California OIG/NACT/274 User Guide

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Overview

The purpose of this user guide is to outline the reporting process, workflow and logic for reporting California OIG Audits, NACT MH/SUD and produce a 274 file from the SmartCare system. The recommended workflow from prior to go live to post go live is as follows:

1. Before going live, staff records can be migrated into the system so that the system is set up and ready to use. The recommended data migration is in the California State Reporting Data Migration Needs worksheet. The Data Elements for the Sites or Programs all start with NACT or 274. The Staff or Provider Data leverage the Staff Provider Upload xls. template.
2. Once live, the CalMHSA workflow is that each staff is entered manually by a county staff person after go live. All staff updates are also maintained manually.

Reporting Process

The reporting workflow includes the following process:

1. County staff create Staff in SmartCare Provider Staff table using the Workflows noted below.
2. SmartCare process finds all New or Updated Staff Records through a job and Adds to Provider Staff Uploads screen
3. User can navigate to see Staff details from the job extract by clicking on the UploadId hyperlink OR directly open the Provider staff details screen to see all the staff records
4. User can review errors on the Provider Staff details screen and work on those errors by clicking on the individual Staff Id hyperlink and edit data in the DFA screen
5. Once ready, user will come back to the Provider Staff details screen to extract staff data in the respective format for OIG/NACT/274 by clicking on the tools on the top right corner of the screen
6. If there are records with errors, Staff will get alert : You have one or more records with errors. Do you want to proceed with creating a file for only the clean records?
7. If user chooses to proceed, OIG/NACT/274 file is produced to be reported

Reporting User Interface

Provider Staff Details is the Screen where a user can see all of the staff which will be reported in the NACT and 274 processes. The purpose of the screen is to view the data which is or will be reported and errors that could occur during submission.

Monitoring Reporting Prior to Submission

The errors in the Staff record can be monitored by the error icon that appears against each staff record. On-hover of this icon comma-separated error messages will be displayed for the user to correct those errors before submission. See screenshot below.


The user can work on cleaning the errors by going to the respective staff details and filling the missing data or by updating incorrect/invalid data.

The user can delete Staff records that need to be excluded from the submission OR that are no longer needed to be reported. The user can do so by filtering for such staff records and by clicking on the delete icon on the Provider Staff details list page. This will delete all the staff records that are currently displayed on the screen.

Creating a New Extract and Submitting Files
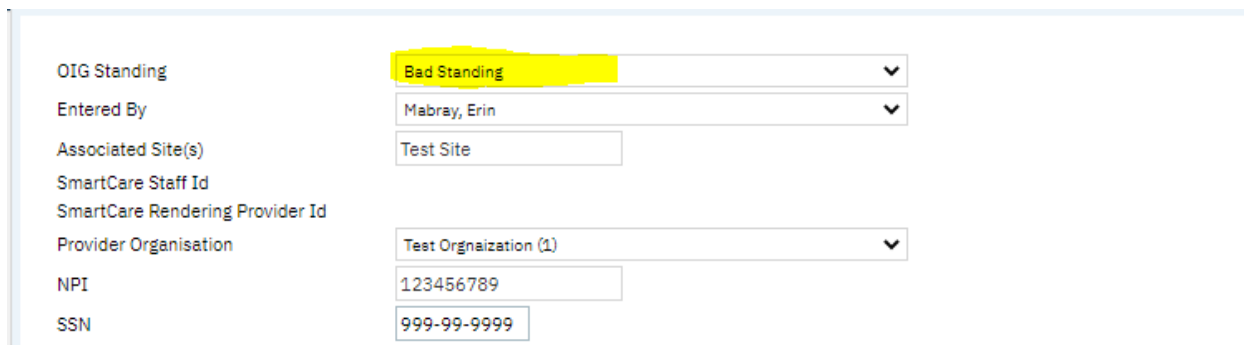
Once all the staff records are reviewed and the data is ready for submission, the respective button can be clicked to Extract OIG/NACT SUD/NACT MH or 274 MH file in their State specified format. The reportable file will be downloaded for the user to review and manually upload to their State Portal for validity.
- All Staff Statuses filter can be used to determine which records are included in a 274 file.
  - Filter for 'Staff with current record' = The 274 will include only staff records with the green checkmark, indicating they are without errors.
  - Filter for 'All Staff Statuses' or 'Staff with Errors' = The 274 file will include all records per the logic below of records included.

3
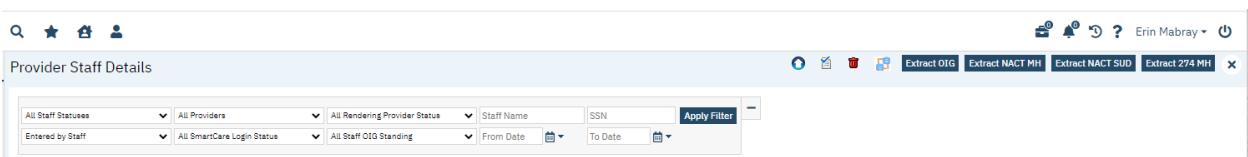
Staff with OIG Bad Standing

Upon submitting Staff records to OIG, each staff member will be evaluated for whether they are OIG good standing or OIG bad standing. If a provider has a record in the OIG LEIE database indicating that they are not in good standing, a few things should happen. The user should manually go to the Staff record and update the OIG Standing field to Bad Standing.

For the staff records flagged as OIG Bad Standing, the following will happen:
1. Staff login and Rendering Provider status will be made Inactive to prevent the staff from providing services and deny the claims for the services provider by that clinician
2. This staff will be excluded from OIG/NACT/274 submissions

Workflows for Collecting Data

1. For county staff and external provider staff - The county staff will be entering all staff records into SmartCare >> Staff/Users List page. In order for the 274 process to work properly, the Staff Details >> Custom Fields must be filled out as follows:
   a. Staff is reportable to NACT/274 and Information is complete: This checkbox must be selected in order for the Staff record to be pulled into the 274 file.
   b. Licensing Entity: Enter the staff's licensing entity that is reported in 274
   c. California Professional Certification Number: Enter the staff's number
   d. Provider Gender: One selection from the drop down is required
   e. Waivered Provider: Answer Yes or No
   f. Direct Service Offered by Provider: Answer Yes or No
   g. Registered Provider: Answer Yes or No
   h. Hours of Cultural Competence Training Completed: Enter the number of hours and update as these hours increase.
   i. Language Capacity: Required to enter for each language
   j. Provider Type: Select the applicable types
   k. Contract Effective Date and Expiration Date: Keep updated based on the current contract
   l. Service Type: Select the applicable service types

m. Satellite Address Site: If applicable, enter the address information for the staff's satellite site
n. Frequency of Provider Using Satellite Site: If applicable, select from the drop down is required
o. Type of Board Certification: One selection from the drop down is required
p. Cultural Competence Training: Answer Yes or No
q. Telehealth Indicator: One selection from the drop down is required
r. Field Based Services: Answer Yes or No
s. Distance Provider Travels to Field Based Services: One selection from the drop down is required
t. Maximum Number of Medi-Cal Members this Provider will Accept-Children: Enter a whole number
u. Maximum Number of Medi-Cal Members this Provider will Accept-Adults (21 and over): Enter a whole number
v. Full-Time Equivalent: Enter a whole number
w. Provider Profit Status: One selection from the drop down is required
x. Mental Health Provider Area of Expertise: One selection from the drop down is required
y. Mental Health Provider Practice Focus: One selection from the drop down is required
z. Full-Time Equivalent - Serving Children: Enter a whole number
aa. Full-Time Equivalent - Serving Adults: Enter a whole number
bb. Professional Affiliation: One selection from the drop down is required
cc. Affiliated NPI: Provider the NPI
dd. Additional Affiliated NPI: Provider the NPI
ee. Language Proficiency Indicator: Select A or B
ff. Click the Save tool in the toolbar of the screen as information is entered on this screen.

NACT SUD Reporting

Staff is reportable to NACT/274 and Information is complete ☐

Licensing Entity `TEST`   California Professional Certification Number `_____`

Waivered Provider ○ Yes ● No   Provider Gender `F = Female ▾`

Registered Provider ○ Yes ● No   Direct Services Offered By Provider ○ Yes ● No   Board Certified Psychiatrist ○ Yes ● No

Age Group(s) Served `All Ages ▾`   Hours of Cultural Competence Training Completed `0`   Language Capacity - Arabic `N/A ▾`

Language Capacity - Armenian `N/A ▾`   Language Capacity - Cambodian `N/A ▾`   Language Capacity - Cantonese `N/A ▾`

Language Capacity - English `Fluent ▾`   Language Capacity - Farsi `N/A ▾`   Language Capacity - Hmong `N/A ▾`

Language Capacity - Korean `N/A ▾`   Language Capacity - Mandarin `N/A ▾`   Language Capacity - Other Chinese `N/A ▾`

Language Capacity - Russian `N/A ▾`   Language Capacity - Spanish `N/A ▾`   Language Capacity - Tagalog `N/A ▾`

Language Capacity - Vietnamese `N/A ▾`   Language Capacity - American Sign Language (ASL) `N/A ▾`

Provider Type `Provider Type (SMHS) - Licensed Clinical Social Workers ▾`   Modality (DMC-ODS) `_____ ▾`

Contract Effective Date `07/01/2022 📅▾`   Contract Expiration Date `06/30/2024 📅▾`   Service Type `4 of 6 selected ▾`

Satellite Address Site `_____`   Satellite Suite `_____`   Satellite City `_____`

Satellite State `NONE`   Satellite Zip Code `_____`   Site Used to Meet Time and Distance Standards ○ Yes ● No

Frequency of Provider using Satellite Site `Less than 1 time ▾`   Type of Board Certification `Other ▾`   Cultural Competence Training ● Yes ○ No

Telehealth Indicator `N - This provider does not provide telehealth services ▾`   Field-Based Services ○ Yes ● No   Distance Provider Travels to Field-Based Services `Less than 10 ▾`

Maximum Number of Medi-Cal Members this Provider will Accept-Children `20`   Full-Time Equivalent `0`

Maximum Number of Medi-Cal Members this Provider will Accept-Adults (21 and over) `15`

Provider Profit Status `88 = Not applicable – the individual only practices as part of a ▾`   Accepting New Patients Indicator ● Yes ○ No

Mental Health Provider Area of Expertise `C = Child/Adolescent , A = Adult ▾`   Mental Health Provider Practice Focus `Depressive Disorders DS, Mood Disorders MD, Anxiet... ▾`

Full-Time Equivalent ? Serving Children `50`   Full-Time Equivalent ? Serving Adults `50`

Professional Affiliation `GROUP = Provider Organization or Provider Group ▾`   Affiliated NPI `1033652078`   Additional Affiliated NPI `1225258841`

Language Proficiency Indicator
● A – The site provides certified bilingual providers or certified interpreters who possess certain qualifications or meets standards based on formal testing.
○ B – The site provides oral and/or written proficiency equivalent to that of a native speaker but not a certified interpreter or certified bilingual.

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2. The data for the Provider Staff list page for 274 reporting is populated by a job that is scheduled to run nightly. This job automatically extracts SmartCare Staff data and inserts that into the new Provider Staff upload screens. For the extracted Staff, the system will check their associated Programs for the Site details. And, as for the Provider organization details, the system will look for the Provider Group associated with each Program. Through a custom field available on the Program details screen, the user can setup the Programs by associating them to the Provider Groups that each Program belongs to. See Provider Groups section of this document for details on adding/modifying a Provider Group.

3. If there are errors on the Provider Staff Data, updates are made in the Staff Details screen. This is then pushed to Provider Staff via the job. (If in a crunch and you cannot run the job, please see below for how to manually view and update the Provider Staff records. But note,

if you manually update the Provider Staff records, you must also update the Staff Details screen. Otherwise, the job will overwrite what you manually update.)
4. The only way to exclude staff from reporting is if the staff has one or more License/Degrees that is mapped to the Recode Category XNACT274StaffDegrees. Setup of this recode category is below. All staff with a Degree global code ID mapped to this recode category are excluded from reporting in the 274.

Existing Staff records in the Nightly Job

The nightly job takes the information from the Staff Details screen and creates or updates an entry in the Provider Staff data The nightly job completes the following checks and steps to decide whether to Insert a new Provider Staff or update an existing Provider Staff.
1. The job checks if there is a match with the existing staff data based on SSN, NPI, OR DOB + First name, Last name.
2. If a match is found, the system will record-delete the old record and insert the new record
3. If an existing record is found and has a Staff Id tied to it, then the system updates those Id's to the new record after performing step 1.
4. If no match is found, the job simply inserts the new record.

File Logic

File logic for OIG:

1. Smartcare staff should be collected in the Provider Staff details screen and accounted for OIG reportable file
2. File should be extracted in a .csv format

File logic for NACT SUD:

1. For the Organization section in NACT SUD, consider the Organizations that are entered in Provider Group list page where the 'Substance Use Provider' checkbox is checked and exclude the Provider Groups that have the American Indian Health Facility checkbox checked
2. For Sites, below is the Exclusion logic:

      a. Exclude the Sites/Programs that do not have the custom field Medi-Cal checkbox checked

3. For the Rendering Provider section, Smartcare staff data will be collected in the Provider Staff details screen, with an exclusion of those Staff who have a staff degree mapped to the Recode XNACT274StaffDegrees
4. American Indian Health Facilities: This section will only be populated with organizations where American Indian Health Facilities checkbox and the Substance USe Provider checkbox is selected on the Provider Group Detail page
5. The file should be extracted in a .csv format

File logic for NACT MH:

1. For the Organization section in NACT MH, consider the Organizations that are entered in Provider Group list page where the 'Substance Use Provider' checkbox is not checked and exclude the Provider Groups that have the American Indian Health Facility checkbox checked
2. For Sites, below is the Exclusion logic:
      a. Exclude the Sites/Programs that do not have the custom field Medi-Cal checkbox checked
3. For the Rendering Provider section, Smartcare staff data will be collected in the Provider Staff details screen, with an exclusion of those Staff who have a staff degree mapped to the Recode XNACT274StaffDegrees
4. American Indian Health Facilities: This section will only be populated with organizations where American Indian Health Facilities checkbox is checked and the Substance USe Provider checkbox is not checked on the Provider Group Detail page
5. The file should be extracted in a .csv format

File logic for 274 MH:

1. For the Provider Group section in 274, consider the Organizations that are entered in Provider Group list page where the 'Substance Use Provider' checkbox is not checked and exclude the Provider Groups that have the American Indian Health Facility checkbox checked
2. For Sites, below is the Exclusion logic:
      a. Exclude the Sites/Programs that do not have the custom field Medi-Cal checkbox checked
3. For the Provider detail section, Smartcare staff data will be collected in the Provider Staff details screen, with an exclusion of those Staff who have a staff degree mapped

to the Recode XNACT274StaffDegrees. (This recode category is used to exclude staff from 274 reporting. The recode set up is noted below in this user guide.) In addition, the staff record must also have the following requirements met to be included:

4. In Staff Details Custom Fields, Staff is reportable to NACT/274 and Information is complete must be selected
5. If a staff is associated to more than one site:
   a. In Staff Details - assign the staff to the Programs the staff is associated to. The staff will the report in the 274 under each program they are assigned to in Staff Details.
6. The file should be extracted in a 274 format.

Manual Upload/Entry of Provider Staff

The Provider Staff Uploads Screen is also available in SmartCare. This is an alternative method for entering staff information to complete NACT/274 reporting, which is manual upload, entry or modification from the Provider Staff screens. This section outlines this.
To open the 'Provider Staff Uploads' list page from 'My Office' to view existing Provider staff uploads/County Staff records, search in the Search list for Provider Staff Uploads screen.

Provider Staff Uploads (4)

Upload Id	File Name	Provider	Total Records	Uploaded Date	Uploaded By	Source
1		Test Orgnaization	1		Mabray, Erin	Manual entry
2	TEST - 11 02 2022.xlsx	Test Orgnaization	1	11/02/2022	Admin, System	Excel file
3		Provider Neha - Facility MH	2		Sonkamble, Neha	Manual entry
5	TEST - 11 02 2022.xlsx	1	11/02/2022	Admin, System	Excel file

- Direct entry icon to manually enter Staff records into the system

The Upload Id hyperlink in the above list page will take the user to the Provider Staff Details page where the list of Staff records against that Job extract will be displayed

Provider Staff Details (2)

	Staff ID	Upload Id	Provider Organization	Associated Site(s)	First Name	Middle Initial	Last Name	SSN
✓	3	3	Provider Neha - ...	4,6	Staff First	A	Staff Last	*****3131
✓	4	3	Provider Neha - ...	5	test first	M	Test last	*****5454

Clicking on the Staff Id hyperlink will take the user to the DFA screen where data for that staff will be displayed. For manual entry of Staff, click on the Direct entry icon in the above list page and manually enter the data for new Providers. The same Direct Entry DFA screen can be used to modify details of existing staff records.

OIG Staff Direct Entry

OIG Standing	
Entered By	Sonkamble, Neha
Associated Site(s)	
SmartCare Staff Id	
SmartCare Rendering Provider Id	
Provider Organisation	
NPI	
SSN	
Facility ID	
Monitoring End Date	
First Name	
Middle Initial	
Last Name	
Former Last Name	
Address Line 1	
Address Line 2	

This screen also enables the user to create a Rendering Provider/SmartCare login for a particular staff by clicking on the Buttons at the top. Updates in the Direct entry screen will be reflected in the Smartcare Staff/Provider record if the Staff record has a Smartcare Login/Rendering Provider created

Logic for How the Screen Filters

Provider Staff Uploads
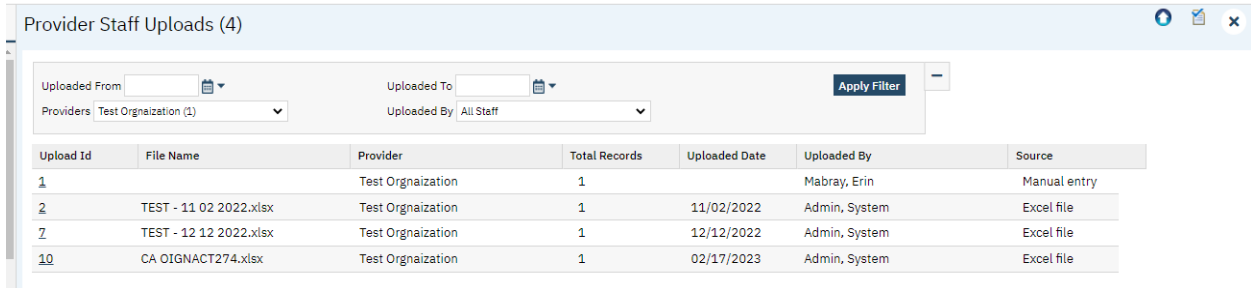
Section	Parameter Name	Parameter Type	Parameter Options	Description	Required (Yes/No)	Default Value
Filter	Uploaded From	date		From and To date that the user wants to see the uploaded data entries for		
Filter	Uploaded To	date		From and To date that the user wants to see the uploaded data entries for		
Filter	Providers	dropdown	Display providers that the logged in staff is permissioned to			All Providers
Filter	Uploaded By	dropdown	Display all staff			All Staff

Provider Staff Details screen

Below is how the filters work

Name	Parameter Type	Parameter Options	Description	Default Value
All Staff Statuses	dropdown	All Staff Statuses Staff with errors Staff with current record	Populate with all the dropdown options in the previous column. Below is what each selection means: All Staff Statuses: Display all staff data based on other filter values ● This filter will produce a 274 file for all records, regardless of errors. Staff with errors: Only display records with errors Staff with current record: Only display records ● This filter will produce a 274 file for records without errors.	All Staff Statuses
Provider	dropdown	Display list of providers that the logged in staff is permissioned to.	Based on this filter selection, display Staff data entries that were made only by that provider	All Providers
SSN	numeric		Filter based on SSN data in the record	
Upload Id	textbox		Filters based on Upload Id	
Entered by Staff	dropdown	Display all staff	Filter based on staff who uploaded/entered data	All Staff
From Date	date		From and To date that the user wants to see the entered data. This date will be based off the Staff Record created date	
To Date	date		From and To date that the user wants to see the entered data. This date will be based off the	

			Staff Record created date	
Rendering Provider Status	Dropdown	All Statuses Requested = Column = Y and Rendering Provider ID is NULL. Not Requested = Column = N Created = a Rendering Provider ID is linked to the record Reviewed and Accepted = Rendering Provider Request Status field on the DFA is set to Reviewed and Accepted Reviewed and Rejected = Rendering Provider Request Status field on the DFA is set to Reviewed and Rejected	In the excel file or manual entry a Staff record will be set to ' Rendering Provider Login' either Yes or No. If set to Yes, the User is asking the County staff to allow a Rendering PRovider be created for the staff record. The County Staff User will then filter for Requested statuses using this filter. Review and if they approve creating a Rendering PRovider, will set the 'Rendering Provider Request Status' field to 'Reviewed and Accepted' and will use the Tool/button in the toolbar to create a Rendering Provider. Once this is done, the Rendering Provider's Provider ID will be linked to this Staff record. And now the filter for the record would be Created because the Request column = Y and now there a Provider ID linked. If the user selects 'Reviewed and Rejected', the user should not be able to create a Rendering Provider from the toolbar.	
SmartCare Login Status	Dropdown	All Statuses Requested = Column = Y and SmartCare Login is NULL. Not Requested = Column = N Created = a Staff ID is linked to the record Reviewed and Accepted = SmartCare Login Status field on the DFA is set to Reviewed and Accepted Reviewed and Rejected = SmartCare Login Status field on the DFA is set to Reviewed and Rejected	In the excel file or manual entry a Staff record will be set to 'Request SmartCare Login' either Yes or No. If set to Yes, the User is asking the County staff to allow a SmartCare login to be created for the staff record. The County Staff User will then filter for Requested statuses using this filter. Review and if they approve creating a SmartCare login will use the Tool in the toolbar to create a SmartCare login. Once this is done, the Staff ID will be linked to this Provider Staff record. And now the filter for the record would be Created because the Request column = Y and now there a Staff ID linked. If the user selects 'Reviewed and Rejected', the user should not be able to create a SmartCare Login from the toolbar.	
OIG Standing	Dropdown	All Staff Good Standing Bad Standing	Using the Field in the Provider STaff Direct Entry - filter for when the field is set to Good Standing or set to Bad Standing.	

Staff name	searchable dropdown /textbox	This field should search uploaded Staff/Provider record based on their Firstname/Lastname	Use can filter for a particular staff/provider by entering their firstname/lastname	

System Setup

The following must be setup prior to adding staff via the workflows noted above in this user guide. The set up is recommended to occur in this order:

1. Set the Provider Groups
2. Set the Programs and link to Provider Groups
3. Set the Recodes (based on standard Global Code set up for Degrees Global Code Category)
4. System Configuration Keys - Determine the settings and set up the System Configuration Keys
5. Job Configuration - Confirm the Job is configured
6. Roles and Permissions
7. Staff Details Screen - Set up the staff details screen, including the Custom Fields as outlined in this guide.

Provider Groups

Provider Group list page and detail page can be used by counties to create Provider Groups that are reportable for NACT and 274 file submissions. Provider Group data will be loaded into the system using a script that will take the state provided provider group txt file to populate the table. This data is then viewable/editable using the List Page and Detail Page. As new Provider Group files are received by the state these can continue to be uploaded using the script if needed.

Alternatively, for Provider Groups that may need to be added on on a one off basis can be manually entered by clicking Create New in the toolbar which opens the Provider Group Direct entry Screen.

Provider Group Direct Entry

Provider Group List

Field	
Provider Group Name	
Legal Entity number	
Substance Use Provider	☐
NPI	
Tax Id	
Taxonomy Code	
Contract Effective Date	
Contract Expiration Date	
Address	
Suite	
City	
State	
Zip Code	
Maximum Number of Medi-Cal Beneficiaries Provider Group will accept	
Ownership Type	
Name of CEO	
Name of CFO	
Ownership Code	
County	
American Indian Health Facility	☐
(Below fields are applicable only if this is an American Indian Health Facility)	
Does your plan provide beneficiaries access to this provider, health center, or facility which does not contract with your MHP or DMC-ODS?	
Does your plan have a current contract in place with this provider, health center, or facility?	
Contact Date Reporting Month for Attempt to Contract	
Contact Date Reporting Year for Attempt to Contract	
Outcome of the Efforts or Reason for Declining Request to Contract with the MHP or DMC-ODS	

Provider Groups listed in this List page will be populated to a custom dropdown in the Program details screen where the User can link the Programs to their respective Provider Groups for reporting purposes.

Program Details

General   Rules   Staff   Occupancy   Reporting   **Custom Fields**

Ownership Percentage   Site County Location   Age Group Served

Licensed Capacity For OTP   Provider Type

Modality   DMC Certification Number (DMC-ODS)

Service Type   ☐ Medi-Cal

Provider Group

Office Hours Code   Office Hours Start Time   Office Hours End Time

Teaching Facility Indicator ○ Yes ○ No Telehealth Indicator

Programs

Below is the Program setup needed to identify which Provider Group each Program is associated to

Program Details > Custom Fields > Provider Group name. This setup is not needed if using MCO Provider workflow

Few more custom fields on Program details screen are created to capture data for other Site related fields that will be reported as part of NACT/274. They are in this screenshot:

    A. Tax ID: Enter the Tax IS
    B. Taxonomy Code: Select a value from the dropdown
    C. National Provider ID
    D. Medi-Cal reportable for NACT SUD or 274 MH and Information Complete: Must be selected to include Program in the 274 Site data
    E. Provider Number: Enter the Provider Number
    F. ADA Compliant for Physical Plant: Answer Yes or No

G. TDD/TTY Equipment Available: Answer Yes or No
H. Distance between site and closest public transportation: Select a value from the drop down
I. Telehealth Station/Equipment Available at Site: Answer Yes or No
J. Language Capacity - Arabic: Select a value from the drop down
K. Language Capacity - Armenian: Select a value from the drop down
L. Language Capacity - Cambodian; Select a value from the drop down
M. Language Capacity - Cantonese: Select a value from the drop down
N. Language Capacity - English: Select a value from the drop down
O. Language Capacity - Farsi: Select a value from the drop down
P. Language Capacity - Hmong: Select a value from the drop down
Q. Language Capacity - Korean: Select a value from the drop down
R. Language Capacity - Mandarin: Select a value from the drop down
S. Language Capacity - Other Chinese: Select a value from the drop down
T. Language Capacity - Russian: Select a value from the drop down
U. Language Capacity - Spanish: Select a value from the drop down
V. Language Capacity - Tagalog:Select a value from the drop down
W. Language Capacity - Vietnamese: Select a value from the drop down
X. Language Capacity - American Sign Language (ASL): Select a value from the drop down
Y. Language Line Available: Answer Yes or No
Z. Is Medical Certified: Answer Yes or No
AA. MediCal Certification Date and Medical Expiration Date: Enter Dates
BB. Site DEA Number: If applicable enter DEA Number.
CC.   Owner Name: Provider Owner Name
DD.   Ownership Code: Select a value from the drop down
EE. Ownership Percentage: Enter a whole number
FF. Site County Location: Select a value from the drop down
GG.   Age Group Served: Select a value from the drop down
HH.   Provider Type: Select a value from the drop down
II. Service Type: Select a value from the drop down
JJ. Provider Group: Select a value from the drop down
KK. Teaching Facility Indicator: Answer Yes or No
LL. Telehealth Indicator: Select a value from the drop down
MM.   Site County Code: Select a value from the drop down
NN.   Language Line: Answer Yes or No
OO.   Office Hours Code: Select a value from the drop down
PP. Office Hours Start Time and Office Hours End Time: Provider times

Program Details   ⚙ ? ᴬᴮ 🗑 🗋 💾 Save

General   **Rules**   **Staff**   **Occupancy**   **Reporting**   **Claims**   **Custom Fields**

NACT SUD Reporting

Medi-Cal reportable for NACT SUD or 274 MH and Information Complete ☑

274 Facility Type: 10 - Individuals or Groups (of Individuals) ▾   Institutional Facility Type: ▾

Provider Number: 12382587   Hours of Operation: [ ]   ADA Compliant for Physical Plant ● Yes ○ No

TDD/TTY Equipment Available ● Yes ○ No   Distance Between Site and Closest Public Transportation: Less than .25 n ▾   Telehealth Station/Equipment Available at Site ● Yes ○ No

Language Capacity - Arabic: N/A ▾   Language Capacity - Armenian: N/A ▾   Language Capacity - Cambodian: N/A ▾

Language Capacity - Cantonese: N/A ▾   Language Capacity - English: N/A ▾   Language Capacity - Farsi: N/A ▾

Language Capacity - Hmong: N/A ▾   Language Capacity - Korean: N/A ▾   Language Capacity - Mandarin: N/A ▾

Language Capacity - Other Chinese: N/A ▾   Language Capacity - Russian: N/A ▾   Language Capacity - Spanish: Fluent ▾

Language Capacity - Tagalog: N/A ▾   Language Capacity - Vietnamese: N/A ▾   Language Capacity - American Sign Language (ASL): N/A ▾

Language Line Available ○ Yes ● No   Other Language Services Available: [ ]   Primary Site Contact Email Address: [ ]

Primary Site Contact Facsimile Number: [ ]   Site URL Address: [ ]

IsMediCalCertified ● Yes ○ No   MediCal Certification Date: 08/03/2022 📅▾   MediCal Expiration Date: 08/03/2024 📅▾

Site DEA Number: [ ]   Owner Name: [ ]   Ownership Code: ▾

Ownership Percentage: [ ]   Site County Location: ▾   Age Group Served: ▾

Licensed Capacity For OTP: [ ]   Provider Type: Provider Type (SMHS) - Licensed Professional Clinical Counselor, Provider Type (SM... ▾

Modality: ▾   DMC Certification Number (DMC-ODS): [ ]

Service Type: Mental Health Services MH , Crisis Interven... ▾

Provider Group: Test ▾

Office Hours Code: F Wednesday ▾   Office Hours Start Time: [ ]   Office Hours End Time: [ ]

Teaching Facility Indicator ● Yes ○ No   Telehealth Indicator: B – Services at this site are provided both in-person and throu ▾

Language Proficiency Indicator
● A – The site provides certified bilingual providers or certified interpreters who possess certain qualifications or meets standards based on formal testing.
○ B – The site provides oral and/or written proficiency equivalent to that of a native speaker but not a certified interpreter or certified bilingual.

Recodes

The following Recode Categories need to be setup:

Recode Category	Purpose	Integer Code ID
XNACT274StaffDegrees	To setup Staff degrees that need to be excluded from NACT/274 reporting Insert to the Integer Field the Global Code ID of the Degree Global Code Category for the Degrees which should be excluded.	GlobalCodes.GlobalCodeId

To enter a Recode, open the Administration tab → Recodes Banner. In the banner, find the name of the Recode Category noted in the list above and click on the category to open the details screen. In the details, enter the 'Recode Details' section for the Code Name, Start Date and Integer Code ID. The Integer Code ID must be the data as noted in the table above. Click Insert and then click Save in the toolbar once all entries are made.

System Configuration Keys

System Configuration keys are set up in the Configuration Keys banner in SmartCare's Administration tab. The Key name can be filtered on. Then opening to the detail page allows the user to modify the Value field as indicated below. Then Saving the screen will update the information.

Configuration Key Name	Description	Value to Enter
XSetFacilityIDOnOIGReportAsKeyValue	Facility Id	Customers can input their unique ID. This will be used in OIG reporting
XSetSenderFederalTaxIDOn274ReportAsKeyValue	This key is to hold the Sender's Federal Tax ID. Do not include hyphens in the Tax ID	Sender's Federal Tax ID. This will be used to report 274
XSetCountyMHPlanOn274ReportAsKeyValue	This key holds name of the County Mental Health Plan (MHP) submitting the network data	Enter the name of the County Mental Health Plan (MHP) submitting the network data as specified in the file name. Format: XXXXX-MHP Where: XXXXX is the name of the county associated with the mental health plan. MHP is a constant designating the file is for a county mental health plan If an MHP manages more than one county, include the name of each county separated with a dash (e.g. Sutter-Yuba-MHP) This will be used to report 274
XSetMHPlanFederalTaxIDOn274ReportAsKeyValue	Enter the MHP Federal Tax ID (9 digits - no hyphens) + HCP (3 digits)	Enter the MHP Federal Tax ID (9 digits - no hyphens) + HCP (3 digits) This will be used to report 274

To set up the configuration key:
1. Search for the Screen named Configuration Keys by typing this screen name in the search
2. Open the List page
3. In the first filter you can filter for the Key name from the table above

4. Click Apply Filter
5. Click on the Key name in the list results below the filters.

6. In the Detail page, confirm the Value field is the correct value per the table above
7. Click Save in the toolbar to save changes made

Jobs to be Setup

Streamline Systems analysts will setup the following Jobs to run automatically in the system:

Job Name 1: SmartCareStaffDataIntoProviderUploadJob

1. The stored procedures that will be called when the job runs:

   a. ssp_InsertUpdateCaliforniaSmartCareStaffJob
   b. ssp_InsertProviderStaffUploadBySmartCareStaffJob
   c. ssp_UpdateProviderStaffUploadBySmartCareStaffJob
2. How often the job runs: Nightly
3. Logic of the job: This job runs nightly to extract Staff data from Smartcare Staff table and add/update entries in the Provider staff screen

Jobs are set up by technical staff in the SQL database. The end user can view the SQL Jobs which are set up. The list page is called SQL Jobs. The Enabled column is set to Yes when a job is set up per the steps indicated below. The job name to look for is 'SmartCareStaffDataIntoProviderUploadJob.' If you do not see this job and do not see Enabled = Yes then create a support ticket for the technical team members to verify.

SQL Jobs

Name		Schedule Detail	Enabled
DACSCalifornia - Automatic Flag: Rx pres...		Occurs every day at 00:00:00.Schedule will be used starting on 2022-07-...	Yes
DACSCalifornia - California MMEF File Load		Occurs on Day of every 1 month at 00:30:00.Schedule will be used startin...	No
DACSCalifornia - California MMEF File Load		Occurs on Day of every 1 month at 00:30:00.Schedule will be used startin...	No
DACSCalifornia - California MMEF Updates		Occurs every day at 04:20:00.Schedule will be used starting on 2022-10-...	Yes
DACSCalifornia - California MMEF Updates		Occurs every day at 04:20:00.Schedule will be used starting on 2022-10-...	Yes
DACSCalifornia - California MMEF Updates		Occurs every day at 04:20:00.Schedule will be used starting on 2022-10-...	Yes
DACSCalifornia - Clear Needs-To-Be-Wor...		Occurs every day at 06:15:00.Schedule will be used starting on 2022-08-...	Yes
DACSCalifornia - executessp_processPDF		Occurs every day at 00:00:00.Schedule will be used starting on 2021-06-...	Yes
DACSCalifornia - executessp_processPDF		Occurs every day at 00:00:00.Schedule will be used starting on 2021-06-...	Yes
DACSCalifornia - Generate USCDI File		Occurs every day at 00:30:00.Schedule will be used starting on 2022-10-...	No
DACSCalifornia - Insert Treatment Team ...		Occurs every day at 01:00:00.Schedule will be used starting on 2022-04-...	Yes
DACSCalifornia - RemoveClientFlagsWhe...		Occurs every day at 00:45:00.Schedule will be used starting on 2022-01-...	Yes
DACSCalifornia - SmartCareStaffDataInto...		Occurs every day at 00:10:00.Schedule will be used starting on 2018-01-...	No

Roles and Permissions

Below are the roles and permissions needed for users to access the screens where data is entered and submissions are generated

Screen Name	Purpose
My office > Provider Staff Uploads List page	This can be used for external Providers to upload staff data

Provider Staff Details - List page	This screen is used to see details in each upload
Direct entry DFA Screen	This screen needs to be setup to enable manual entries of Staff data and to update existing staff records
Provider Group List/Detail page	This screen is used to create Provider Groups that are reportable for NACT and 274 file submissions

Custom fields - Staff details screen

Custom fields are created on Staff details screen to enter relevant staff data that will be used for NACT/274 reporting. Confirm these are in the environment prior to going live and be sure this data is present for staff at the time of go live or within the first month prior to the first 274 submission. Note this is also noted in the workflow but is important to be completed as part of the initial Staff set up in the system.

Go Live Considerations:

Once this setup is complete, then consider how to populate the Custom Fields data for each staff record. This data must be present in order for a staff record to be reportable. So it needs to be present within the first month of going live.

Post Go Live Considerations:

Set up to consider with the Post Go Live Considerations:
1. Establish a workflow that each time a staff record is created the staff's custom field data is collected and entered into SmartCare.
2. Establish a workflow that each time a new Program is created, the program customer field data is collected and entered into SmartCare.
3. If additional Program Groups are created, consider set up to Programs and if any existing programs need to be set to the new Program Groups. If so, make those updates in the Program's Custom Fields.

Version Control

Revision Date	Description	Updated By
4.14.2023	Added clarification on workflow and considering the setup of staff custom fields for go live. Added clarification in the process and moved the Provider Staff Uploads explanation as it is not used in the workflow.	Kmorrow
5.17.23	Update configuration key set up instructions to remove spaces from XSetMHPlanFederalTaxIDOn274ReportAsKeyValue	Emabray
6.29.23	Include Taxonomy Code as part of Program Set Up	Emabray
8.20.23	Update Screenshots. Program Details Custom Fields and Staff Details Custom fields	Emabray