

NEWS YOU CAN USE #50

Fresno County Behavioral Health

Publication Date: 01/12/2024

POLICY NOTICE

New Timeliness Records in SmartCare

- ❖ Policy Being Summarized
News You Can Use #50 - New
Timeliness Records in
SmartCare
- ❖ NYCU-#50
- ❖ Effective date:
January 15, 2024
- ❖ Policy created by:
Bulletins and News,
Department Of Behavioral
Health, News You Can Use

Starting January 15, 2024, all programs should use four new forms available in SmartCare to meet updated timely access reporting requirements for *new* requests for service:

- MH Non-Psychiatric SMHS Timeliness Record
- MH Psychiatric SMHS Timeliness Record
- DMC-ODS Outpatient Timeliness Record (also to be used for Residential)
- DMC-ODS Opioid Timeliness Record

These forms will replace the CSI Standalone Assessment, Psychiatric Service Timeliness, and SUD Timeliness forms in SmartCare. CalMHSA made these changes in response to DHCS no longer requiring Client Service Information (CSI) timeliness records. The CSI Demographics Assessment form is still required. The new timeliness records are available to both full and lite SmartCare users. Individual and group providers will use a paper version.

The old forms will be deactivated **January 31, 2024**. **Staff will not have access to any old forms after this date.** Any old forms in progress will need to be completed or have the data transferred to a new form.

In addition, DBH has updated guidance on what is considered a *new request* (timeliness records are not required for anyone currently in services):

Mental Health

Previously, a MH request was considered *new* when a person served had not received any services in the last 12 months. To better reflect a person's experience in our system, a new Timeliness Record will now be required whenever they request or agree to services and are **not currently enrolled in a MHP program**.

Substance Use Disorder

A new Timeliness Record is required when a person served requests or agrees to services in a program and **does not have an open Cal-OMS admission** in that program, and for all urgent requests.

CalMHSA is still actively enhancing the new forms with appropriate validations. At this time, users may encounter errors with the *Reason for Delay* field. This field is only required when an appointment is offered

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outside of timeliness standards. If you encounter a validation error, but the appointment is within the appropriate timeliness window, select *Other* and write “N/A.”

Timeliness standards remain as follows:

- Non-urgent MH or SUD requests: 10 business days
- Non-urgent psychiatric requests: 15 business days
- All urgent requests: 48 hours
- NTP/OTP services requests: 3 business days

More information on how and when to complete the new timeliness records is available in updated DBH MH and SUD user guides (attached). CalMHSA has also developed a FAQ (also attached).