



To:	BHS Contracted Service Providers - Mental Health & DMC-ODS
From:	Behavioral Health Services
Date:	January 31, 2025
Title	SmartCare – Update to Correcting Errors Titled: <i>Missing Diagnosis</i>

Purpose

This memo is to provide an update to previous instructions regarding fixing errors found on the *CoSD Service Error Report (MyOffice)*. This information is to support the correction of these specific errors for both mental health and DMC-ODS providers.

Update

In previous forums and communications, it was shared that providers are responsible for verifying all diagnoses for their clients, however, at the SmartCare User group meeting on January 29, 2025, direction was given to DMC-ODS providers to *pause* all efforts to clear these error items until the BHS project team was able to determine the issue. We have since discovered that the errors are in relation to four primary reasons, as follows:

- **A diagnosis document is not connected to the program:** Diagnosis documents are at a program level, therefore, even if a client has a diagnosis document from another program the new treating provider must either pull in the diagnosis from the other provider OR create a new diagnosis document.
- **A priority number is not assigned to the diagnosis listed on the document:** the provider must update the document to include a priority to all diagnoses assigned.
- **The diagnosis document is not dated on or before the first service provided:** The system requires a Diagnosis document with a date on or before the date of service.
- **The diagnosis document indicates a diagnosis that is not relevant to your service provision:** ensure that your diagnosis list includes a diagnosis applicable to the services you are providing, to mental health vs. substance use disorder treatment.

The reasons above are not all encompassing of why a service falls to the error report with this description, the list above includes the most common reasons found.

Action

Programs are to **immediately resume the review of the Missing Diagnosis errors** and follow the guidelines provided in this document and the attached *Clearing CoSD Service Error Report (MyOffice)* to ensure these items clear the overnight job, move to completed status, and bill accordingly.

Attachments

- *Clearing CoSD Service Error Report (MyOffice)_013125.pdf*

For More Information:

- Contact your Contracting Officer’s Representative (COR)
- Contact the CalMHSA Help Desk at 2023.calmhsa.org (SmartCare technical issues or support needs)