California NACT/274 User Guide

Version 1.7
7.12..2024

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Overview

The purpose of this user guide is to outline the reporting process, workflow and logic for reporting California 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.
    a. There is a checkbox on this screen named, 'Staff is reportable to NACT/274 and Information is complete'. This checkbox when checked will trigger validations when clicking Save for the required fields for 274 reporting on the Staff Details screen.
    b. This checkbox, 'Staff is reportable to NACT/274 and Information is complete' must be checked once staff are confident they have the staff information all set up and ready for 274 reporting.
2. SmartCare process finds all New or Updated Staff Records through a job and Adds to Provider Staff Uploads screen
    a. The list page associated with this screen will provide validation checks as well for any information which should be reviewed. Users should use this list page throughout the month for records with errors to address.
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 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, 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.

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 NACT SUD, Extract NACT MH or Extract 274 MH file in their State specified format. The reportable file will be downloaded to the users local Downloads folder, the Compliance Batch Details and the customer's SFTP 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 outlined in the File Logic section of this guide.

- Once the extract is successfully created, the system will create a batch entry in the Compliance Batch List page screen with the records that are included in the extract.
  - User can go to the Compliance Batch List page screen to view the newly created batch by selecting the appropriate filters

  - User can view details of the batch by clicking on the batch id hyperlink which will direct the user to Compliance Batch Details Page

  - From the Batch Detail Page user can click the hyperlink to the file in the Batch Details to download the export file

Batch Details

Data Set Name	Total Records	Rejected Records	Accepted Records	File
274	7	0	0	ExportData-2023-6-10

Accepting or Rejecting a Batch

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

1. Navigate to the Compliance Batch List Page
2. Set Batch Type Filter, set other filters as appropriate.
3. Click Apply Filter
4. To accept multiple batches select the check boxes on the left, click All or All on Page.
5. Use the action dropdown and select Manually Accept Batch

6. Accepting a batch can also be done individually by clicking the Batch Id hyperlink that directs you to the Compliance Batch Detail Page.
7. In the Batch Summary section select Accepted from the Batch Status drop down

To mark batches as rejected:
1. Navigate to the Compliance Batch List Page
2. Set Batch Type Filter, set other filters as appropriate.
3. Click Apply Filter
4. To reject multiple batches select the check boxes on the left, click All or All on Page.
5. Use the action dropdown and select Manually Reject batch
6. Rejecting a batch can also be done individually by clicking the Batch Id hyperlink that directs you to the Compliance Batch Detail Page.
7. In the Batch Summary section select Rejected from the Batch Status drop down.

Workflows for Setting Up and Collecting Data

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 a one off basis can be manually entered by clicking Create New in the toolbar which opens the Provider Group Direct entry Screen.

The following fields are required to set up the Provider Group for Reporting:
1. Provider Group Name
2. Legal Entity Number
3. Active Provider
4. NPI - required field until 12/1/2023
5. Tax ID
6. Taxonomy Code
7. Contract Effective Date
8. Contract Expiration Date
9. Address fields
10. Ownership Type
11. County

Provider Groups listed in this List page where Active Provider = Y 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.
Clicking on the Provider Group Id hyperlink will open the Provider Group Details screen where the user can view/edit the Provider Group, Provider Group Sites and Authorized users.

Authorized users is a searchable multi-select dropdown. Selecting the user in the dropdown will create a relationship between the Staff and Provider Group. This relationship permissions the

user to be able to view data for the Provider Group and associated Site and Staff records in the Provider Staff Upload List Page and the Provider Staff Details

Sites (Programs)

For the Mental Health 274, Sites are set up using SmartCare Programs. To set up a Program as a 274 Site navigate to the Program (Administration) Screen and select a Program record. The following are part of the 274 Site data set. Required fields are indicated as such, otherwise the field is considered optional.

1. General Tab Fields:
   a. Name - required field
   b. Tax ID - required field
   c. Taxonomy Code - required field
   d. Intake Phone - required field
   e. Capacity - required field
   f. Address - required field
2. Custom Fields Tab - 274/NACT Reporting Section
   a. Establish the Program as a 'Primary Site' or a Program associated with a 'Primary Site', one of two checkbox selections is required.
      i. Medi-Cal reportable for NACT/274 as a Primary Site and Information Complete

1. Selecting this checkbox will include this Program as the Site in the 274 file. All Site data elements will be derived from this SC Program.
2. Staff associated with this Program will be reported as Providers for this site.
   ii. Program is reportable under an existing Primary Site .
1. Selecting this checkbox will create a relationship with the Primary Site Program.
2. Staff associated with this Program will be reported as Providers under the Site that is designated as this Program's Primary Site.

b. Provider Group - required when Medi-Cal reportable for NACT/274 as a Primary Site and Information Complete is selected
c. Primary Site - required when Program is reportable under an existing Primary Site .
   i. This drop down displays a list of SmartCare Programs where Medi-Cal reportable for NACT/274 as a Primary Site and Information Complete is selected.
d. 274 Facility Type - required field
e. Institutional Facility Type - required when 274 Facility Type = 26, 27, 28, 31, 32, or 38
f. Licensed Bed Count - required when 274 Facility Type = 27, 28, 31, 32, or 38
g. Available Bed Count - required when 274 Facility Type = 27, 28, 31, 32, or 38
h. Staffed Bed Count - required when 274 Facility Type = 27, 28, 31, 32, or 38
i. Provider Number - required field
j. ADA Compliant for Physical Plant - required field
k. TDD/TTY Equipment Available - required field
l. Distance between site and closest public transportation - required field
m. Telehealth Station/Equipment Available at Site - required field
n. Language Capacity - Arabic - required field
o. Language Capacity - Armenian - required field
p. Language Capacity - Cambodian - required field
q. Language Capacity - Cantonese - required field
r. Language Capacity - English - required field
s. Language Capacity - Farsi - required field
t. Language Capacity - Hmong - required field
u. Language Capacity - Korean - required field
v. Language Capacity - Mandarin - required field
w. Language Capacity - Other Chinese - required field
x. Language Capacity - Russian - required field
y. Language Capacity - Spanish - required field
z. Language Capacity - Tagalog - required field
aa. Language Capacity - Vietnamese - required field
bb. Language Capacity - American Sign Language (ASL) - required field

cc. Language Line Available - required field

dd. Primary Site Contact Email Address

ee. Primary Site Contact Facsimile Number

ff. Site URL Address

gg. Is Medical Certified - required field

hh. MediCal Certification Date and Medical Expiration Date - required field

ii. Site DEA Number: If applicable enter DEA Number.

jj. Owner Name - required field

kk. Ownership Code - required field

ll. Ownership Percentage - required field

mm. Site County Location - required field

nn. Age Group Served

oo. Provider Type - required field

pp. Service Type - required field

qq. Teaching Facility Indicator - required field

rr. Telehealth Indicator - required field

ss. Language Line - required field

tt. Office Hours Code - required field

uu. Office Hours Start Time and Office Hours End Time - required field

Providers (Staff)

For the Mental Health 274, Providers are set up using SmartCare Staff. To set up a Staff as a 274 Provider navigate to the Staff/Users Screen and select a Staff record. The following are part of the 274 Provider data set. Required fields are indicated as such, otherwise the field is considered optional.

1. General
   a. Active - required to include Staff in the 274 File
   b. First and Last Name - required fields
   c. Date of Birth - required field
   d. License # - required field
   e. Taxonomy Code - required field
   f. National Provider Id - required field until 12/1/2023
   g. DEA Number
2. License/Degree
   a. License Degree/Type - required field
   b. License # - required field
   c. State - required field
   d. Start Date - required field
   e. Expiration Date - note that historical licenses require an expiration date that is prior to the start of the reporting period. A Provider cannot have two active licenses during the reporting period
3. Custom Fields NACT/274 Reporting

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
c. California Professional Certification Number
d. Provider Gender - required field
e. Waivered Provider
f. Direct Service Offered by Provider
g. Registered Provider
h. Hours of Cultural Competence Training Completed
i. Language Capacity - required field
j. Provider Type
k. Contract Effective Date and Expiration Date - required field
l. Service Type - required field
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 Staff Board Certification
p. Cultural Competence Training - required field
q. Telehealth Indicator - required field
r. Field Based Services - required field
s. Distance Provider Travels to Field Based Services - required what Field Based Services Provider = Yes
t. Maximum Number of Medi-Cal Members this Provider will Accept-Children - required field
u. Maximum Number of Medi-Cal Members this Provider will Accept-Adults (21 and over): - required field
v. Provider Profit Status - required field
w. Mental Health Provider Area of Expertise - required field
x. Mental Health Provider Practice Focus - required field
y. Full-Time Equivalent - Serving Children - required field
z. Full-Time Equivalent - Serving Adults - required field
aa. Professional Affiliation
bb. Affiliated NPI
cc. Additional Affiliated NPI

4. NACT/274 Multiple Sites/Program Reporting. This section is used for associating Staff Providers to the Site that they are reported under. Selecting a Program Name and Active will include the Staff as a Provider for that Site in the 274 file.
    a. Program 1 (repeat for 2-5 as needed) - required field
    b. Active - required to include Staff as a Provider for the respective Site
    c. FTE - required field when Active = Yes
    d. FTE - Adults - required field when Active = Yes
    e. FTE - Children - required field when Active = Yes

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.

NACT 274 Multiple Site/Program Reporting

Program		Active	FTE	FTE - Adults	FTE - Children
Program 1	Team 04 ▾	☑ Active	50.00	50	0
Program 2	Team 12 ▾	☑ Active	50.00	25	25
Program 3	▾	☐ Active			
Program 4	▾	☐ Active			
Program 5	▾	☐ Active			
			Total 100		

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.

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 set up 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.

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.)

File Logic

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 'Active Provider' checkbox is selected and '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 the following must be true: Active = Yes during reporting period, Custom Fields, Staff is reportable to NACT/274 and Information is complete must be selected, Contract Effective Date is greater than reporting period Start Date.
5. The file should be extracted in a 274 .dat format.

File logic for 274 SUD:

1. For the Provider Group section in 274, consider the Organizations that are entered in Provider Group list page where the 'Active Provider' checkbox is selected and 'Mental Health' checkbox is not checked and exclude the Provider Groups that have the American Indian Health Facility checkbox checked
2. For Sites, below is the Inclusion logic:
    a. 'Site is Active and Reportable for 274 SUD' box is checked
    b. Site is associated to an Active Provider Group
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:
    a. In Staff Details the following must be true: Active = Yes during reporting period, Custom Fields, Staff is reportable to NACT/274 and Information is complete must be selected, Contract Effective Date is greater than reporting period Start Date.
4. The file should be extracted in a 274 .dat 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

 - New icon to manually enter Staff records into the system

 - Upload icon to upload the Staff data to the screen

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 New icon in the above list page and manually enter the data for new Providers. The same DFA screen can be used to modify details of existing staff records.

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

Provider Staff Uploads - Download workflow

Once user clicks Download Current Data Icon, a pop up is displayed where user does the following

- Selects list of Provider Groups from the dropdown list
- Selects Record Type as Staff Demographic/Professional Data (Monthly Update)
- Clicks download
  [** Screenshot of the download pop-up once available]

Smartcare downloads a multi tab .xlsx with Provider Group, Sites, and Staff Demographic/Professional Data (Update) which the user can review for monthly update data. The cancel button on the pop-up when clicked closes the pop-up window and cancels download.

Setup needed for download functionality

Staff can view and access the Record type checkboxes on the Download pop-up by granting the User with the following permissions under Staff/Users > Roles and Permissions
- Permission Type > California Provider Data Reporting

- Parent > Provider Staff Upload List Page
- Permission Item > Download Staff Demographic/Professional Data (Monthly Update)

When permission is set to Granted, the assigned user will be able to view and select the Download Staff Demographic/Professional Data (Monthly Update) record type checkbox on the.Download Current Data for Provider Group pop-up

Provider Staff Uploads - Upload workflow

After making necessary changes to the download file, the user can upload the xls file back to the Provider Staff Uploads screen. Below is how:
- User navigates to Provider Staff Uploads
- User clicks Upload Data Icon
- 'Upload Provider Staff data' pop-up opens up
- In pop up, the user selects the desired upload file from their local drive to upload. This will be a modified copy of the downloaded xls
- User clicks Upload

  [** Screenshot of the upload pop-up once available]

Once uploaded, the system checks the file for a staff id match. Where match exists, system updates the corresponding fields based on the following:
- Data previously existed in field - if data in upload field is DIFFERENT then system UPDATES the field
- Data previously existed in field - if upload field is NULL then DOES NOT UPDATE the field
- Data previously existed in field - if data in upload field is the SAME then DOES NOT UPDATE the field

If any records in the upload file are not valid, the system downloads a summary report of such records with error descriptions and logic to correct those errors.
Once the records are clean and the upload is successful, the Provider Staff Upload List Page refreshes and the user may view the upload details by navigating to the Provider Staff Details and clicking on the Id hyperlink to review record level details of the upload

[**Screenshot of the error report once available]

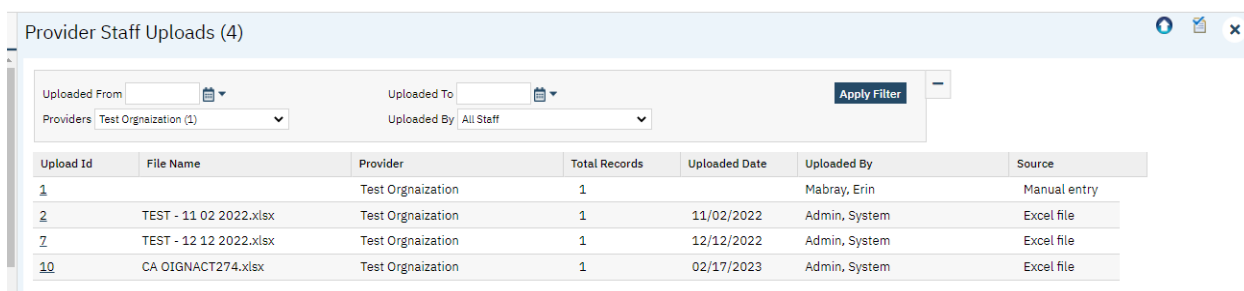# Setup needed to access Provider Groups

User should have the following permissions/setup in order to access Provider Groups in the list page and details pages

- User should have a Role assigned where the RoleId is mapped to the Recode category 'XGrantAllProviderGroups'. Mapping the Staff RoleId to the Recode will grant global access to all Provider Groups, their Sites, and Staff
- Under the Provider Group details screen > Authorized Users tab, selecting the user in the dropdown will create a relationship between the Staff and Provider Group. This relationship permissions the user to be able to view data for the Provider Group and associated Site and Staff records in the Provider Staff Upload List Page and the Provider Staff Details

When the user has a RoleId mapped in the Recode, the assigned user will be able to view and access all Provider Groups in the dropdowns for Provider Staff Upload List Page, Provider Staff Details List Page and Download Current data for Provider Group pop-up. However, when the user does not have a RoleId mapped in the Recode, the assigned user will only be able to view and access Provider Groups they are associated with via Provider Group Details > Authorized Users. If the user does not have a recode mapping and no association via Provider Groups > Authorized User, the assigned user will not be able to view or access any provider groups in the drop downs.

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 of staff the were uploaded within the range		
Filter	Uploaded To	date		From and To date of staff the were uploaded within the range		

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

List page toolbar icons/buttons

Below is how the toolbar icons/buttons on this list page work

1. Upload icon: Check with dev for how this works
2. New icon: Click of this icon will open the Provider Staff Direct Entry screen so the user can enter new Staff data manually

3. Attest icon: This icon is used for OIG reporting. Click of this icon updates the OIG tables for the selected staff records and inserts current date to the Last Attested column on the list page
4. Extract OIG button: When permission is granted button is active and extracts file, else button is inactive. This button can be used to extract selected staff data for OIG reporting
5. Extract NACT MH button: When permission is granted button is active and extracts file, else button is inactive. This button can be used to extract selected staff data for NACT MH reporting
6. Extract NACT SUD button: When permission is granted button is active and extracts file, else button is inactive. This button can be used to extract selected staff data for NACT SUD reporting
7. Extract 274 MH button: When permission is granted button is active and extracts file, else button is inactive. This button can be used to extract selected staff data for 274 MH reporting
8. Extract 274 SUD button: When permission is granted button is active and extracts file, else button is inactive. This button can be used to extract selected staff data for 274 SUD reporting

See Permissions needed for Extract buttons section of this document to know how to grant permissions for this button.

Confirmation Message Pop Up

Trigger	Logic	Pop-up Message
Click of Extract OIG button	Upon click of the Extract OIG button the system validates the records in view based on the filters. If records exist with OIG errors, a pop-up message will be displayed. Else, a file will be successfully extracted	You have one or more records with errors. Do you want to proceed with creating a file with errors?
Click of Extract NACT MH button	Upon click of the Extract NACT MH button the system validates the records in view based on the filters. If records exist with NACT MH errors, a pop-up message will be displayed. Else, a file will be successfully extracted	You have one or more records with errors. Do you want to proceed with creating a file with errors?

Click of Extract NACT SUD button	Upon click of the Extract NACT SUD button the system validates the records in view based on the filters. If records exist with NACT SUD errors, a pop-up message will be displayed. Else, a file will be successfully extracted	You have one or more records with errors. Do you want to proceed with creating a file with errors?
Click of Extract 274 MH button	Upon click of the Extract 274 MH button the system validates the records in view based on the filters. If records exist with 274 MH errors, a pop-up message will be displayed. Else, a file will be successfully extracted	You have one or more records with errors. Do you want to proceed with creating a file with errors?
Click of Extract 274 SUD button (future state)	Upon click of the Extract 274 SUD button the system validates the records in view based on the filters. If records exist with 274 SUD errors, a pop-up message will be displayed. Else, a file will be successfully extracted	You have one or more records with errors. Do you want to proceed with creating a file with errors?
Click of Extract OIG button	If File Type <> OIG	The extract you are trying to perform does not match your filtered records. Please filter for File Type - OIG
Click of Extract NACT MH button	If File Type <> NACT MH	The extract you are trying to perform does not match your filtered records. Please filter for File Type - NACT MH
Click of Extract NACT SUD button	If File Type <> NACT SUD	The extract you are trying to perform does not match your filtered records. Please filter for File Type - NACT SUD
Click of Extract 274 MH button	If File Type <> 274 MH	The extract you are trying to perform does not match your filtered records. Please filter for File Type - 274 MH
Click of Extract 274 SUD button (future state)	If File Type <> 274 SUD	The extract you are trying to perform does not match your

| | | | | filtered records. Please filter for File Type - 274 SUD |

List page filters

Below is how the Provider Staff details screen filters work

Section	Field name	Response type	Response options	Logic
Filter	All Staff Statuses	dropdown	All Staff Statuses Staff with errors Staff with current record	All Staff Statuses: Display all staff data based on other filter values Staff with errors: Only display records with errors Staff with current record: Only display records without errors
Filter	Provider	dropdown	Displays list of providers that the logged in staff is permissioned to	Based on this filter selection, Staff data entries that were made only by that provider will be displayed
Filter	From date/To date	date		Filters staff data that lie between Contract Effective Date and Contract Expiration Date
Filter	Rendering Provider Status	dropdown	All Statuses Requested Not Requested Created Reviewed and Accepted Reviewed and Rejected	In the upload 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 is a Provider ID linked. If the user selects 'Reviewed and Rejected', the user will not be able to create a Rendering Provider from the toolbar
Filter	SmartCare Login Status	dropdown	All Statuses Requested Not Requested Created Reviewed and Accepted Reviewed and Rejected	In the upload 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 is a Staff ID linked. If the user selects 'Reviewed and Rejected', the user will not be able to create a SmartCare Login from the toolbar.
Filter	OIG Standing	dropdown	All Staff Good Standing Bad Standing	Using the Field in the Provider Staff Direct Entry - user can filter for when the staff iis set to Good Standing or set to Bad Standing
Filter	Staff name	searchable	This field will	Use can filter for a particular

		dropdown/textbox	search uploaded Staff/Provider record based on their Firstname/Lastname	staff/provider by entering their firstname/lastname
Filter	Associated Site(s)	dropdown	Displays all active 274 Sites the logged in user has permissions to based on their permissioned Provider Groups	
Filter	File type	dropdown	OIG NACT MH NACT SUD 274 MH 274 SUD	Based on the selected file type, the system will return records in the list that meet the trigger requirements for the file type
Filter	Attestation Status	Multi-select dropdown	All Attested Prior to Current Month Attested in Current Month Attested in Last Month Attested Prior to Last Month Never Attested	All = All records will be displayed When Attested in Current Month is selected, records where AttestDate falls within the current calendar month are displayed When Attested in Last Month is selected, records where AttestDate falls within calendar month prior to the current calendar month are displayed When Attested Prior to Last Month is selected, only records where the AttestDate falls within a month that is prior to the last calendar month are displayed When Never Attested is selected, records that are not part of the OIGAuditDetails table are displayed

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 - see Workflow for Setting Up and Collecting Data section of this guide for more details
2. Set the Programs and link to Provider Groups - see Workflow for Setting Up and Collecting Data section of this guide for more details
3. External Mapping for Degrees Global Code Category
4. Set the Recodes (based on standard Global Code set up for Degrees Global Code Category)
5. System Configuration Keys - Determine the settings and set up the System Configuration Keys
6. Job Configuration - Confirm the Job is configured
7. Roles and Permissions
8. Staff Details Screen- see Workflow for Setting Up and Collecting Data section of this guide for more details

External Mapping

External mappings used when Global Code Categories are used by multiple areas of the system. To prevent conflicting values used in the code fields within the Global Code Category Details the external mappings table can hold multiple mapping values for one category to be used under different scenarios. For the MH 274 the DEGREE category must be set up with an external code, this is where the file will pull the License Type for each Staff. For each DEGREE global code record (RecordID = Global Code ID), a record must be inserted to this table with the appropriate External Code. Alternatively, customers can provide their Implementation Team with a mapping of values which can be loaded to their environment.

Recodes

Recode Category	Purpose	Integer Code ID
XNACT274StaffDegrees	To set up 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

XGrantAllProviderGroups	This recode category is used to identify the Staff User Roles that are permissioned access to all Provider Groups, their 274 Sites and associated Providers. When a staff user is logged in and granted a role where the RoleID is mapped to this Recode the user will be able to access all Provider Groups and their associated data in the Provider Staff Uploads List Page and Provider Staff Details List Page	

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.

Recode Detail

Recodes

Category

Category Code	XNACT274StaffDegrees	Category Name	XNACT274StaffDegrees
Mapping Entity	GlobalCodeId	Description	This category is used to setup Staff degrees that need to be excluded from NACT/274 reporting.

Recode Details

Code Name	Staff Degree Interns		
Start Date	11/21/2022	End Date	
Character Code Id		Integer Code Id	11125345

Modify **Clear**

Recode List

		Code Name	From Date	To Date	Character Code Id	Integer Code Id
✕	●	Staff Degree Interns	11/21/2022			11125345
✕	○	Staff Degree Others	11/21/2022			11135129

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

Permissions needed for Extract buttons

The following permissions are needed to enable/disable the Extract buttons on the Provider Staff Details List Page. These permissions can be setup under Roles/Permissions tab of the Staff details screen

Permission Type	Parent	Permission Item	Expected Logic
California Provider Data Reporting	Provider Staff Details List Page	Extract OIG	When permission is set to Granted, the Extract OIG button is active for the assigned user. When permission is set to Deny, the Extract OIG button in inactive for the assigned user
California Provider Data Reporting	Provider Staff Details List Page	Extract NACT MH	When permission is set to Granted, the Extract NACT MH button is active for the assigned user. When permission is set to Deny, the Extract NACT MH button in inactive for the assigned user
California Provider	Provider Staff Details	Extract NACT SUD	When permission is

Data Reporting	List Page		set to Granted, the Extract NACT SUD button is active for the assigned user When permission is set to Deny, the Extract NACT SUD button in inactive for the assigned user
California Provider Data Reporting	Provider Staff Details List Page	Extract 274 MH	When permission is set to Granted, the Extract 274 MH button is active for the assigned user. When permission is set to Deny, the Extract 274 MH button in inactive for the assigned user
California Provider Data Reporting	Provider Staff Details List Page	Extract 274 SUD	When permission is set to Granted, the Extract 274 SUD button is active for the assigned user. When permission is set to Deny, the Extract 274 SUD button in inactive for the assigned user

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 setup 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
8.28.2023	Added notes to Reporting Process on when data is validated.	Kmorrow
9.22.23	Updates throughout that specify required fields across all screens, clarify workflow, add section for External Mapping set up. Removed OIG information (not being used by CalMHSA)	Emabray
7.12.24	Updated batch accept/reject workflow	Neha