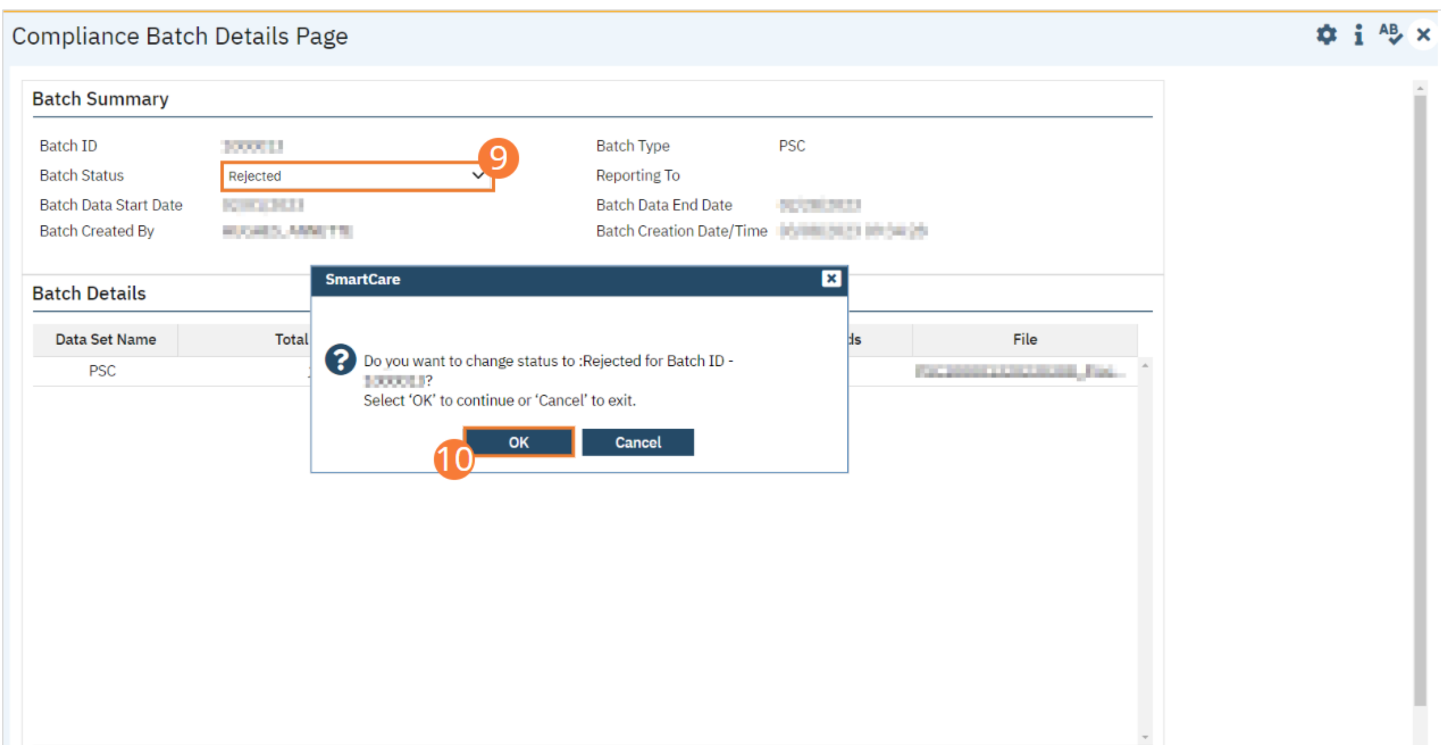
51. **Select the Search icon.**
52. **Type "Compliance Batch List Page"** into the search bar.
53. **Click to select "Compliance Batch List Page (My Office)" from the search results**.



54. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=PSC**. Select other filters as appropriate.
55. **Click the Apply Filter button.**
56. To reject multiple batches, **select the checkboxes on the left, click All or All on Page.**
57. **Use the Action dropdown to select Manually Reject Batch**.
58. A popup window will open prompting you to Manually Accept the batch. **Select 'OK' to continue or 'Cancel' to exit**.



59. Rejecting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, select Reject from the Batch Status dropdown.
60. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

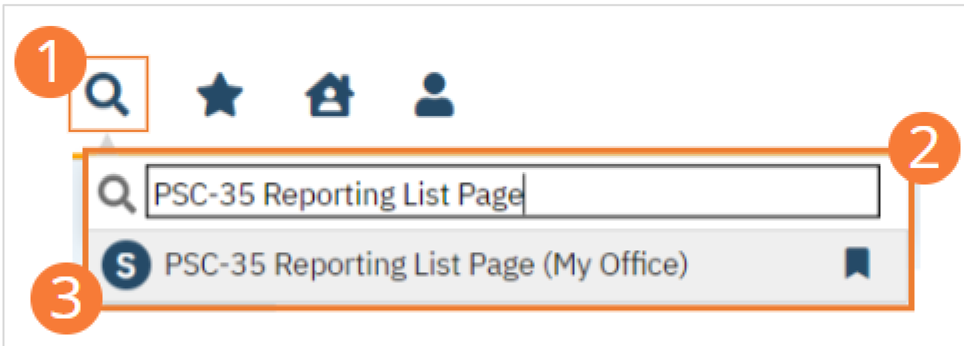


How to Accept or Reject an Individual Record

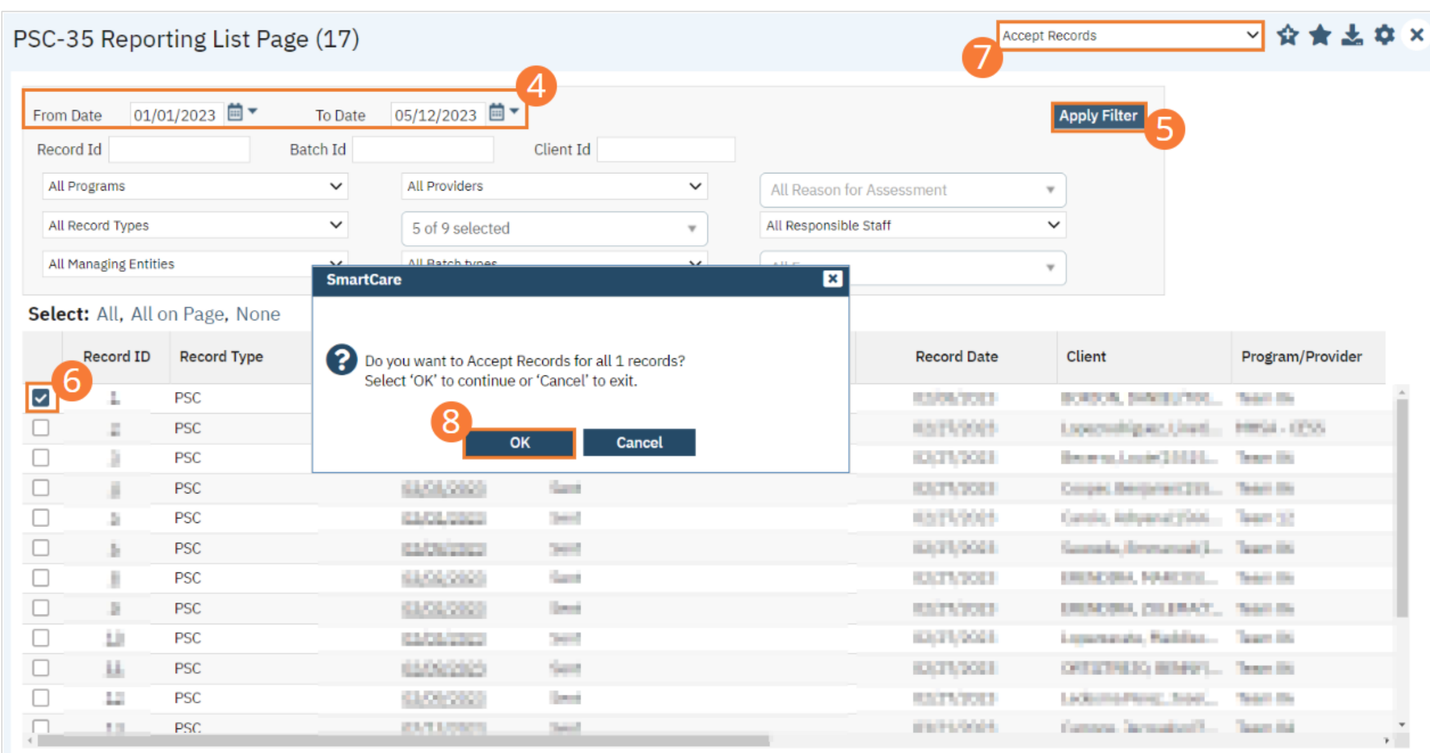
Once the batch file has been sent to the appropriately entity, if a portion of records were accepted these can be marked as such.

To mark records as accepted:

1. Select the Search icon.
2. Type "PSC-35 Reporting List Page" into the search bar.
3. Click to select "PSC-35 Reporting List Page (My Office)" from the search results.

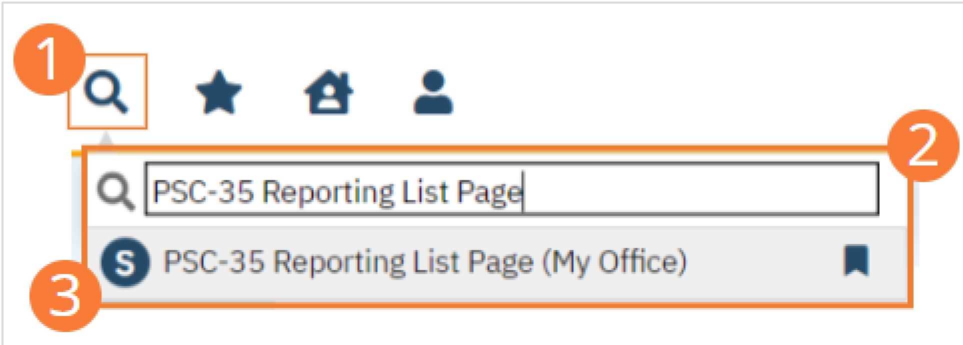


4. The PSC-35 Reporting List Page (My Office) will open. **Filter the results to display the records needing to be accepted.** This can be done a number of ways, including by Date, Status, or Batch ID.
5. Click the Apply Filter button.
6. To accept records, **select the checkboxes on the left, click All or All on Page.**
7. Use the Action dropdown to **select Accept Records**.
8. A popup window will open prompting you to Accept the record. **Select 'OK' to continue or 'Cancel' to exit.**

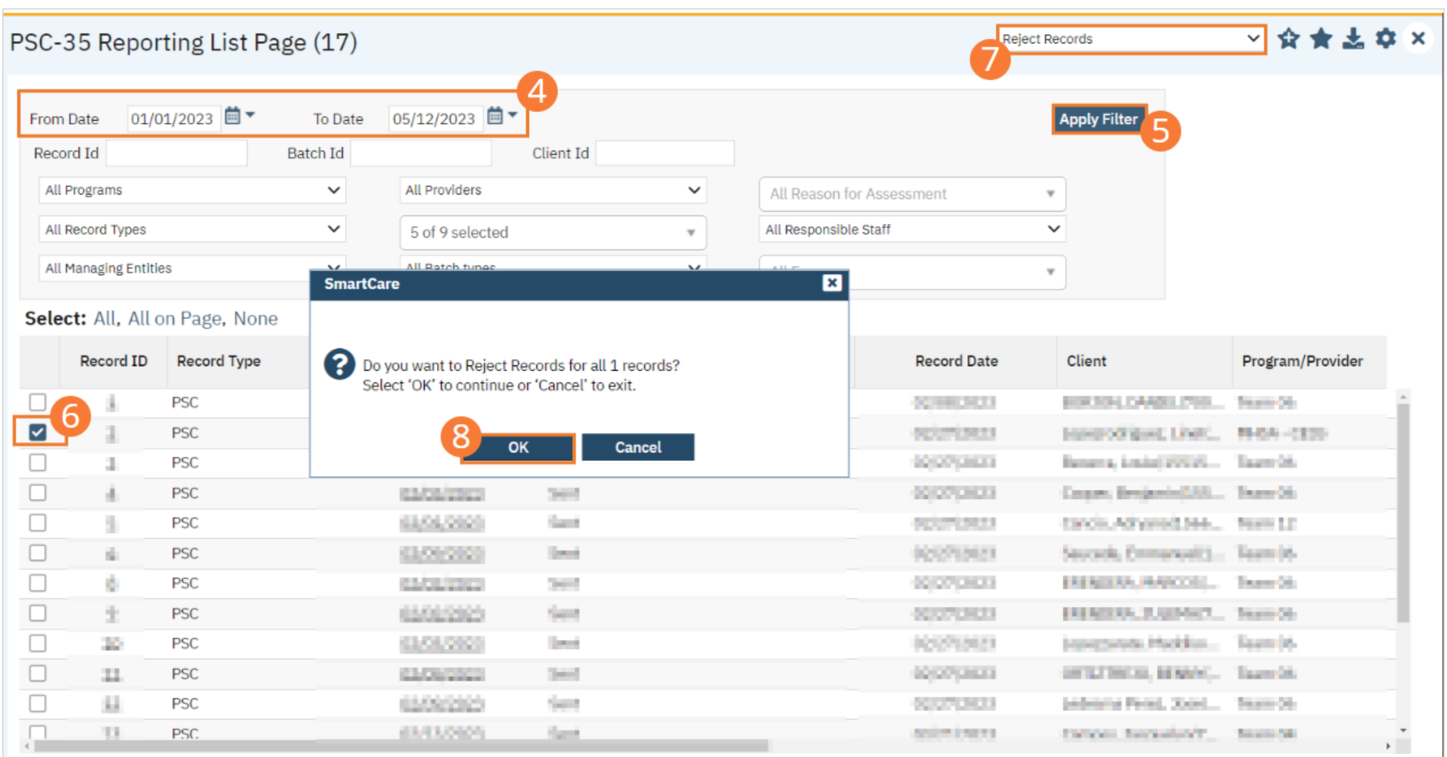


To mark records as rejected:

41. **Select the Search icon.**
42. **Type "PSC-35 Reporting Summary List Page"** into the search bar.
43. **Click to select "PSC-35 Reporting Summary List Page (My Office)" from the search results**.

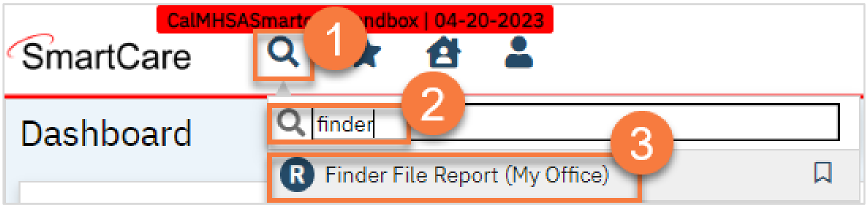


44. The PSC-35 Reporting Record Summary List Page (My Office) list page will open. **Filter the results to display the records needing to be rejected**. This can be done a number of ways, including by Date, Status, or Batch ID.
45. **Click the Apply Filter button.**
46. To reject records, **select the checkboxes on the left, click All or All on Page.**
47. Use the Action dropdown to **select Reject Records**.
48. A popup window will open prompting you to Reject the record. **Select 'OK' to continue or 'Cancel' to exit**.

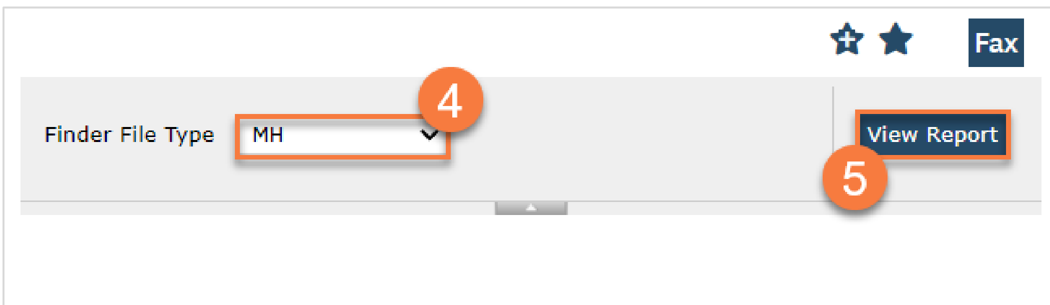


Finder File

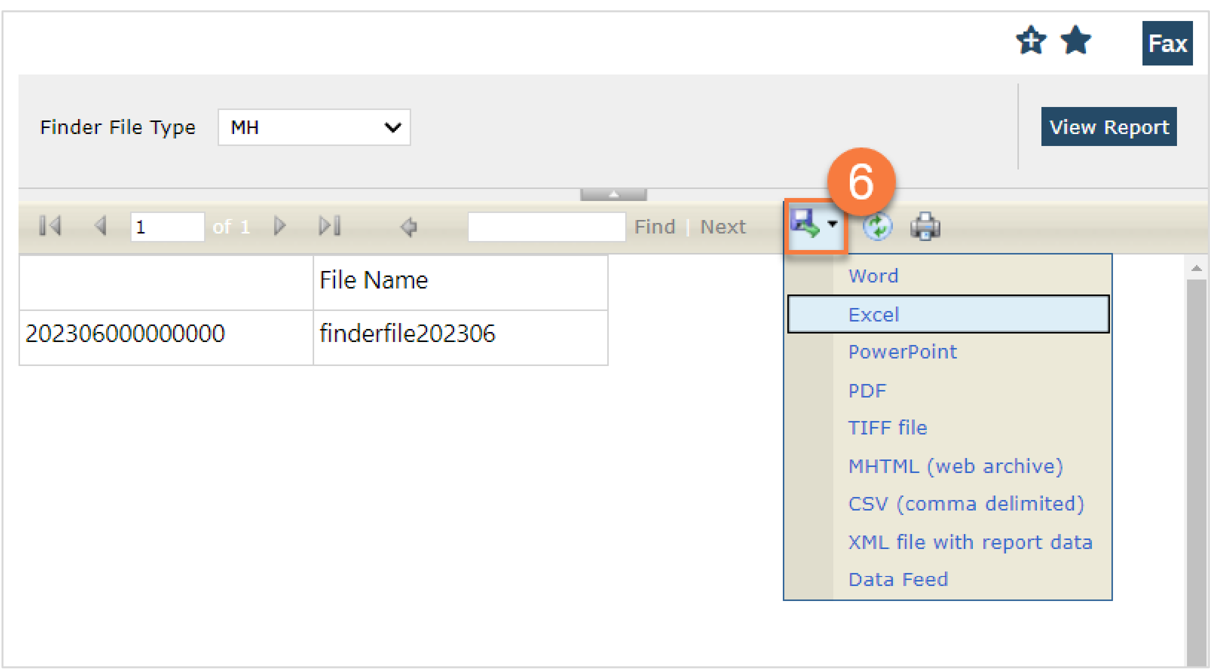
1. **Click the Search icon**.
2. **Type in "Finder File Report"** in the search bar.
3. **Select "Finder File Report (My Office)"** from the search results.



4. This will open up a report window. **Select the system of care** this report is being run for. You do not have to select a date range; the report will automatically include the previous 6 months, not including the month you're in now. For example, running the report anytime in August will use the date range January 1st through July 31st.
5. Click the View Report button.



6. Your report will show in the report window. Click on export icon and select your file type (likely Excel or CSV). This will download the report to wherever your downloads save. You can now close the report window.



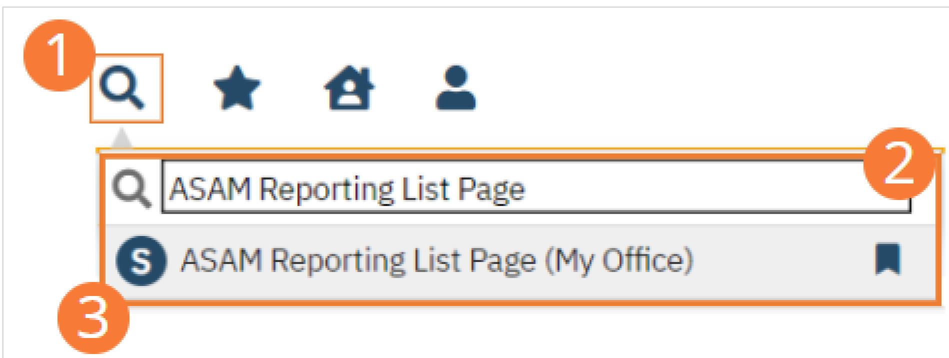
ASAM Level of Care Reporting

ASAM stands for American Society Addiction Medicine which holds the criteria as the nation's most widely used and comprehensive set of guidelines for placement, continued stay and transfer/discharge of patients with addiction and co-occurring conditions. These guidelines are intended to aid clinicians in their clinical decision-making and management of patients, provide information on evidence-based treatment, and provide members with the most up-to-date best practices and information on addiction medicine.

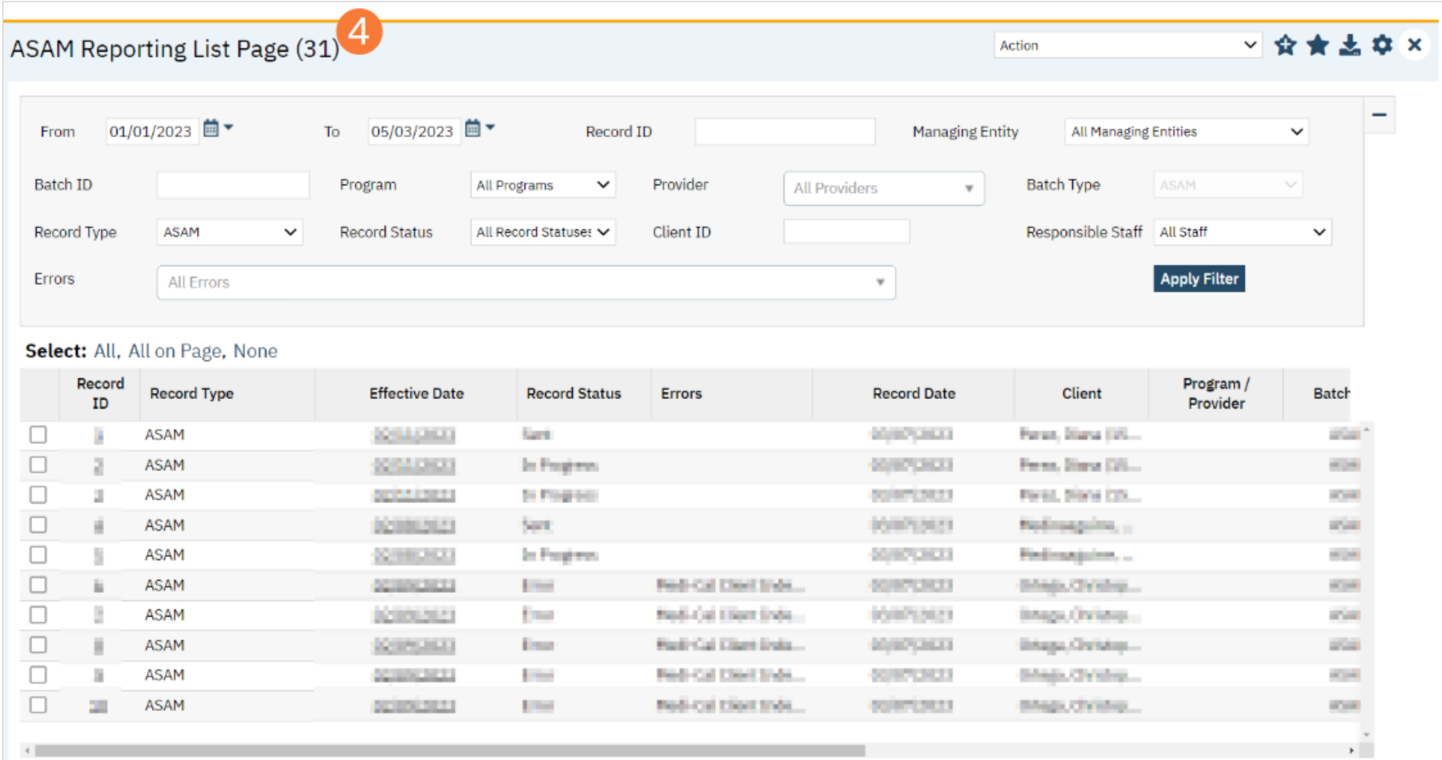
ASAM Level of Care (LOC) data submission will be cumulative and must be submitted at least once monthly, no later than 45 days after the month of service. However, counties are not limited to once per month reporting and can choose to submit ASAM LOC data more often as needed.

How to Review Records

1. **Select the Search icon.**
2. **Type "ASAM Reporting List Page"** into the search bar.
3. **Click to select "ASAM Reporting List Page (My Office)"** from the search results.



4. The ASAM Reporting List Page (My Office) list page will open. The ASAM Reporting list page displays all eligible submission records according to the following status types:
   - In Progress=a record was created but not yet batched for reporting.
   - Cancel=a record was created and batched for submission then later canceled. These records are no longer eligible for batching.
   - Sent=the record was batched for submission and is awaiting response. These records are no longer eligible for batching.
   - Accepted=A response file was received for the batch the record was included in and the record was marked as Accepted. These records are no longer eligible for batching.
   - Reject=A response file was received for the batch the record was included in and the record was marked as Rejected. These records are no longer eligible for batching.

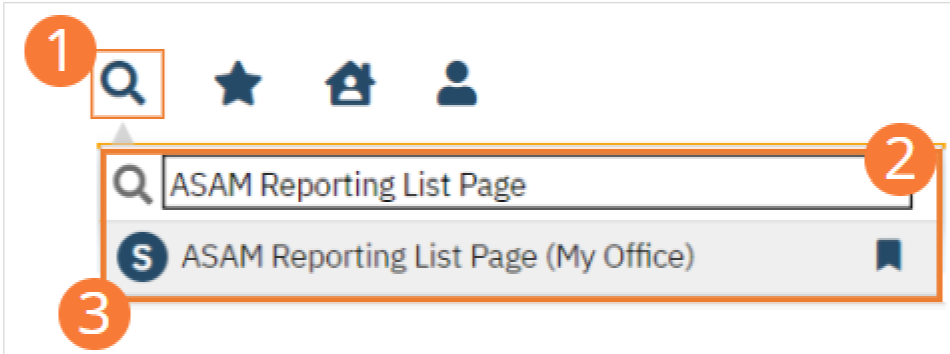


There are filters available in the ASAM Reporting Summary List Page. These are as follows:

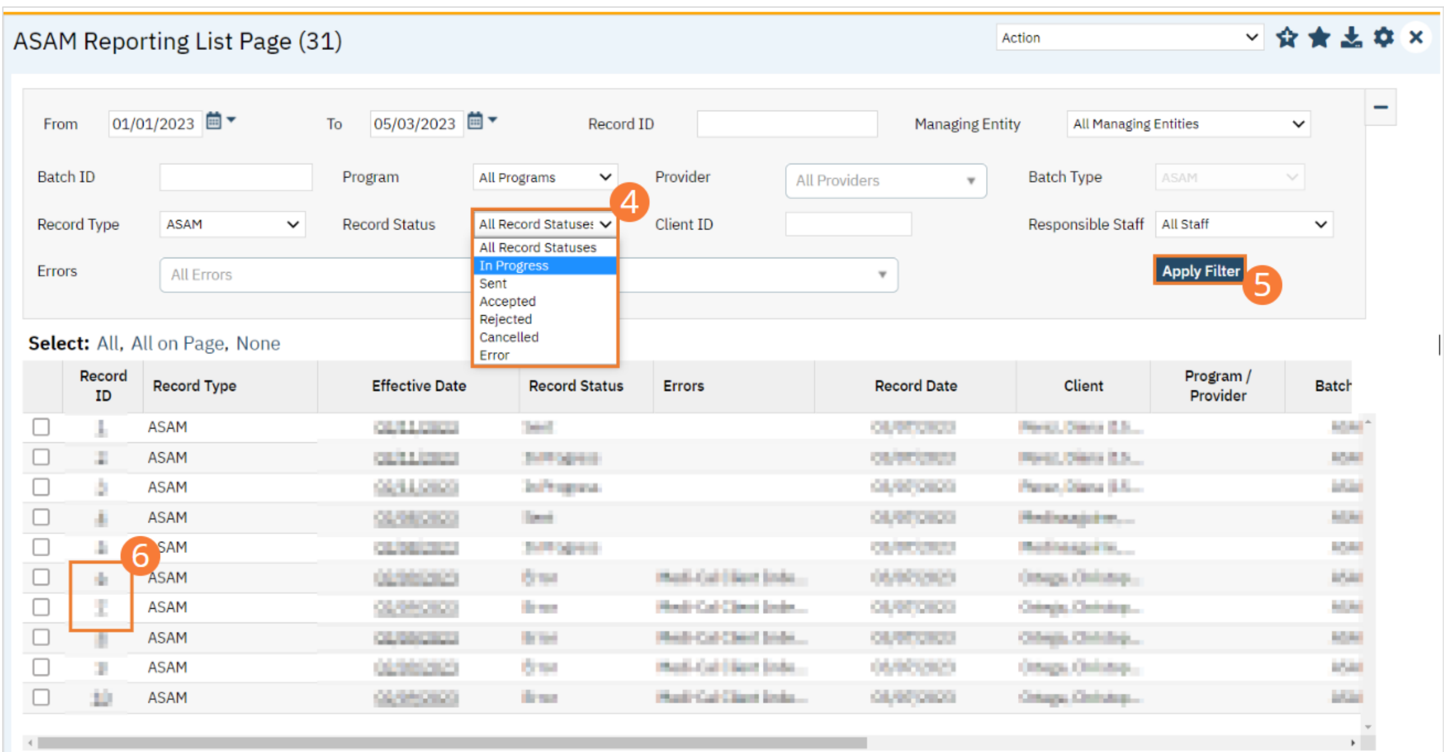
- Select a date range (From Date and To Date) for which data to be pulled for
- Record ID - this is the unique id assigned to the ASAM record
- Managing Entity - the county that the ASAM records are to be reported to may be selected.
- Batch ID - if a record has previously been batched, this field will filter on a specific Batch ID.
- Program - indicates which program the ASAM record is associated with
- Batch Type - this will default to ASAM Batch Type
- Provider - if the customer is a County entity and is utilizing MCO, this will indicate which Contracted Provider the ASAM record is associated with
- Record Type - this filter allows for differentiating between the different ASAM record types; Admission, Annual Update and Discharge.
- Record Status - indicates the current status of the record.
- Client ID - this is the unique SC identifier of the client record associated with the ASAM record.
- Responsible Staff - the staff who completed the data collection for the record will display
- Errors - this multi select filter will display the applicable errors.

How to Monitor Records Through the Reporting Period

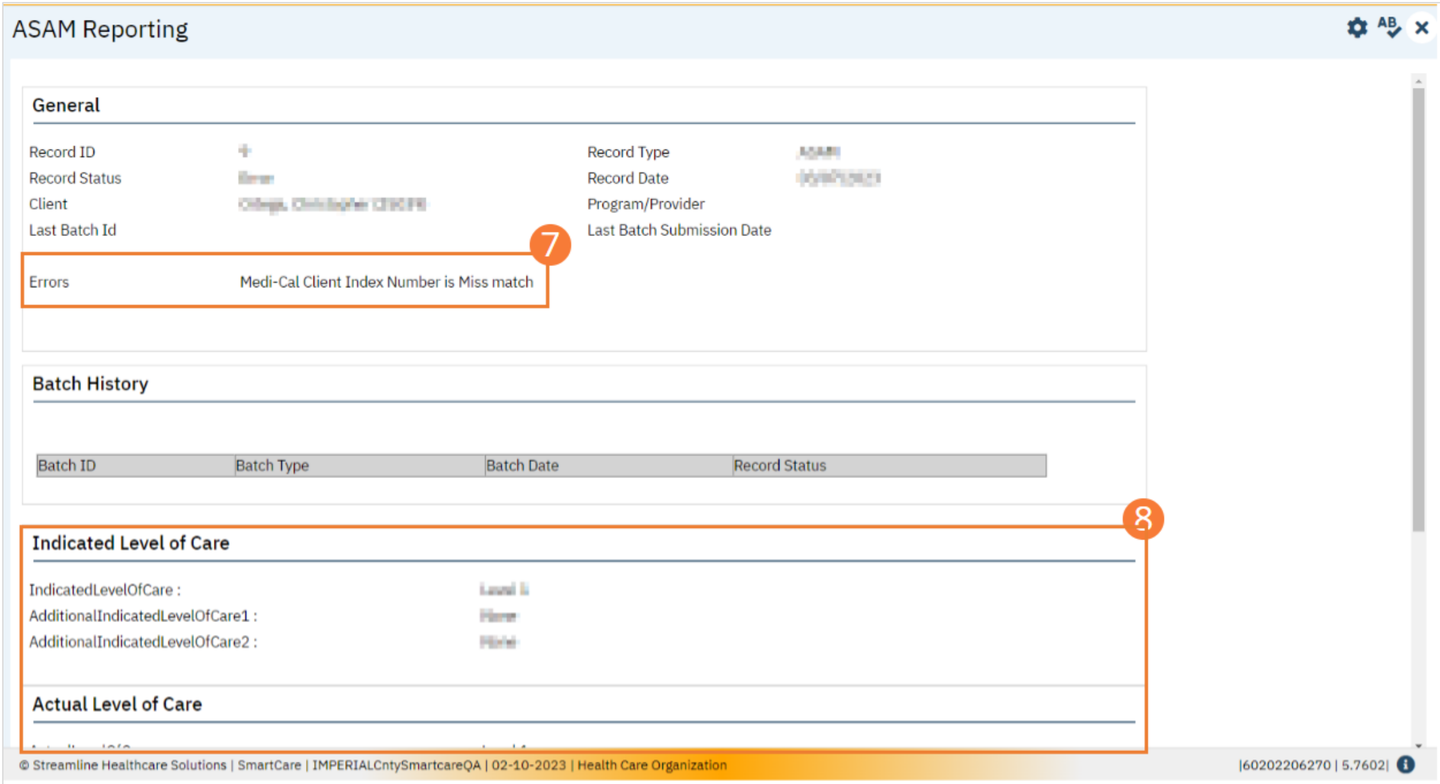
1. Select the Search icon.
2. Type “ASAM Reporting List Page” into the search bar.
3. Click to select “ASAM Reporting List Page (My Office)” from the search results.



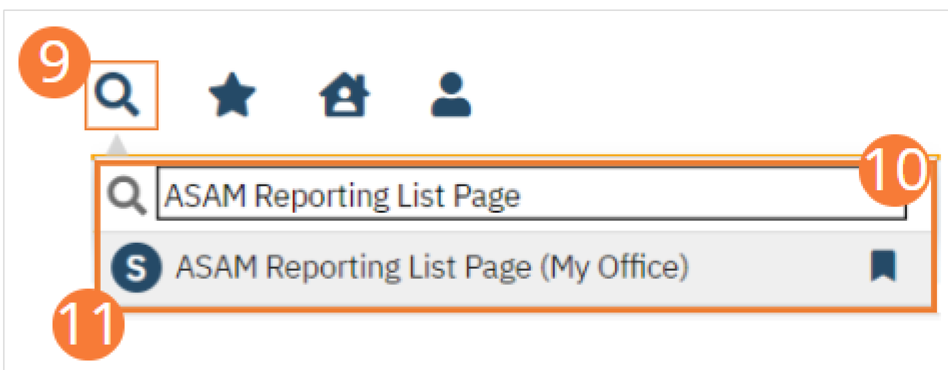
4. The ASAM Reporting List Page (My Office) will open. **Filter for records in a status of In Progress and/or Error since the last batch creation date or the last review date.**
5. **Select Apply Filter.**
6. For records with a status of Error, **click the Record ID hyperlink.**



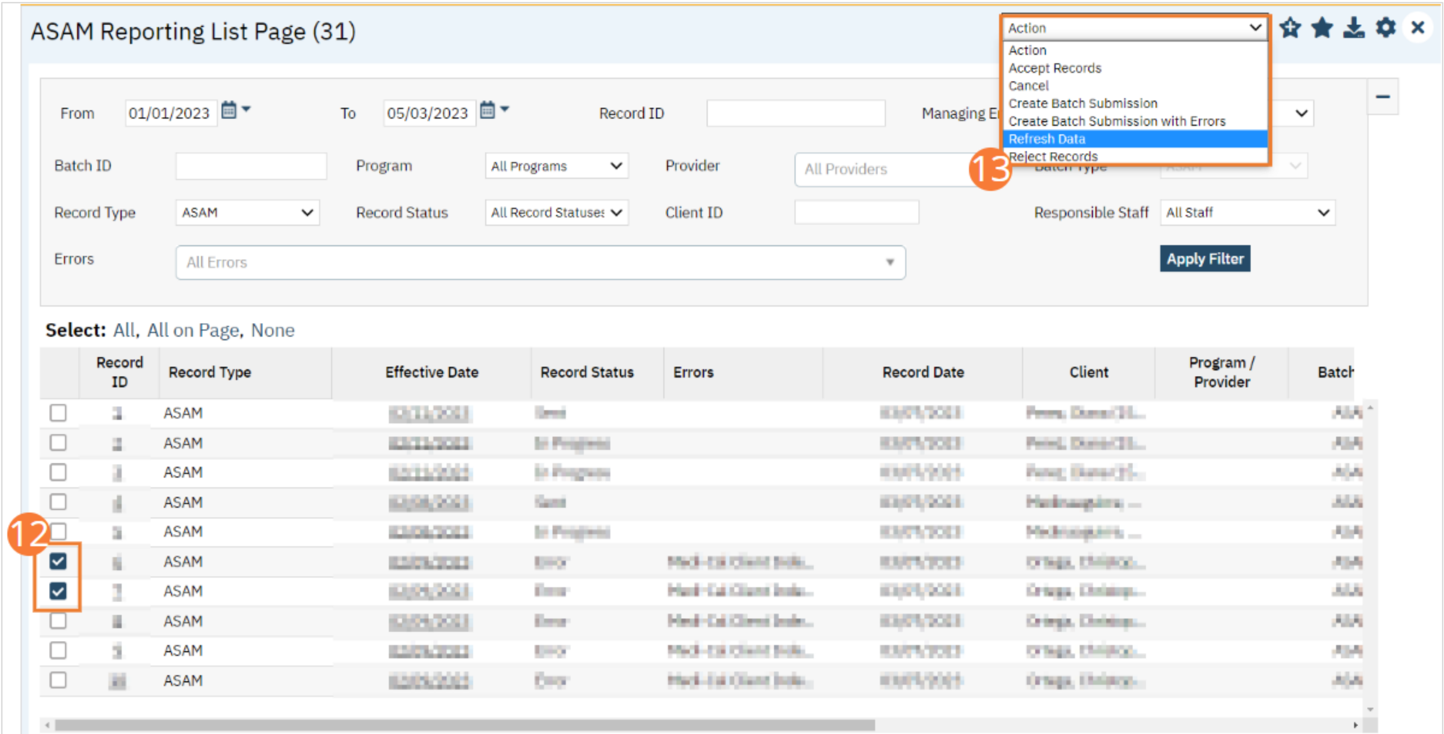
7. The ASAM Reporting screen will open. **Review the error messages and record data.**
8. **Work error messages by navigating to the screen in which the source data resides.** The Source Document is shown below the Batch History section of the ASAM Reporting. The errors section will correspond to incorrect or missing data in the Source Document section. Once the errors are corrected, and the source document is signed, the updated data will initialize to the ASAM Reporting screen.



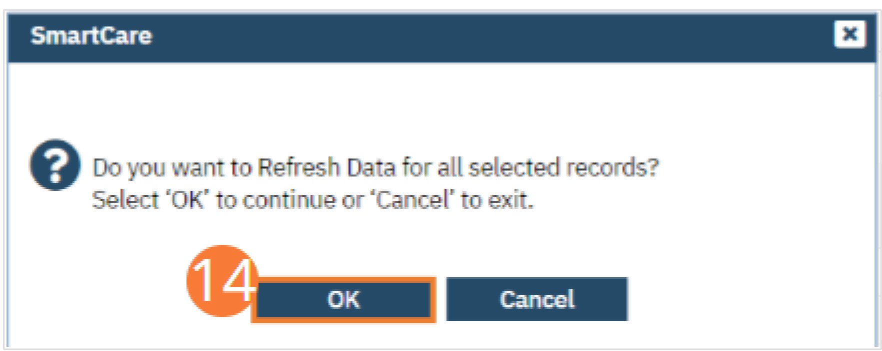
9. **Select the Search icon.**
10. **Type "ASAM Reporting List Page"** into the search bar.
11. **Click to select "ASAM Reporting List Page (My Office)"** from the search results.



12. The ASAM Reporting List Page will open. **Click the checkbox next to the record(s) that have been corrected.**
13. **Select the Action dropdown and choose Refresh Data**.



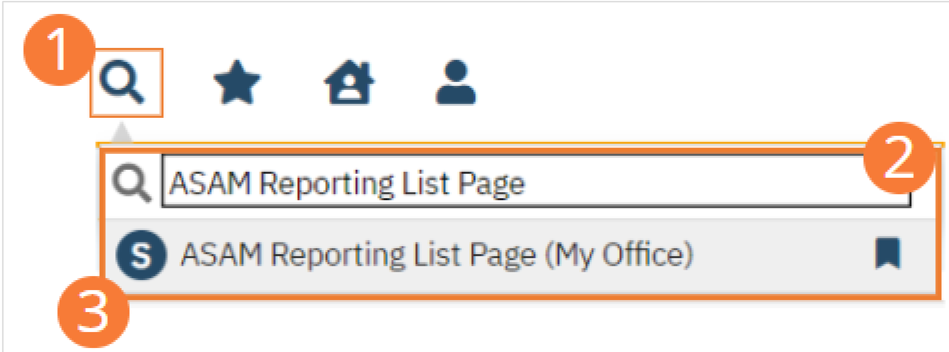
14. A popup will open for Do you want to Refresh Data for {number of records}? **Select 'OK' to continue or 'Cancel' to exit.** Selecting OK will pull the corrected data in to the record(s) to later be batched for submission.



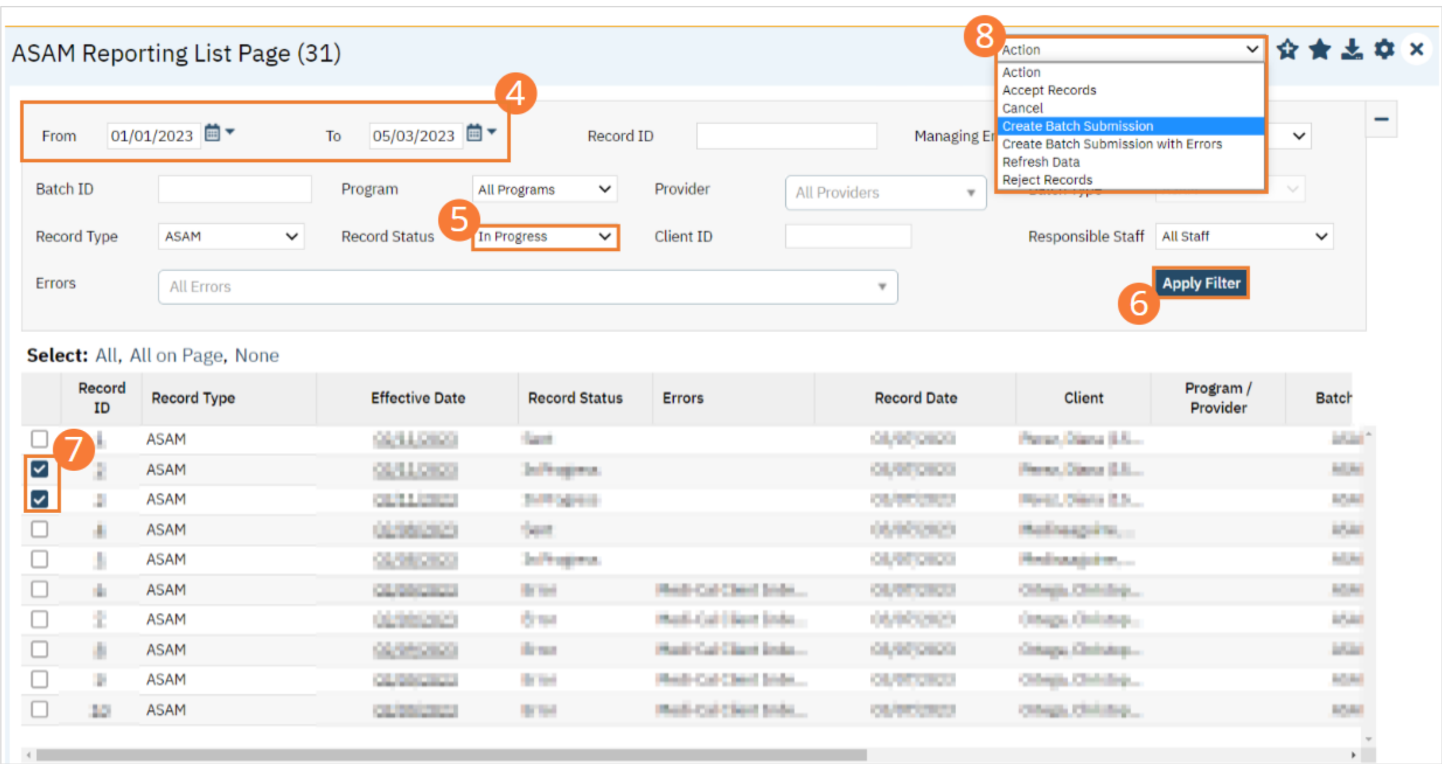
How to Create a New Batch and Submit Files

To create a batch for submission, there are two options, creating a batch file without errors or creating a batch file with errors. Under certain circumstances it may be necessary to create a batch record with errors.

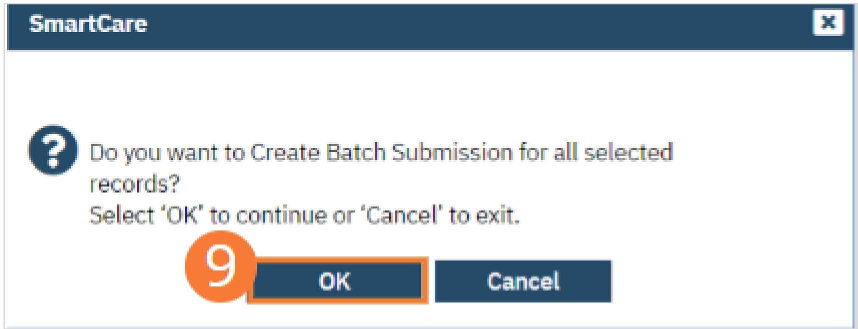
1. **Select the Search icon.**
2. **Type "ASAM Reporting List Page"** into the search bar.
3. **Click to select "ASAM Reporting List Page (My Office)"** from the search results.



4. The ASAM Reporting List Page (My Office) list page will open. **Filter records based on last batch date or other requirements.**
5. **Set Record Status to In Progress.**
6. **Click the Apply Filter button.** Review displayed records as needed.
7. **Select the checkbox for the appropriate records**, or Select All, or Select All on Page.
8. Once the records have been selected, **click the Action dropdown, and select Create Batch Submission**.



9. A popup window will open confirming the action to batch X number of records. **Click the OK button.** Once results have been processed, a green message will display above the filters confirming the action was successful. The batched file is now available for retrieval via the Batch Detail screen or the SFTP.



How to View Batch Details

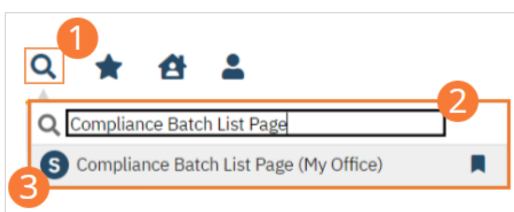
Once the batch has been generated, there are two options for retrieving the file for submission.

From the Customer's SFTP folder:

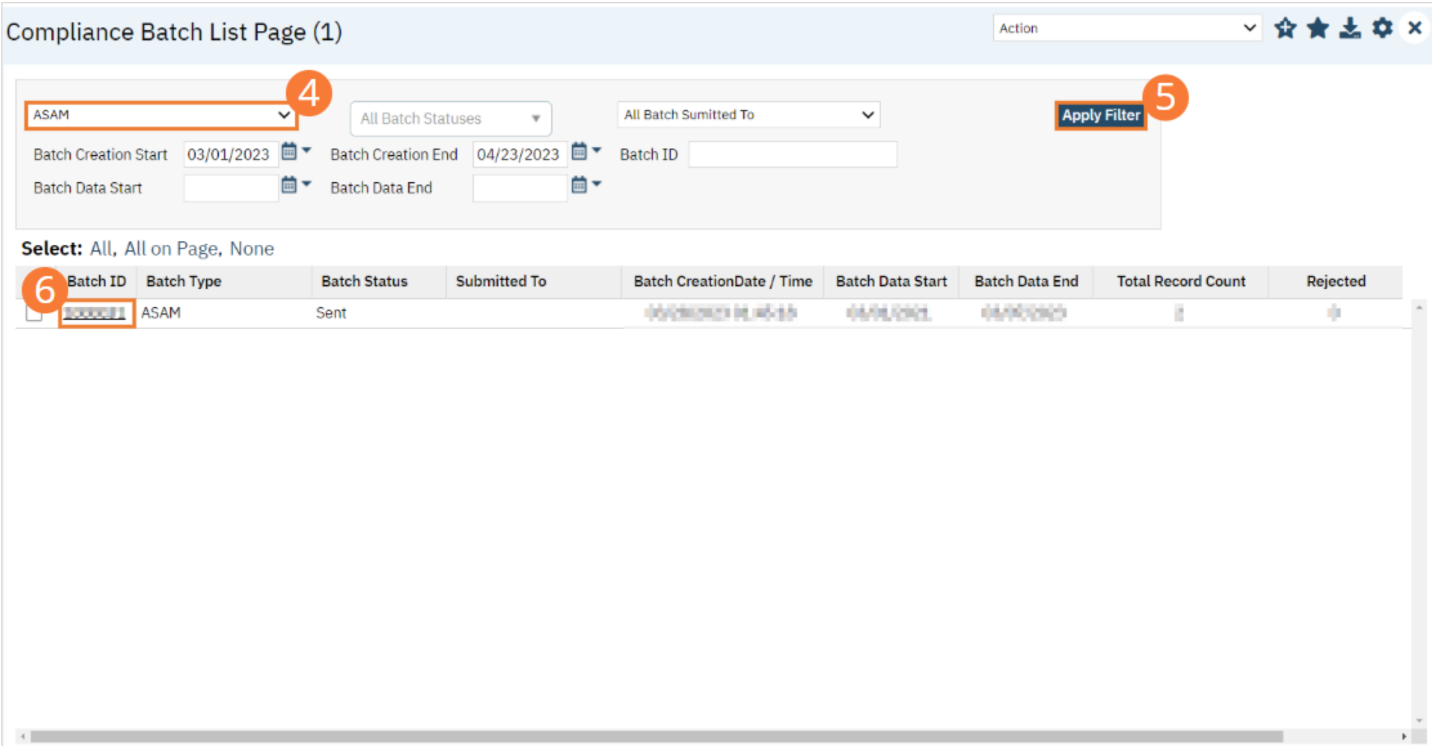
1. **Navigate to the customer's SFTP folder.**
2. Within that folder, **select the State Reporting folder.**
3. **Select the ASAM folder. Retrieve the file for the desired batch.**

From the Compliance Batch List Page:

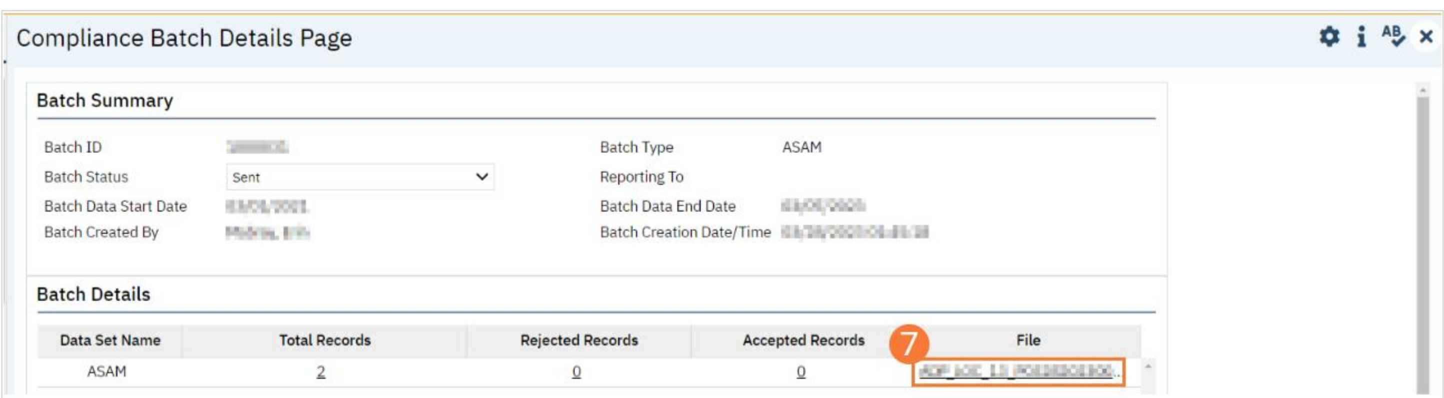
49. **Select the Search icon.**
50. **Type "Compliance Batch List Page"** into the search bar.
51. **Click to select "Compliance Batch List Page (My Office)"** from the search results.



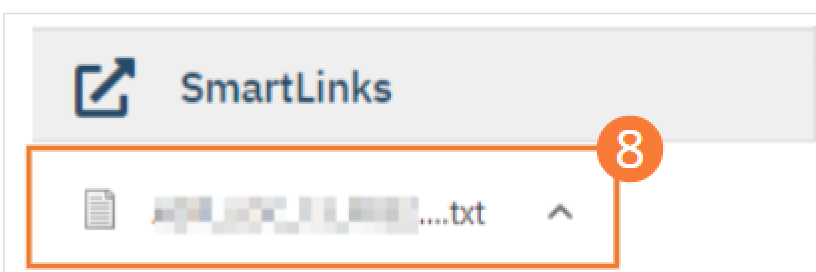
52. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=ASAM** Select other filters as appropriate.
53. **Click Apply Filter** to refresh the list page results.
54. **Select the desired batch by clicking the Batch ID hyperlink**, this will direct you to the Batch Detail screen.



55. From the Batch Detail screen, **click the hyperlink to the file** in the Batch Details to download the results.



56. The file will display in your toolbar. **Select the file to download and open the txt file**.

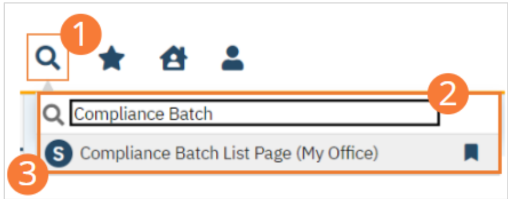


How to Accept or Reject a Batch

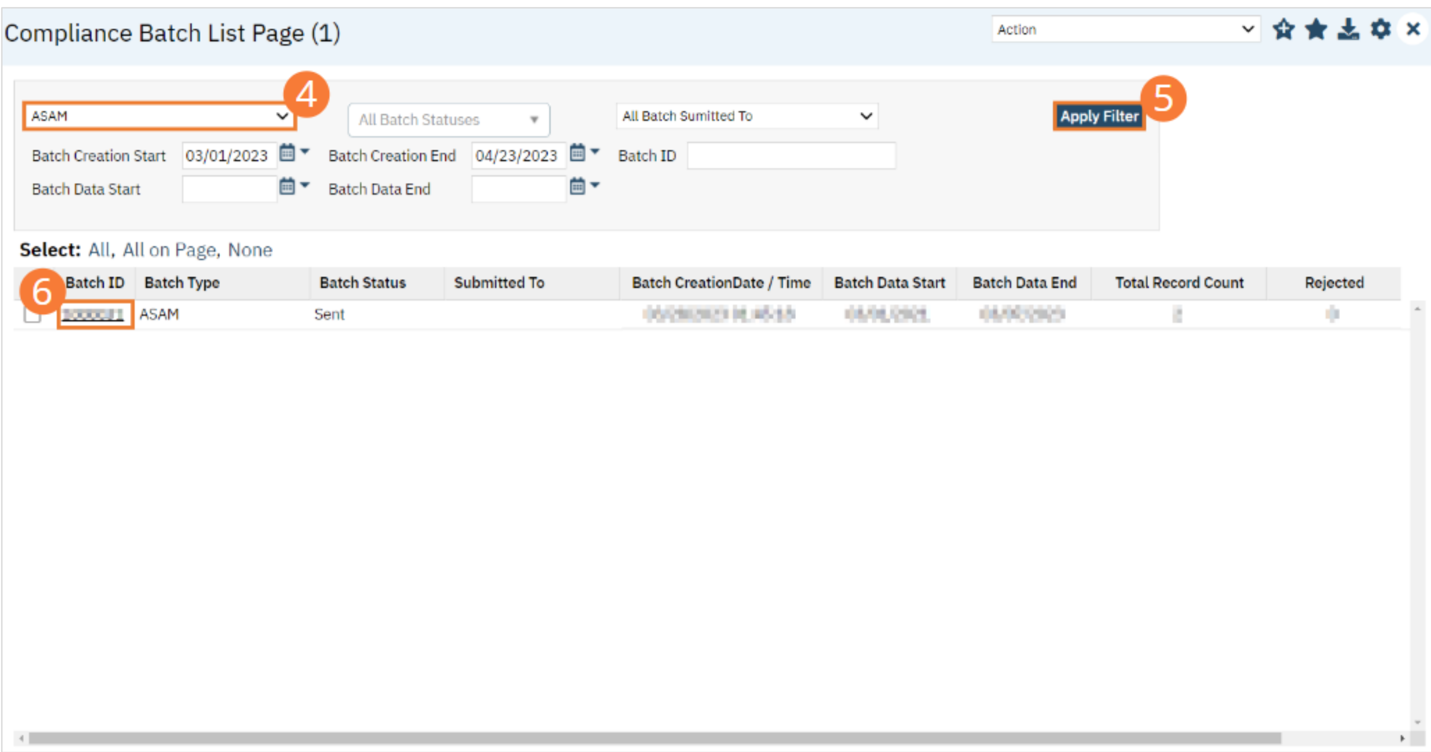
Once the file has been sent to the appropriate entity, batches can be marked as accepted or rejected.

To mark batches as accepted:

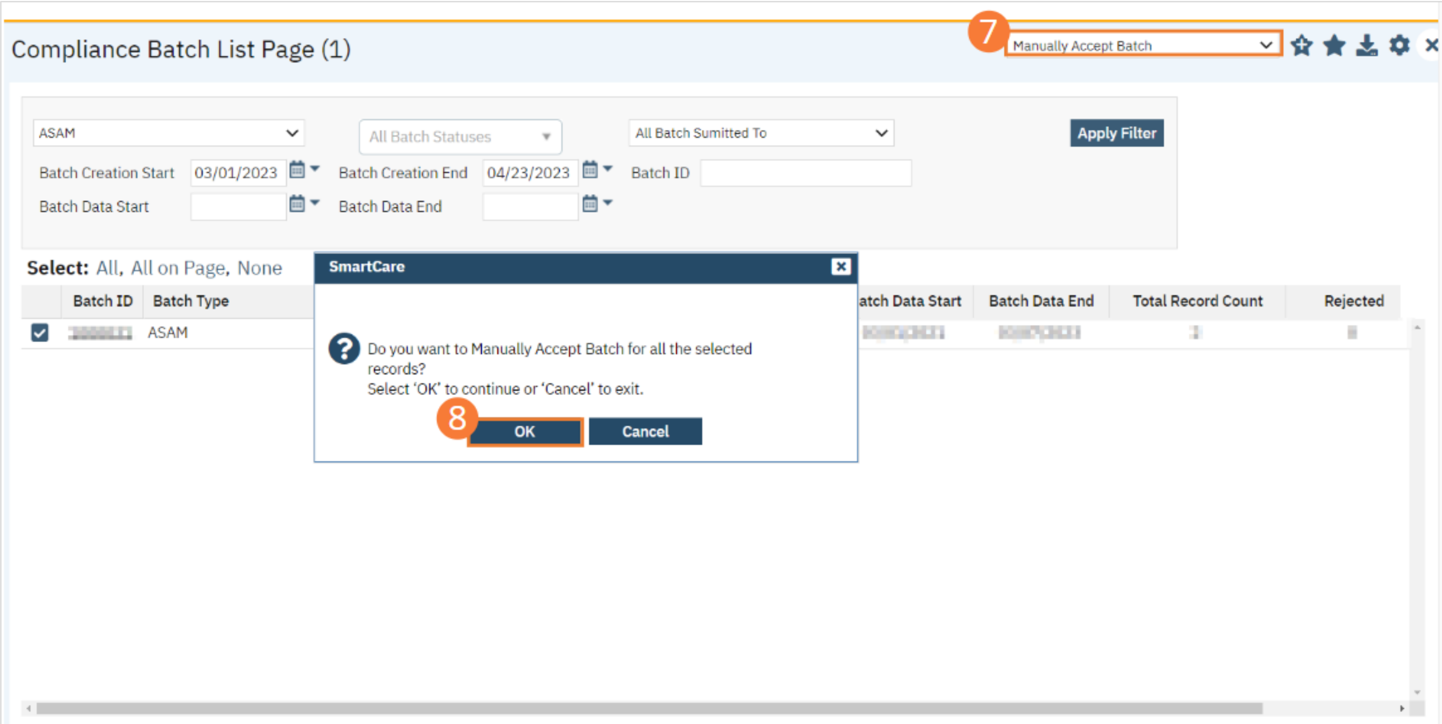
1. **Select the Search icon.**
2. **Type "Compliance Batch List Page"** into the search bar.
3. **Click to select "Compliance Batch List Page (My Office)" from the search results.**



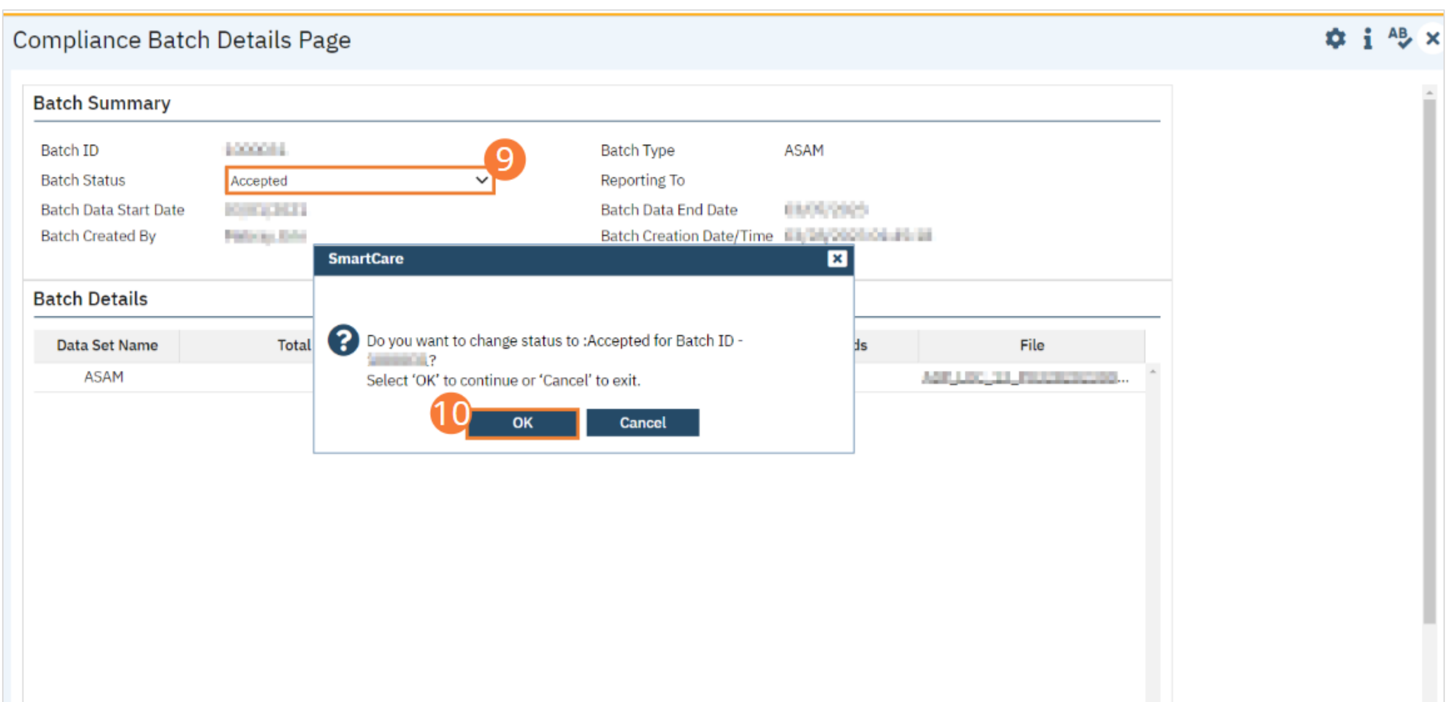
4. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=ASAM**. Select other filters as appropriate.
5. **Click the Apply Filter button**.
6. To accept multiple batches, **select the checkboxes on the left**, **click All, or All on Page**.



7. Use the Action dropdown to select **Manually Accept Batch**.
8. A popup window will open prompting you to Manually Accept the batch. **Select 'OK' to continue or 'Cancel' to exit**.



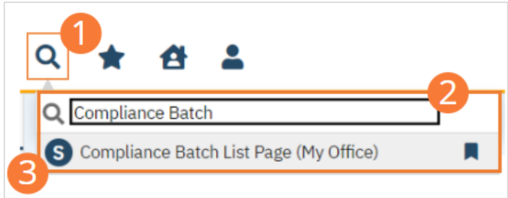
9. Accepting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, **select Accepted from the Batch Status dropdown.**
10. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.



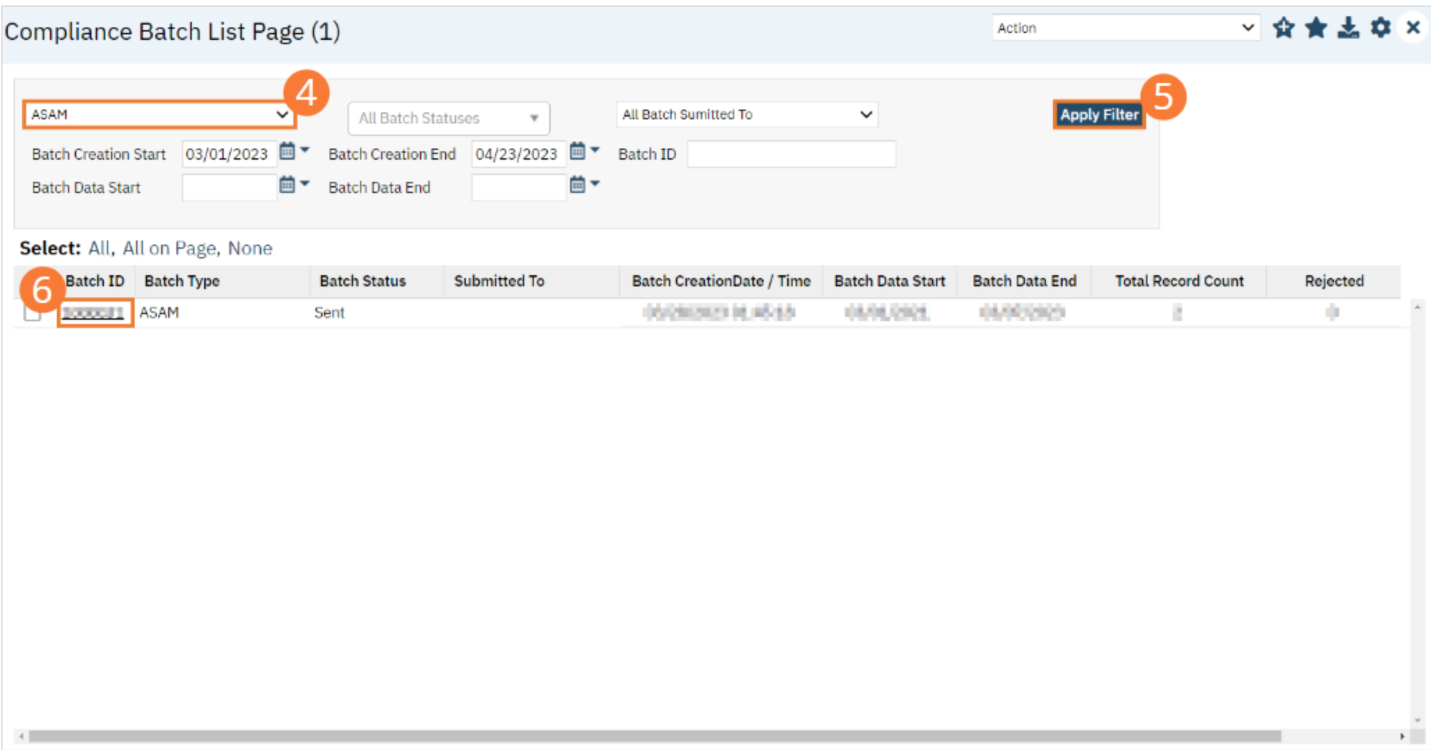
To mark batches as rejected:

61. **Select the Search icon.**
62. **Type "Compliance Batch List Page"** into the search bar.

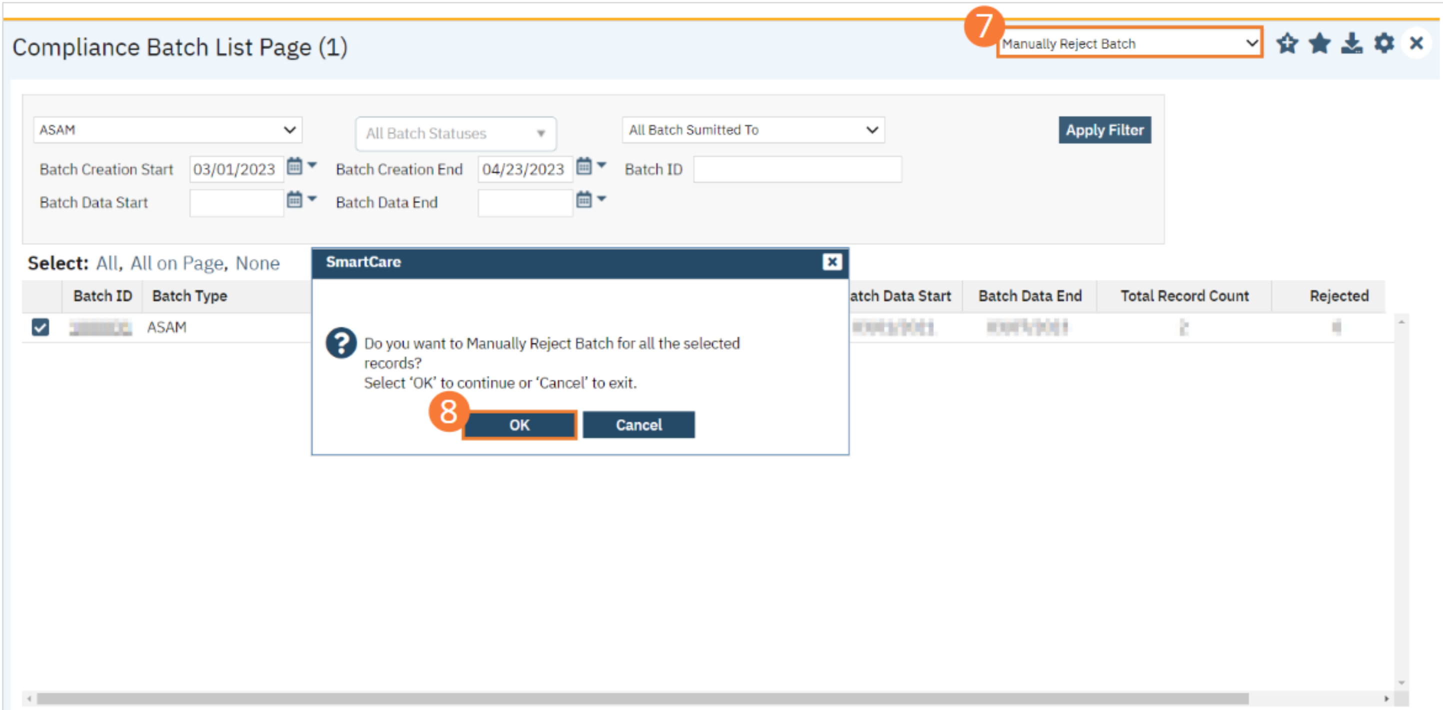
63. **Click to select “Compliance Batch List Page (My Office)” from the search results**.



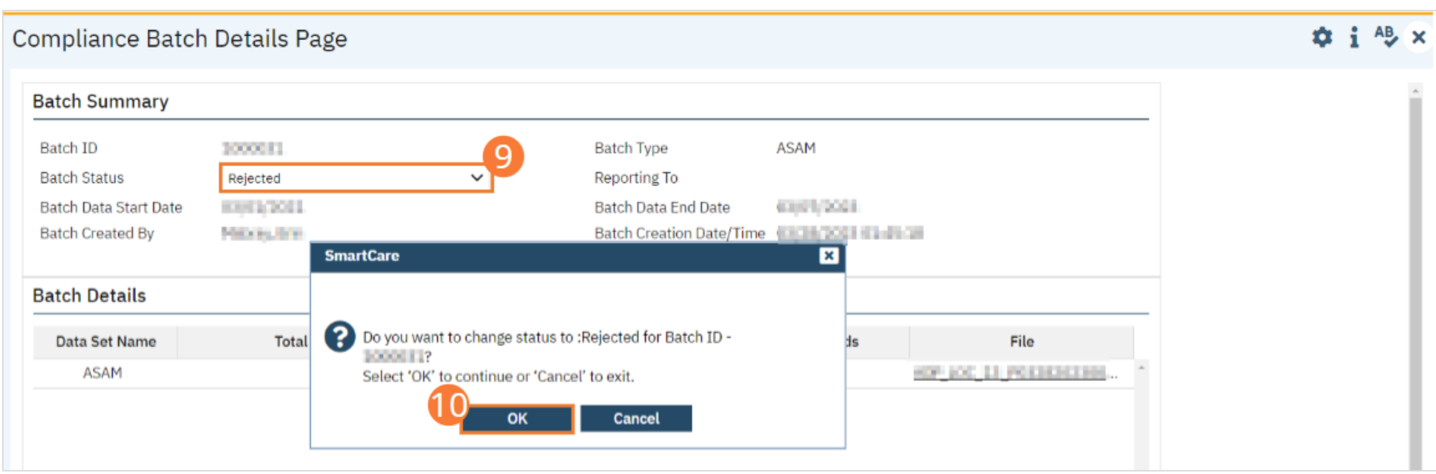
64. The Compliance Batch List Page (My Office) list page will open. **Filter for Batch Type=ASAM**. Select other filters as appropriate.
65. **Click the Apply Filter button.**
66. To reject multiple batches, **select the checkboxes on the left, click All or All on Page.**



67. **Use the Action dropdown to select Manually Reject Batch**.
68. A popup window will open prompting you to Manually Accept the batch. **Select ‘OK’ to continue or ‘Cancel’ to exit**.



69. Rejecting a batch can also be done individually by clicking the Batch ID hyperlink that directs you to the Compliance Batch Detail screen. In the Batch Summary section, select Reject from the Batch Status dropdown.
70. A popup window will open prompting you to change the status to Accepted. **Select 'OK' to continue or 'Cancel' to exit.** A validation will display: Batch Status Changed.

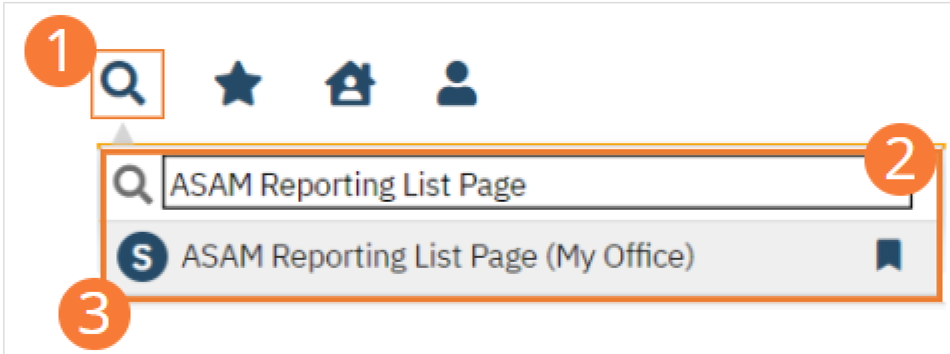


How to Accept or Reject an Individual Record

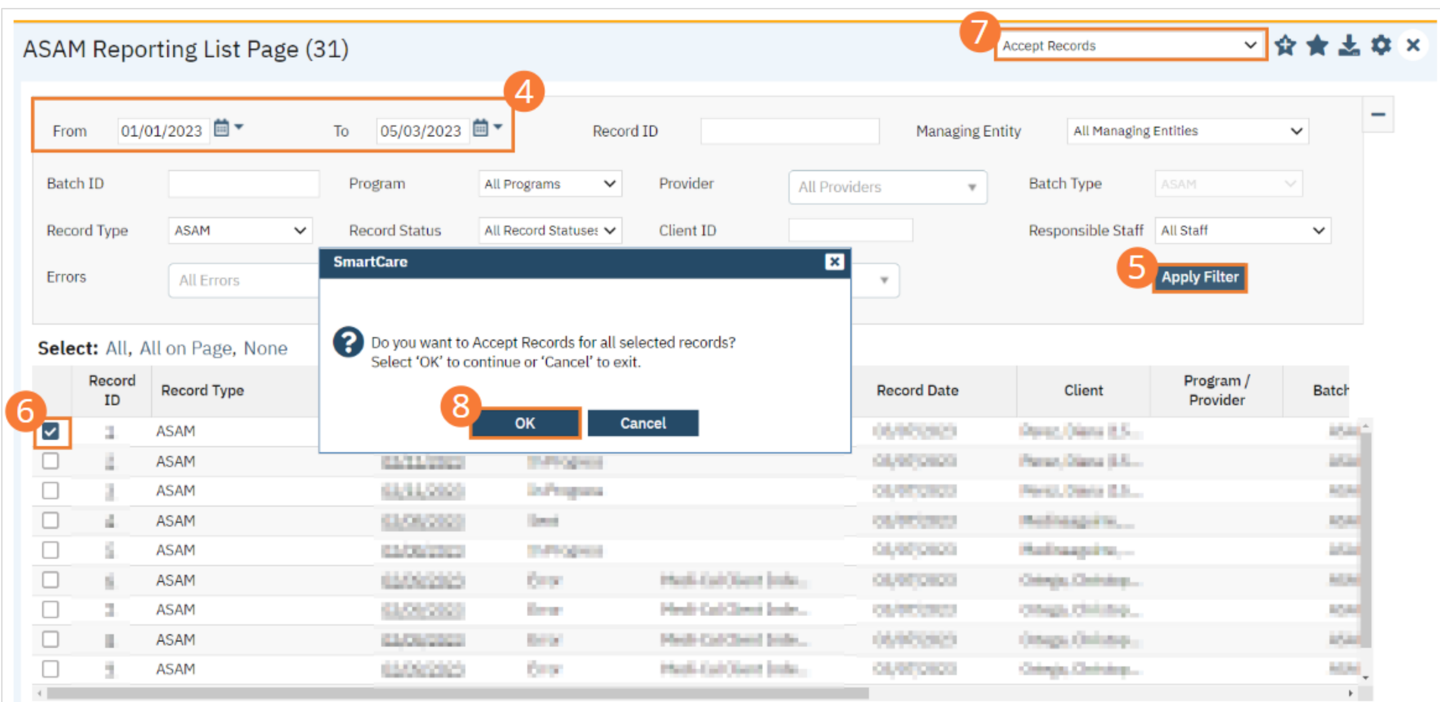
Once the batch file has been sent to the appropriately entity, if a portion of records were accepted these can be marked as such.

To mark records as accepted:

1. Select the Search icon.
2. Type "ASAM Reporting List Page" into the search bar.
3. Click to select "ASAM Reporting List Page (My Office)" from the search results.

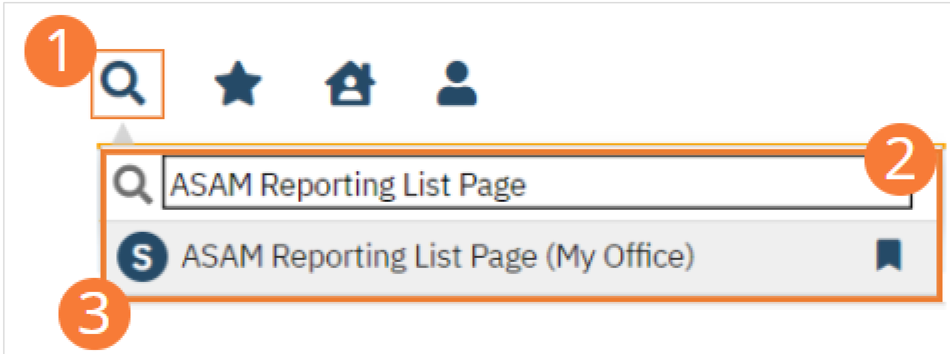


4. The ASAM Reporting List Page (My Office) list page will open. **Filter the results to display the records needing to be accepted.** This can be done a number of ways, including by Date, Status, or Batch ID.
5. **Click the Apply Filter button.**
6. To accept records, **select the checkboxes on the left, click All or All on Page.**
7. Use the Action dropdown to **select Accept Records**.
8. A popup window will open prompting you to Accept the record. **Select 'OK' to continue or 'Cancel' to exit**.

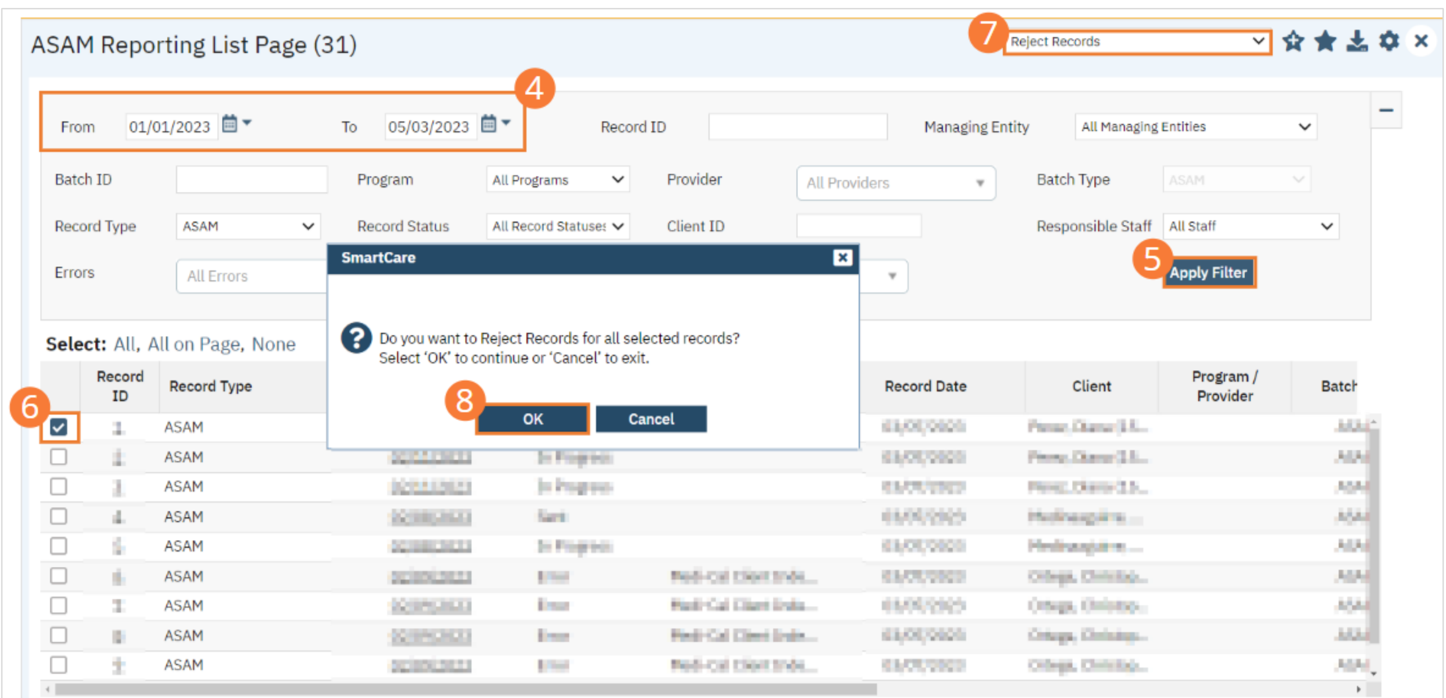


To mark records as rejected:

49. **Select the Search icon.**
50. **Type "ASAM Reporting List Page"** into the search bar.
51. **Click to select "ASAM Reporting List Page (My Office)" from the search results**.



52. The ASAM Reporting List Page (My Office) list page will open. **Filter the results to display the records needing to be rejected**. This can be done a number of ways, including by Date, Status, or Batch ID.
53. **Click the Apply Filter button.**
54. To reject records, **select the checkboxes on the left, click All or All on Page.**
55. Use the Action dropdown to **select Reject Records**.
56. A popup window will open prompting you to Reject the record. **Select 'OK' to continue or 'Cancel' to exit**.

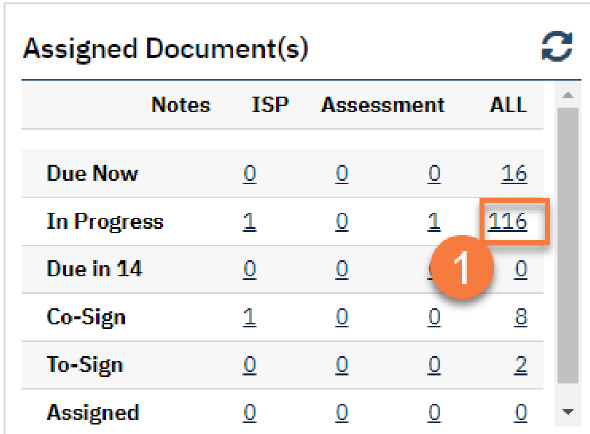


Service Authorizations

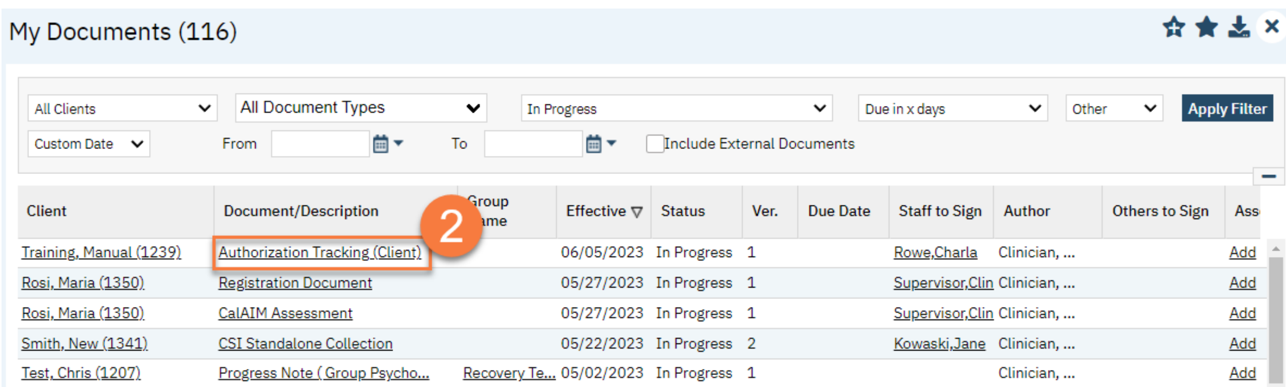
CalMHSA is working on development that will streamline service authorization requests, review, and approval.

How to Review a Service Authorization Request

1. In your Assigned Documents widget, click on the "In Progress" link in column "ALL".



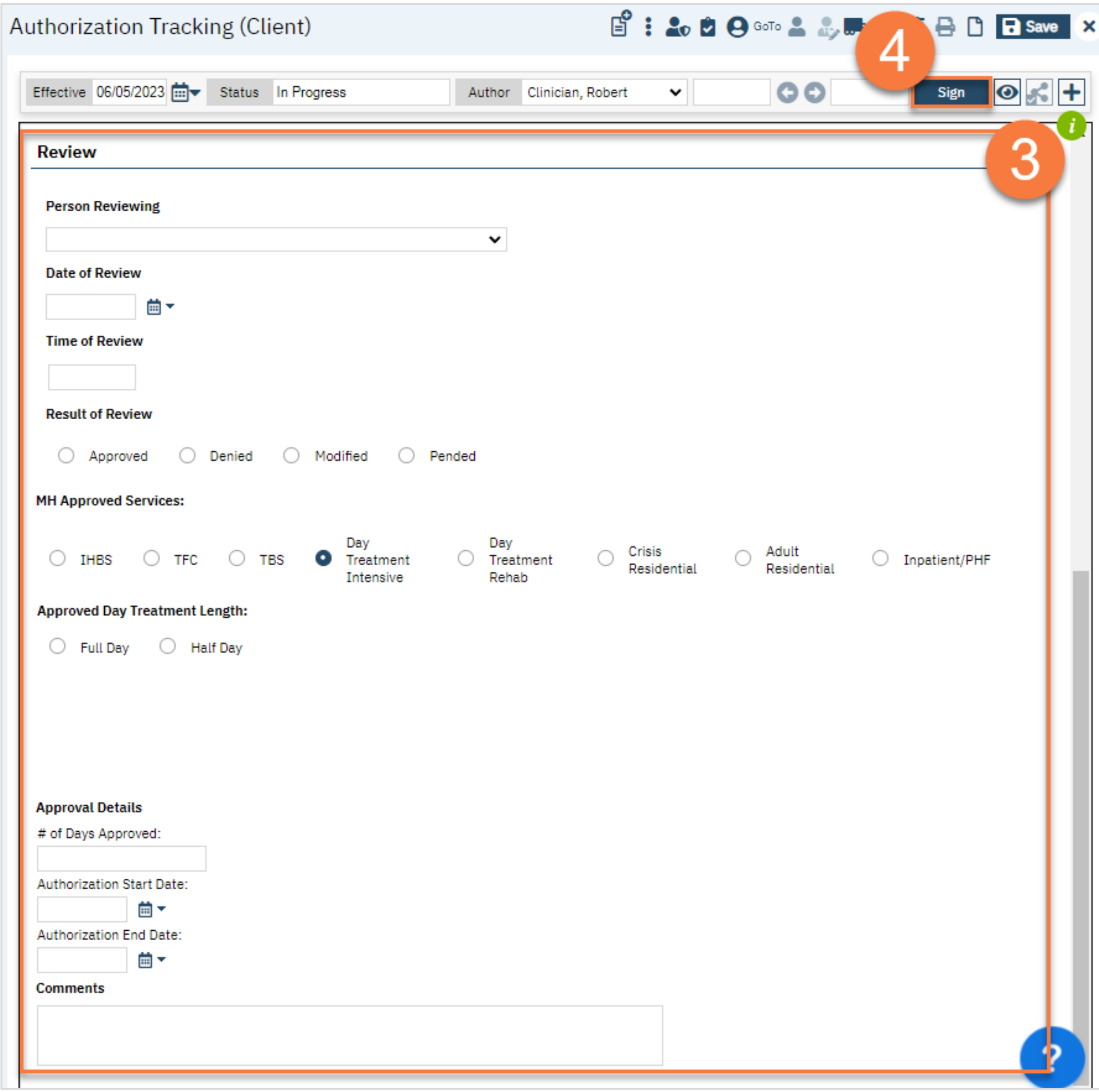
2. This takes you to the My Documents list page. Use the filters to find the Authorization Tracking document that is marked as "in Progress." Click on the link in the Document/Description column.



3. This takes you to the Authorization Tracking document. Review the Request section and complete the Review section.
   a. Person Reviewing – Enter your name here.
   b. Date of Review – This is the date you are reviewing this authorization.
   c. Time of Review – This is the time you are reviewing this authorization. This is required for urgent requests.
   d. Result of Review – Select whether this authorization is approved in full, denied in full, modified (partly approved), or pended (sent back for more information).
   e. Approved Services – Confirm what services you're authorization. Some services require additional information. Example: Day Treatment Services require you to enter whether you're requesting full-day or half-day services.
   f. # of Days Approved – Enter the number of days you want this service to be authorized for. Some services may have some limits on the number of days that can be requested. Make sure you know what the regulations around the requested services are.

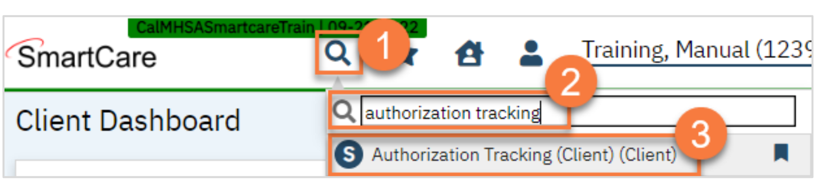
g. Authorization Start Date – Enter the date this authorization starts. This may be today but may be back-dated or forward dated.
h. Authorization End Date – This will automatically populate based on the start date and the total number of days authorized.
i. Comments – Enter any comments about your authorization review.

4. Click Sign.

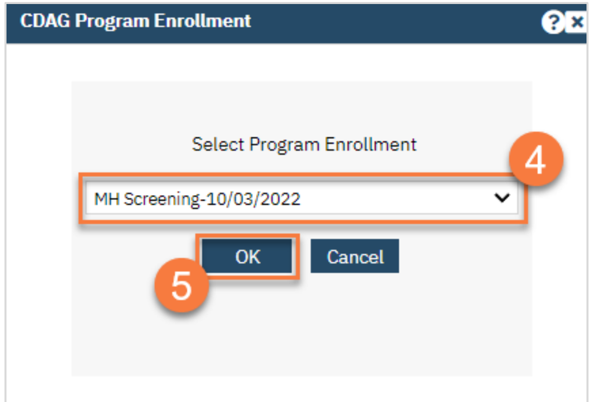


How to Document a Service Authorization Request and Review

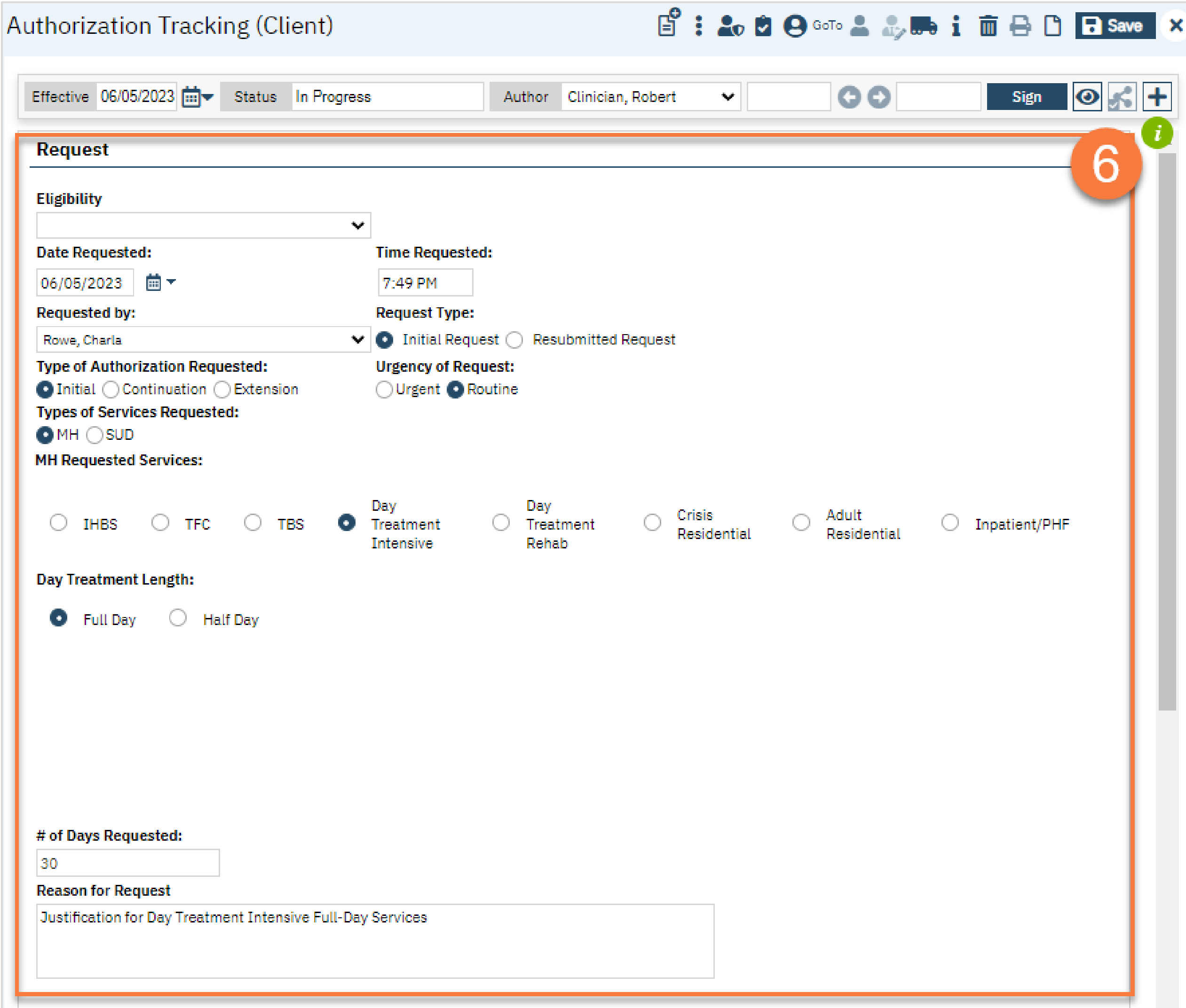
1. Click the Search icon.
2. Type "Authorization Tracking" in the search bar.
3. Select "Authorization Tracking (Client)" from the search results.



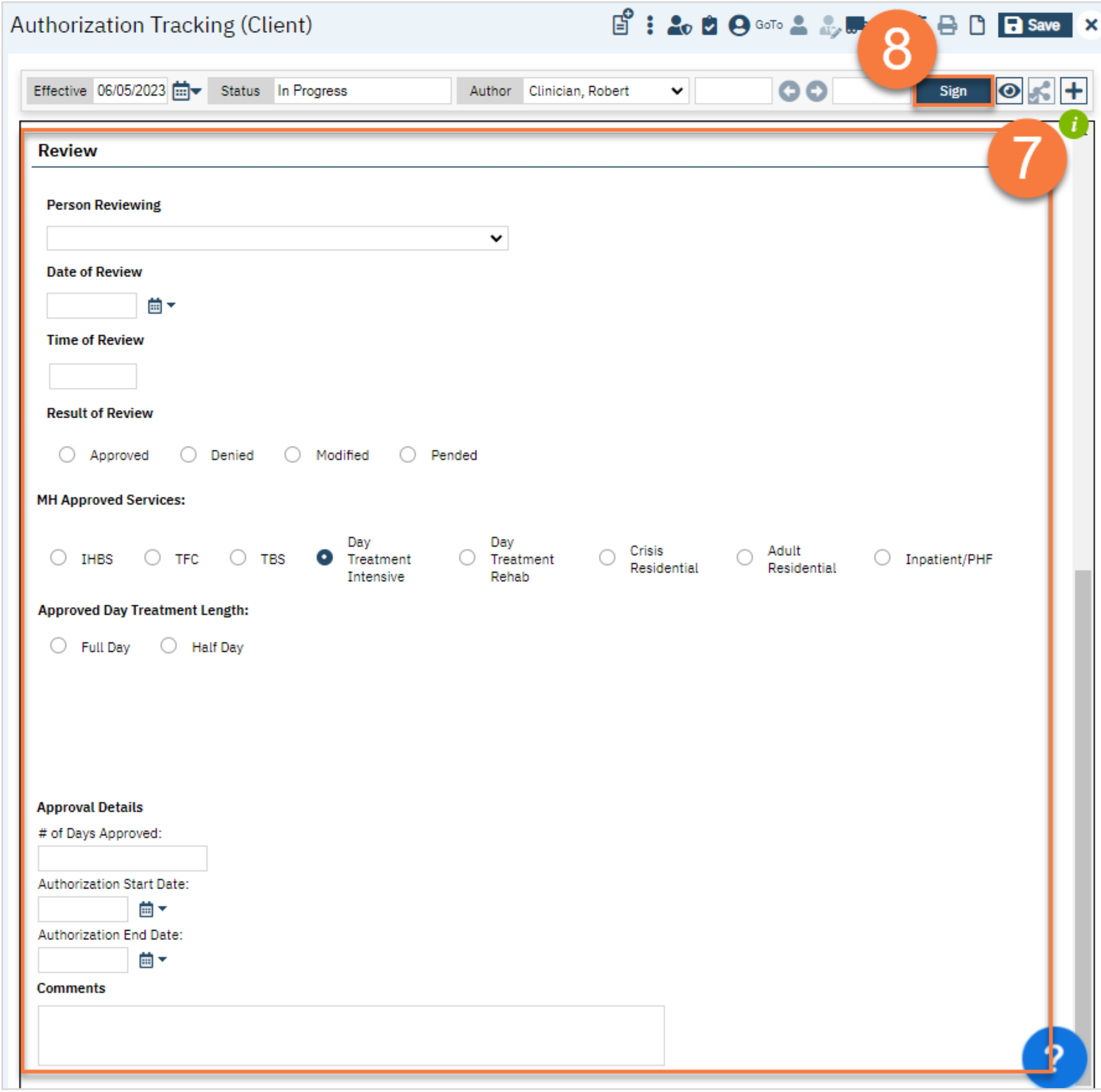
4. In the CDAG Program Enrollment window pop-up, **click the drop down** and **click to select** the appropriate program.
5. **Click OK** to continue.



6. This takes you to the Authorization Tracking screen. **Complete the Request section** based on the request you received.
    a. Eligibility – select the client's payor information that this request is under.
    b. Date Requested – This is the date this authorization was requested.
    c. Time Requested – This is the time this authorization was requested. This is required for urgent requests.
    d. Requested by – Enter the requestor's name here.
    e. Request Type – If this is your first time putting in this request, select "Initial Request". If you've previously reviewed this authorization but it was sent back for corrections or more information, select "Resubmitted Request".
    f. Type of Authorization Requested – Select whether this is an initial request for these services, a request to continue services previously authorized, or whether the requestor is asking for an extension on a current request for services.
    g. Urgency of Request – Select whether this request is urgent or routine.
    h. Types of Services Requested – Select whether the request is for Mental Health (MH) or Substance Use Disorder (SUD) services. Making this selection will open up additional options. Select the specific service being requested. Some services require additional questions. Example: Day Treatment Services require you to enter whether the request is for full-day or half-day services.
    i. # of Days Requested – Enter the number of days requested. Some services may have some limits on the number of days that can be requested. Enter the number of days requested, even if it is outside of regulatory requirements.
    j. Reason for Request – Enter the reason given for requesting these services.



7. Review the Request section and **complete the Review section**.
   a. Person Reviewing – Enter your name here.
   b. Date of Review – This is the date you are reviewing this authorization.
   c. Time of Review – This is the time you are reviewing this authorization. This is required for urgent requests.
   d. Result of Review – Select whether this authorization is approved in full, denied in full, modified (partly approved), or pended (sent back for more information).
   e. Approved Services – Confirm what services you're authorization. Some services require additional information. Example: Day Treatment Services require you to enter whether you're requesting full-day or half-day services.
   f. # of Days Approved – Enter the number of days you want this service to be authorized for. Some services may have some limits on the number of days that can be requested. Make sure you know what the regulations around the requested services are.
   g. Authorization Start Date – Enter the date this authorization starts. This may be today but may be back-dated or forward dated.
   h. Authorization End Date – This will automatically populate based on the start date and the total number of days authorized.
   i. Comments – Enter any comments about your authorization review.
8. **Click Sign**. If needed, you can also print out this document.


Authorization Tracking (Client)
GoTo
Save
8
Effective 06/05/2023
Status In Progress
Author Clinician, Robert
Sign
7
Review
Person Reviewing
Date of Review
Time of Review
Result of Review
Approved
Denied
Modified
Pended
MH Approved Services:
IHBS
TFC
TBS
Day Treatment Intensive
Day Treatment Rehab
Crisis Residential
Adult Residential
Inpatient/PHF
Approved Day Treatment Length:
Full Day
Half Day
Approval Details
# of Days Approved:
Authorization Start Date:
Authorization End Date:
Comments

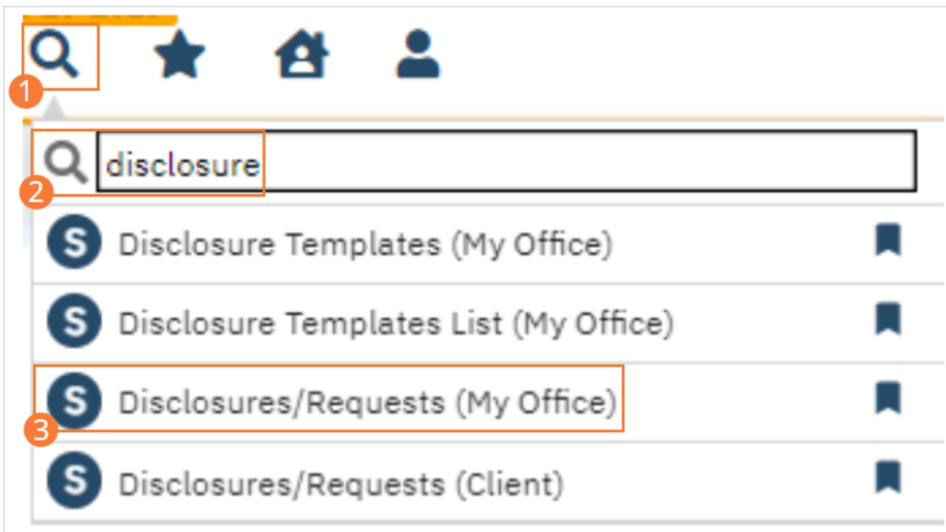
Disclosures and Requests

This section will review how to view and document disclosures of protected health information.

Display Disclosures and Requests List Page

How to Display the Disclosures and Requests List Page

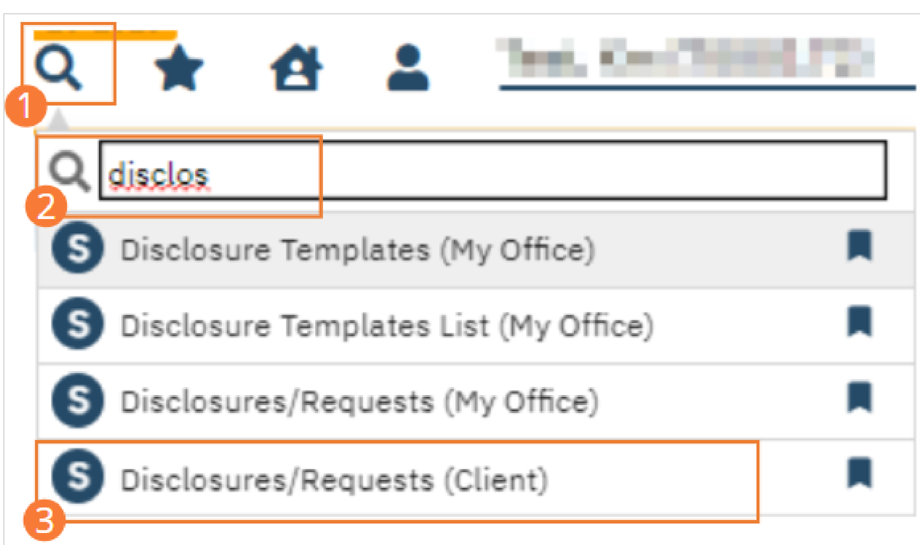
1. Click the Search icon.
2. Type 'Disclosure' into the search bar.
3. Click to select Disclosures/Requests (My Office). The Disclosures/Requests list page screen will open.



How to Display the Client Disclosures and Requests List Page

The Client Disclosures and Requests list page allows you to manage the Disclosures and Requests for a single client.

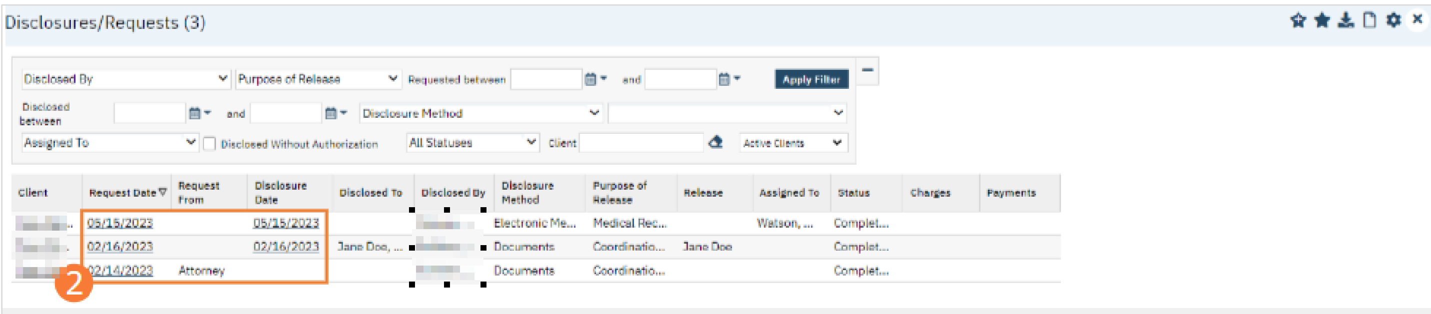
1. With an active client selected, click the Search icon.
2. Type 'Disclosure' into the search bar.
3. Click to select Disclosures/Requests (Client). The Client Disclosures/Requests list page screen will open.



Disclosures and Requests Actions

How to Display an Existing Disclosure or Request

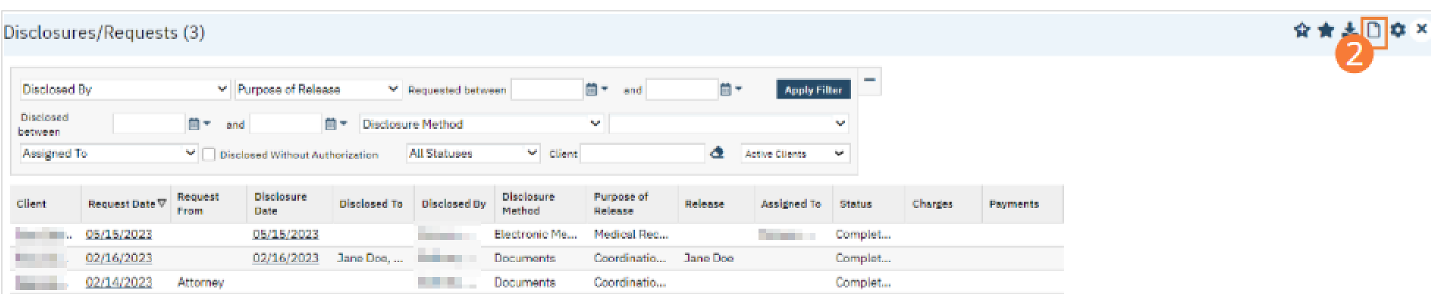
1. Begin on the Disclosures/Requests List Page.
2. **Click the hyperlink in the Request Date column or the Disclosure Date column.** The existing request or disclosure will open.



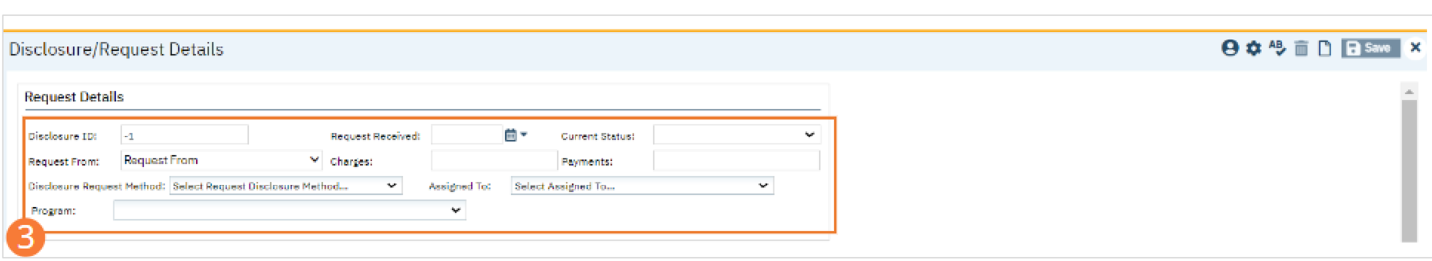
How to Create a New Disclosure or Request

Requests can be initiated here and saved without completing the Disclosure section of the screen. This allows staff members to consider and work requests, which will remain open and accessible through the Disclosures/Requests (My Office) and Disclosures/Requests (Client) pages. Use the steps under How to Display an Existing Disclosure or Request to access in-progress Requests.

1. Begin on the Disclosures/Requests List Page. Ensure that an active client has been selected.
2. **Click the New icon in the toolbar.** A new request or disclosure page will open.



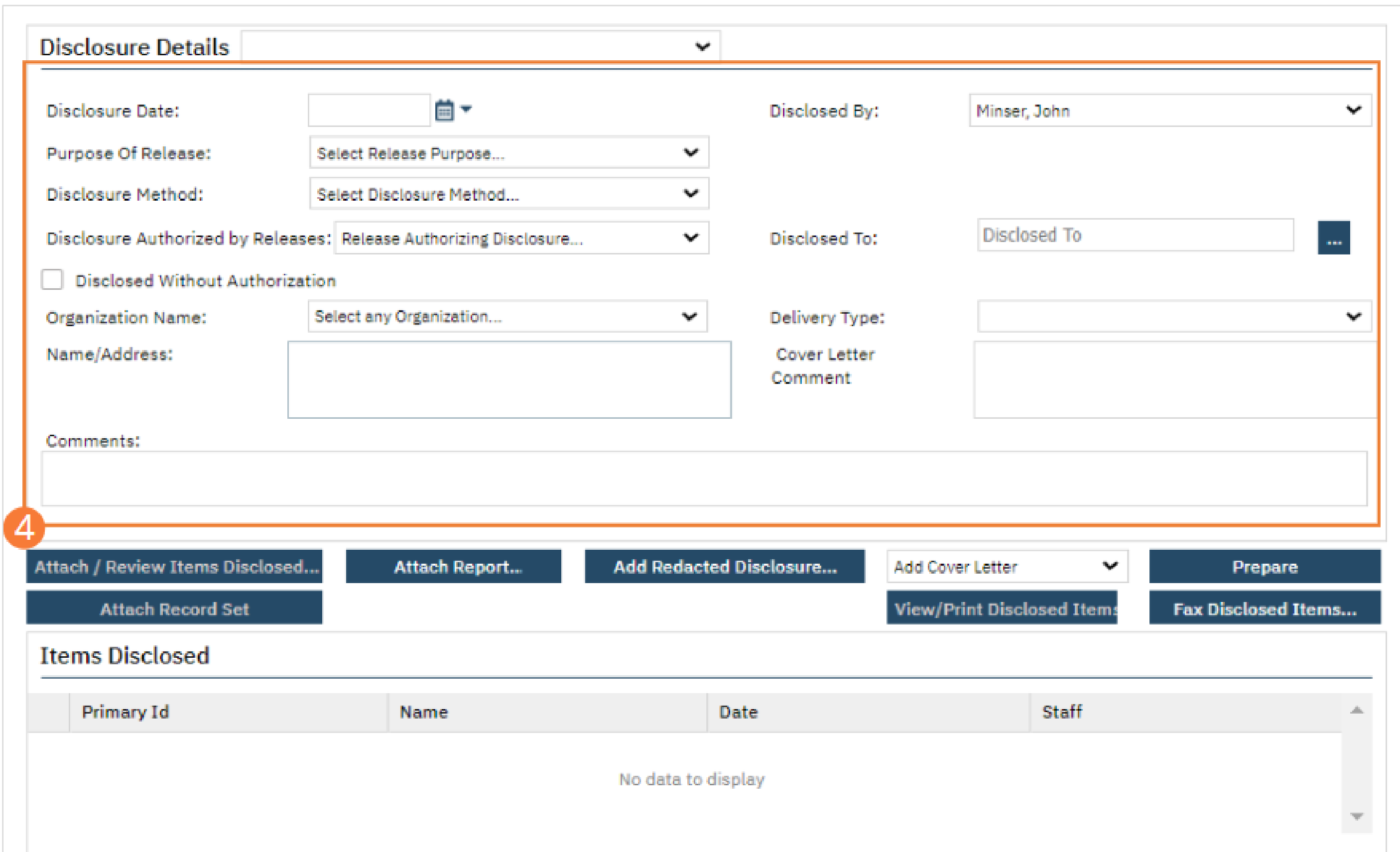
3. **Enter information about the Request in the Request Details section.**
   a) Select a date the request was received and enter a status of the request. Select who the request was received from. If appropriate, record charges and payments. Select the Disclosure Request Method from the dropdown. If assigned to a staff member, select them from the dropdown and save.

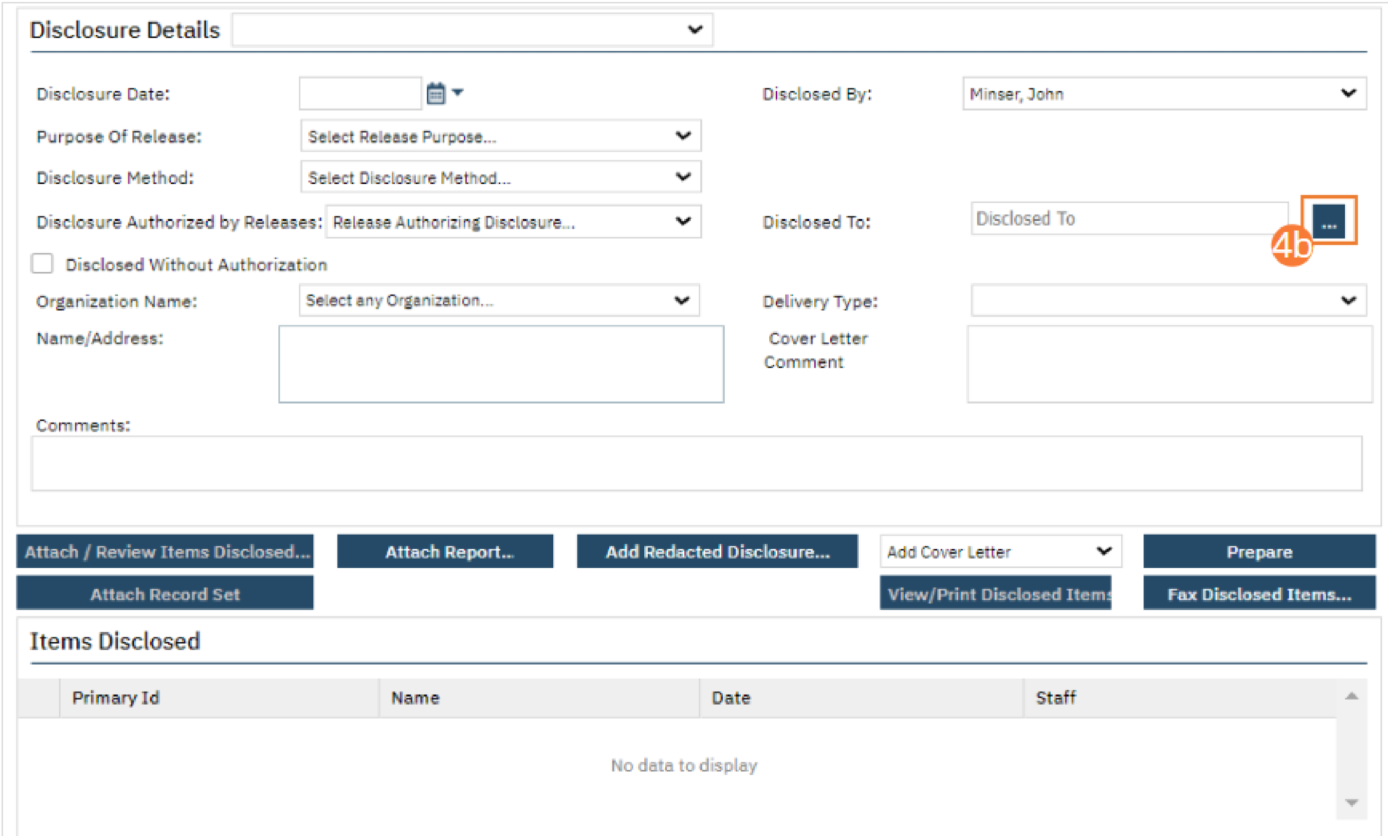


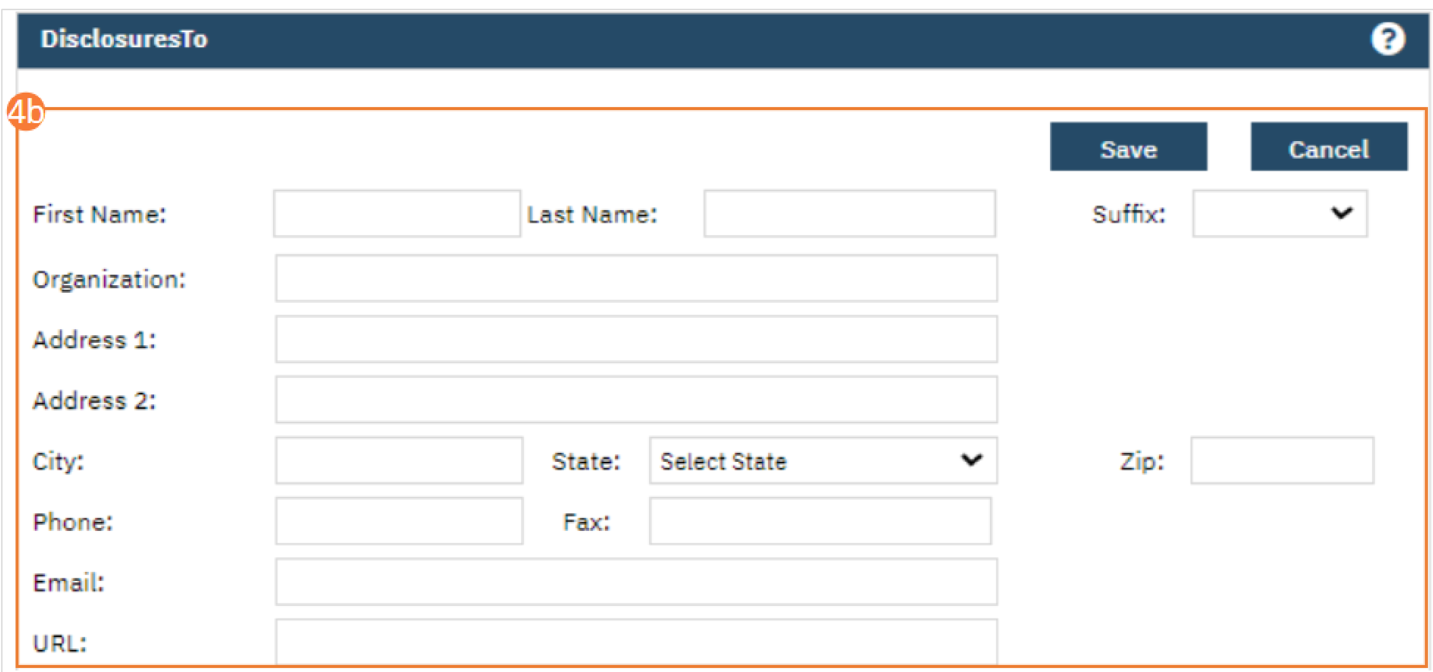
4. **Once the Disclosure is performed, record information about it in the Disclosure Information section.**

a) Select the disclosure date. Select the person who performed the disclosure from the dropdown. Select the purpose of the disclosure and the method from the dropdowns. Select the release that authorizes the disclosure (this will require an existing Release of Information form from this client). If no ROI exists, select the Disclosed Without Authorization checkbox. Type the name of the person who the information was disclosed to into the field. Select the organization from the dropdown. Select the disclosure method from the dropdown. If necessary, type information into the Name/Address, Cover Letter, and Comment fields.

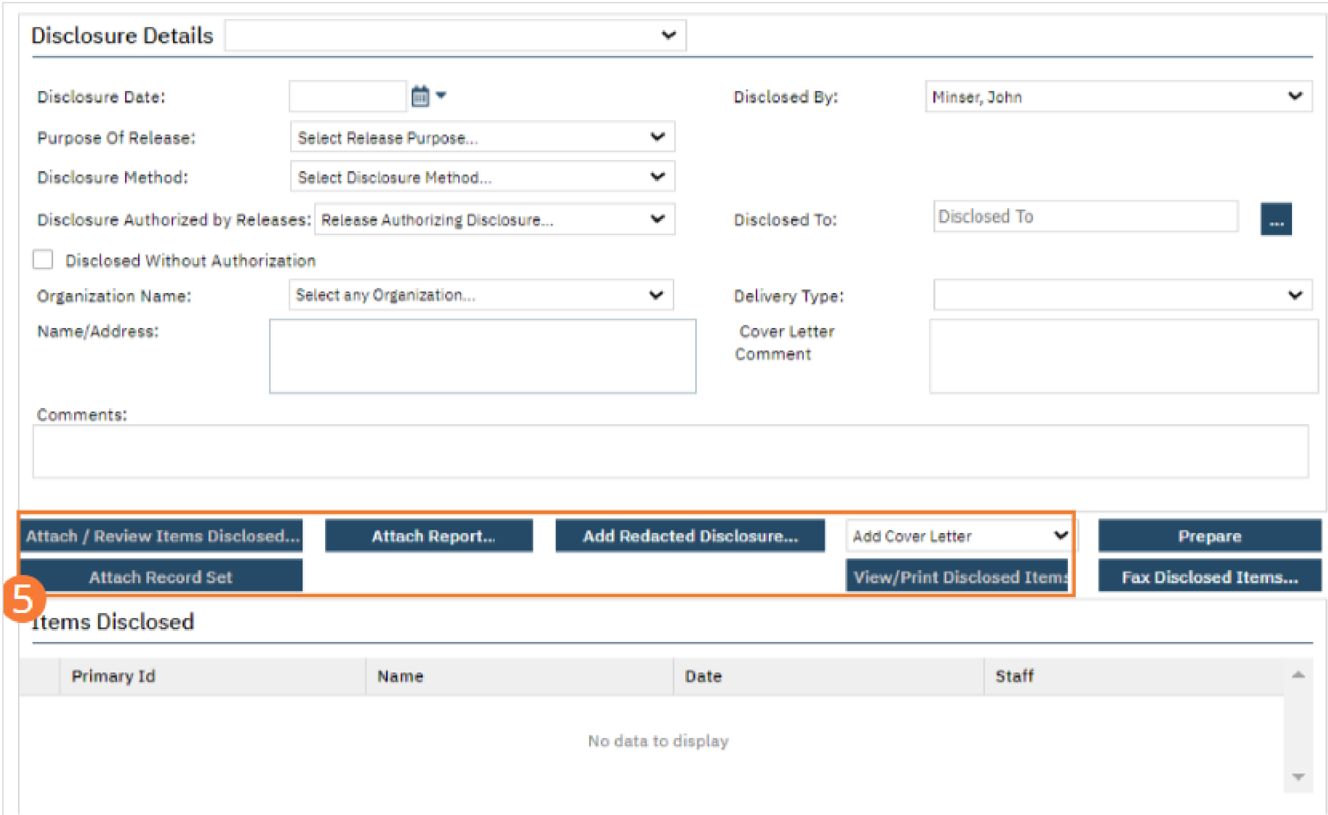
b) If the person to whom information was disclosed is not found, a '…' button will initialize. Click the button to add information about the person the information was disclosed to. Once information is added, click Save.



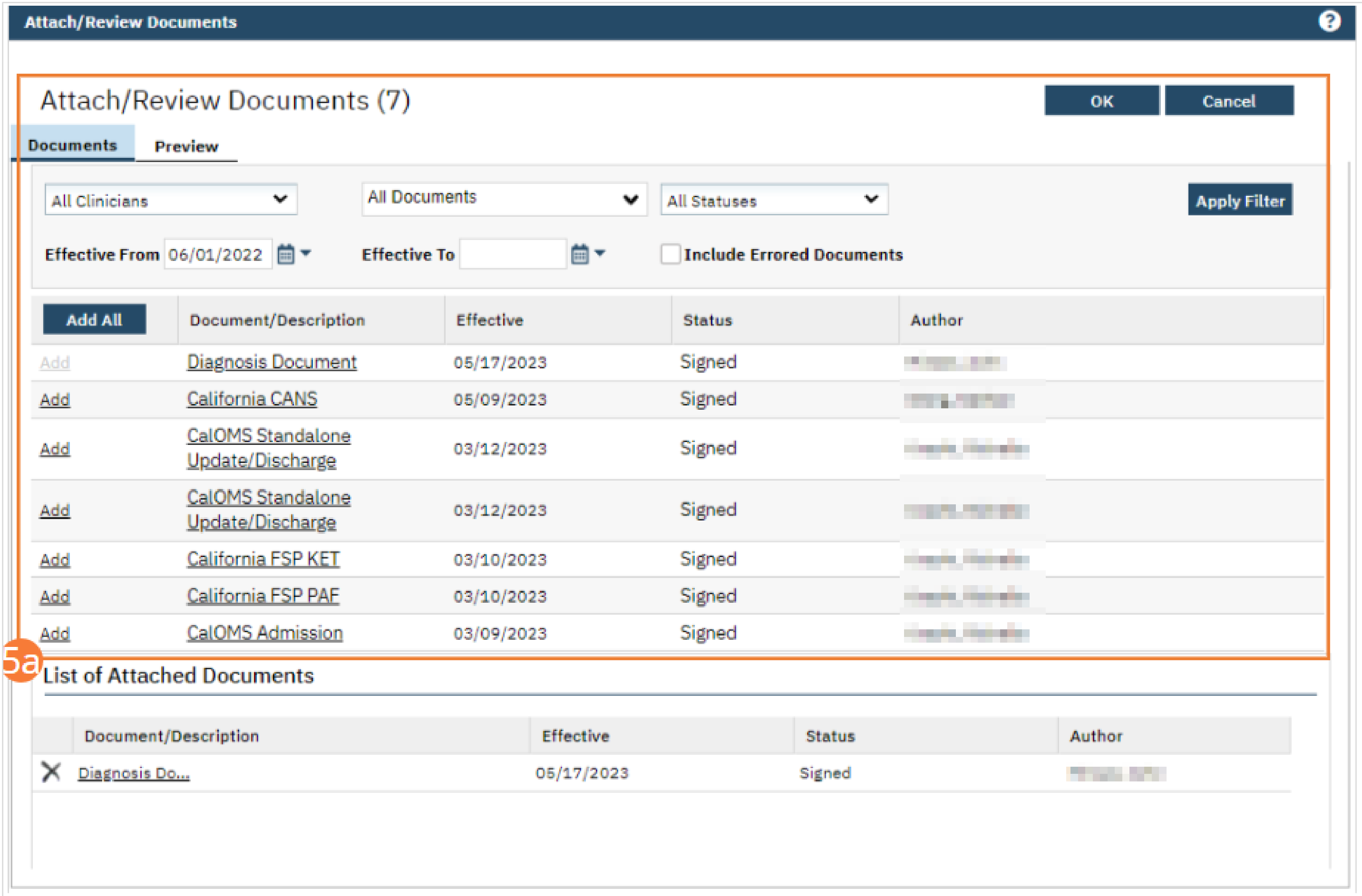




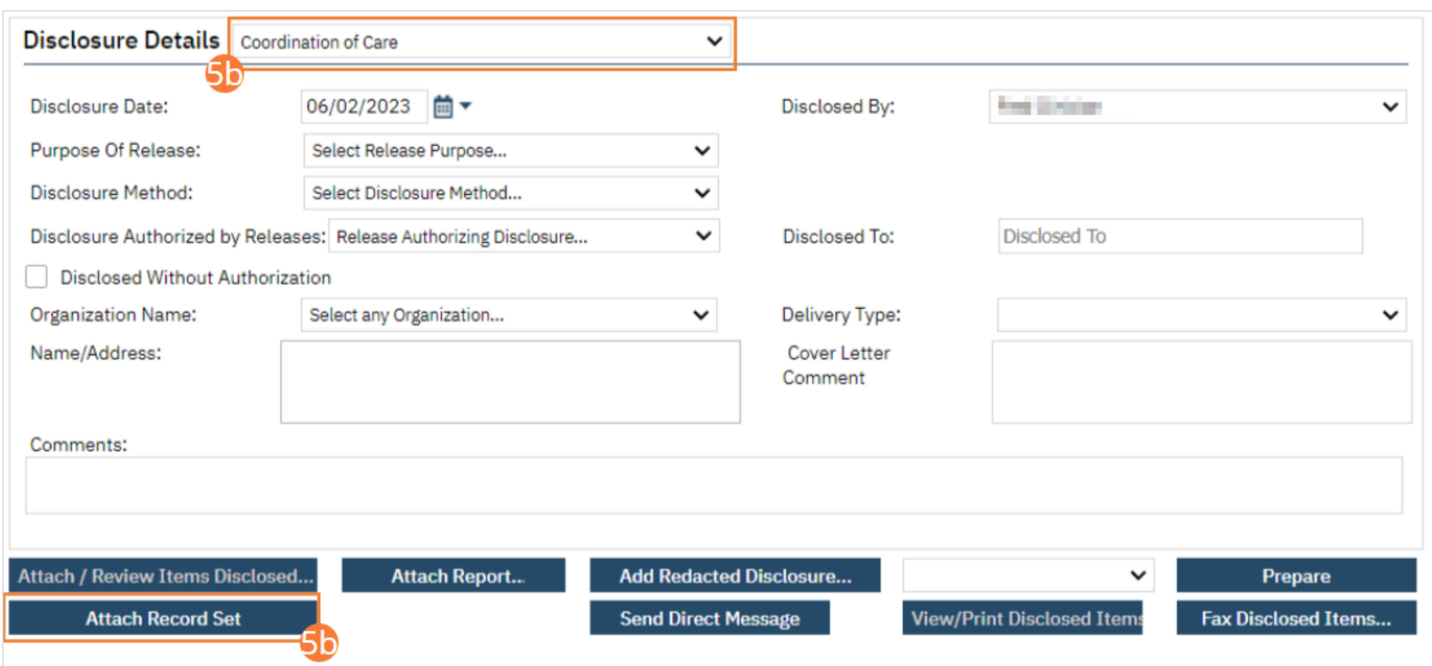
5. Click the button for any item that will be attached to the disclosure.



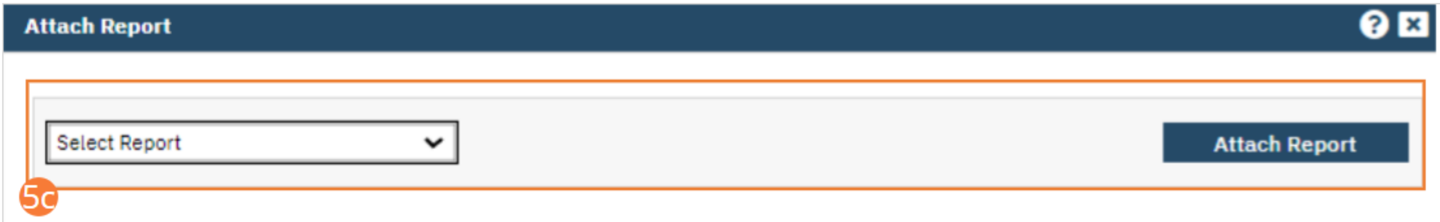
a) Click Attach/Review Items Disclosed. In the pop-up, click Add for each item that should be attached. Review the list of items in the List of Attached Documents section. Click the X beside an item to remove it. Click OK.



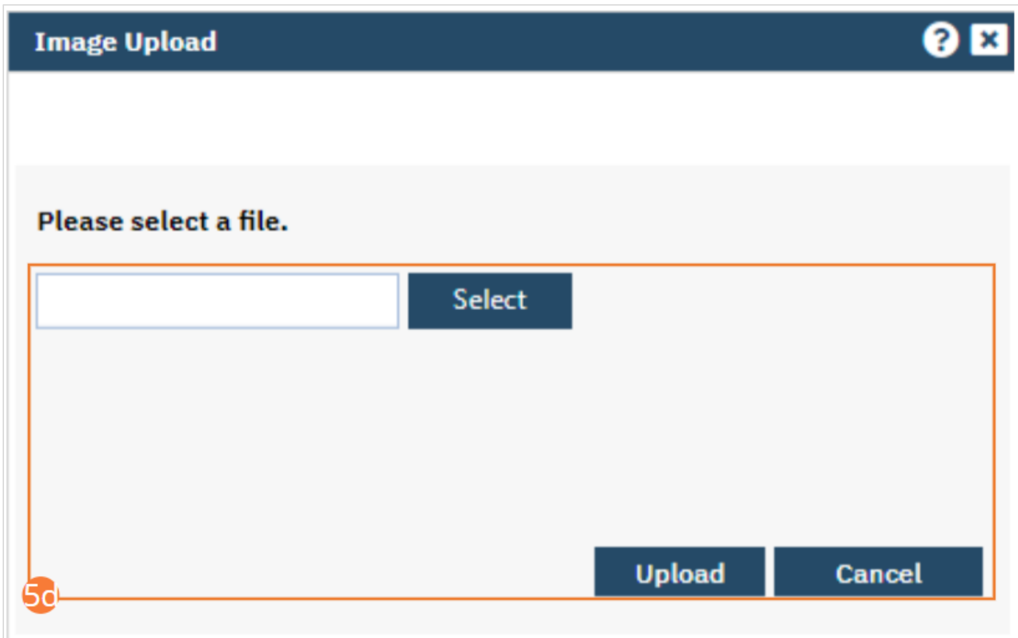
b) To attach a Record Set, you must choose a Disclosure Template from the dropdown beside the Disclosure Details header. Click Attach Record Set. The record set associated with the template will be attached.



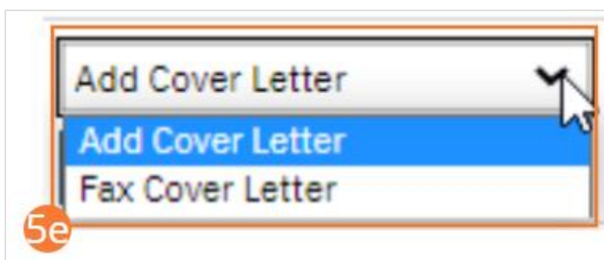
c) Click Attach Report. In the pop-up, select the desired report from the dropdown, then click Attach Report.



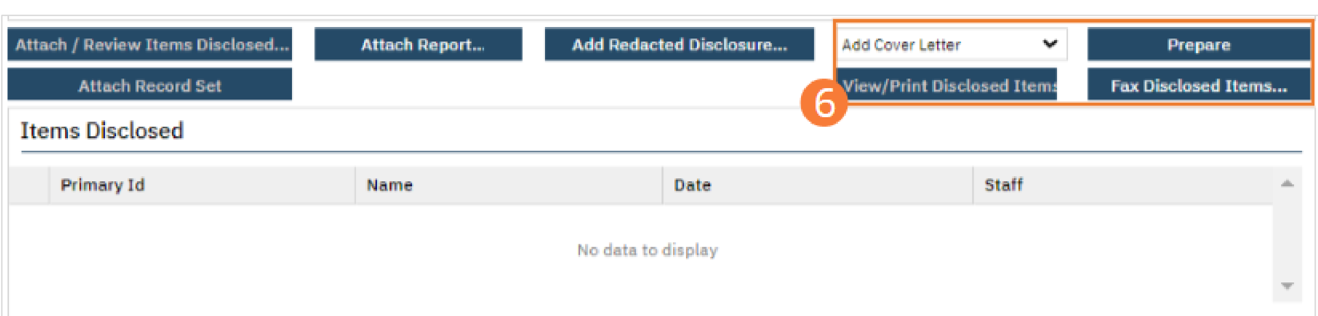
d) Click Attach Redacted Disclosure. In the pop-up, click 'Select' and choose a file from your computer's file structure. Click Upload.



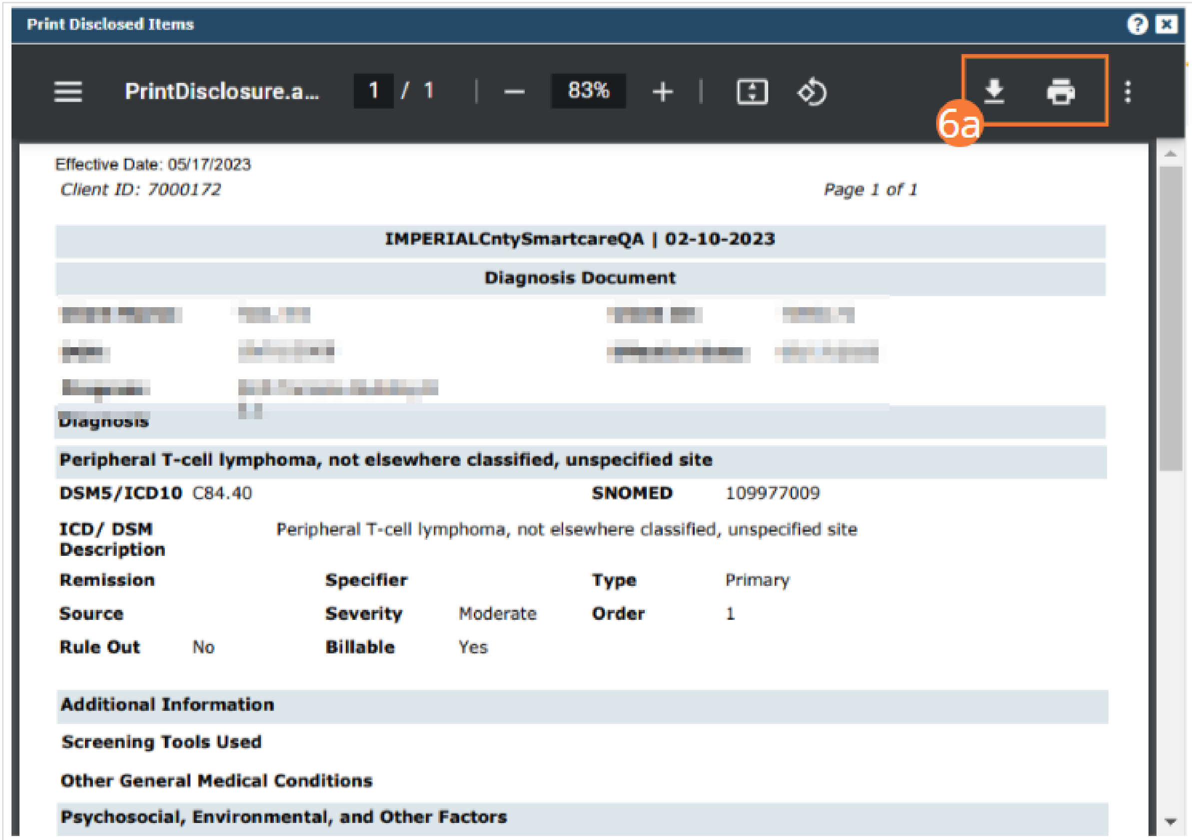
e) Select an option from the Add Cover Letter dropdown.



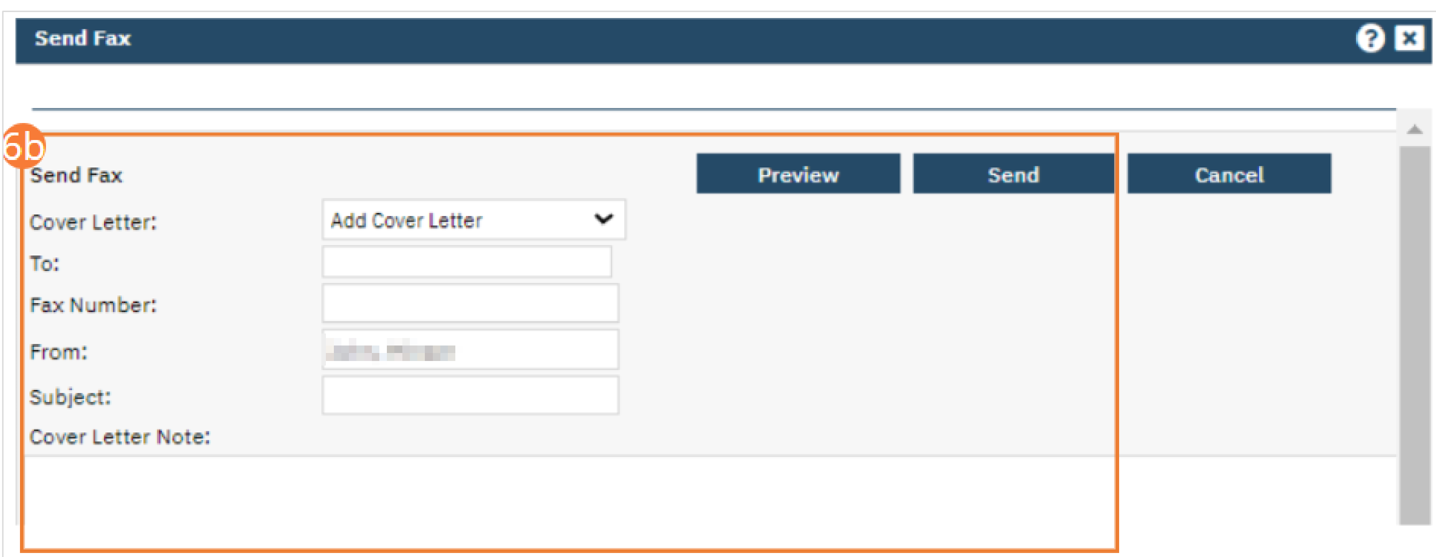
6. Once all desired attachments have been added to the disclosure, **choose a method for disclosure.**



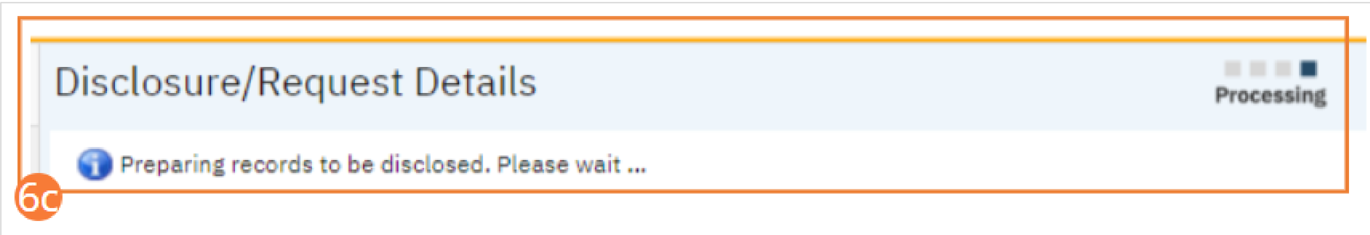
a) To print, click View/Print Disclosed Items. Click Download or Print to save or print the document. Complete the disclosure according to the recorded method.

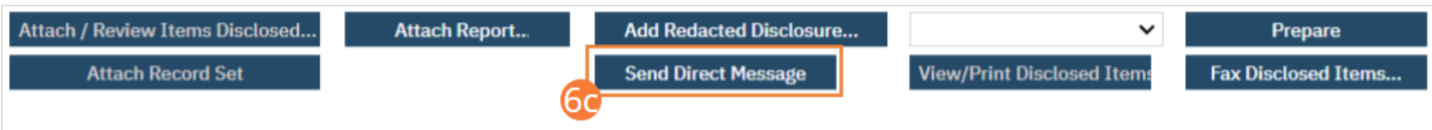


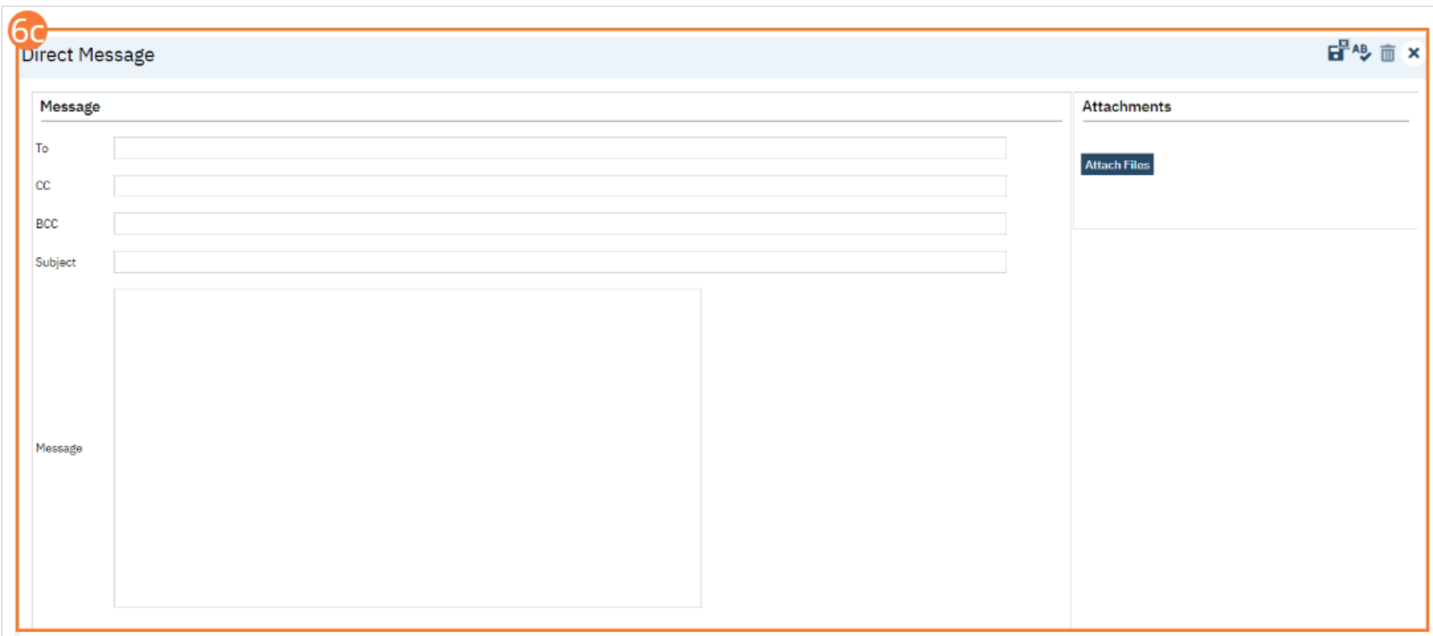
b) To fax, click Fax Disclosed Items. Select a cover letter from the dropdown, then enter the recipient and the fax number. Add a subject and cover letter note. Preview if desired, then click Send.



c) To send as a Direct Message, click Prepare. A processing message will appear. When processing is completed, select the Send Direct Message button. A Direct Message screen will appear. Enter an email address, subject, and message, and attach any other files desired. Click Save and Close to send the direct message and attached disclosure.


Disclosure/Request Details
Processing
Preparing records to be disclosed. Please wait ...
6c


Attach / Review Items Disclosed...
Attach Report...
Add Redacted Disclosure...
Prepare
Attach Record Set
Send Direct Message
View/Print Disclosed Items
Fax Disclosed Items...
6c


6c
Direct Message
Message
Attachments
To
CC
BCC
Subject
Message
Attach Files