SmartCare Document Scanning

Efficient Document Scanning in SmartCare Requires a New Driver

An additional driver is needed for efficient document scanning in SmartCare. The additional driver will allow for a single step process for end users to scan documents directly into SmartCare. **Providers who need scanning capabilities should install a new driver on applicable devices.**

The new driver is called the Dynamic Web TWAIN Driver *(DynamicWebTWAINHTML5Edition.msi)*. Instructions for downloading the TWAIN driver can be found here on the CalMHSA website. The instructions are available to anyone, with or without a login to the website.

TWAIN Driver Instructions

Please download the Dynamic Web TWAIN Driver found here:

Download

After installing the new driver on computers, instructions for scanning directly into SmartCare can be found here on the CalMHSA website. If a user attempts to scan a document into SmartCare, they will be prompted to install the new driver.

How do I scan a document into the client's record?

Sometimes documents are completed on paper, but need to be included in the client's record. In this section, we'll cover how to scan a document into the client's record.

If a user does not have a new driver installed on their computer but needs to scan into SmartCare, a two-step process is available, which requires saving a PDF to the user's computer before uploading to SmartCare. Instructions for this two-step process can be found here on the CalMHSA website.

How do I upload a document into the client's record if I don't have a scanner?

Note: At this time, you can only upload documents that are in PDF file format.

Scanning has been validated using Google Chrome. Other browsers have not been validated at this time.

For more information, go to OptumSanDiego.com and click on the SmartCare tab under MHP Provider Documents for the MH SOC or DMC-ODS for the SUD SOC.