

SmartCare Correction Process Services in *Show* Status

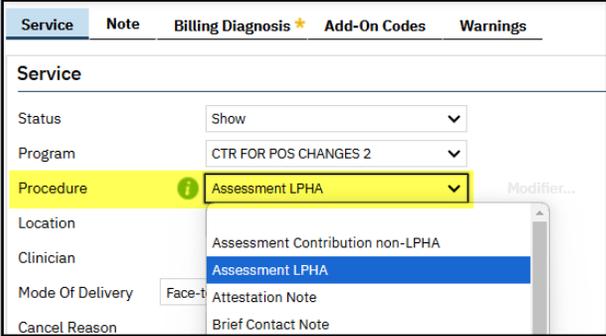


Who	Action	Data Correction	Resolution Steps
Clinician	Correct Service and/or Note	<p>Examples:</p> <p>Service Details</p> <ul style="list-style-type: none"> Start Date Start Time Service Time Program Location Mode Of Delivery Evidence Based Practices <p>Note Content</p>	<p>Search for and select client.</p> <p>Unsigned Note</p> <ol style="list-style-type: none"> Launch Services/Notes (Client) or My Services (My Office). Select DOS. Make necessary edits on Service tab and Save. Select Note tab. Make necessary edits and Sign. <p>Signed Note</p> <ol style="list-style-type: none"> Launch Services/Notes (Client) or My Services (My Office). Select DOS. PDF displays. Click Edit.  <ol style="list-style-type: none"> Click Ok on Confirmation Message window. Make necessary edits on Service tab and Save. Select Note tab. Make necessary edits and Sign.
Front Desk Admin Supervisor	Correct Service	<p>Examples:</p> <p>Service Details</p> <ul style="list-style-type: none"> Procedure Start Date Start Time Service Time Program Location Mode Of Delivery Evidence Based Practices 	<ol style="list-style-type: none"> Search for and select client. Launch Services/Notes (Client). Select DOS. If service detail fields are greyed out, click Override Service Detail.  <ol style="list-style-type: none"> Make necessary edits on Service tab and Save.

For additional support, please contact the CalMHSA help desk at 2023.CalMHSA.org

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Who	Action	Data Correction	Resolution Steps
<p>Clinician</p>	<p>Correct Procedure with Note</p>	<p>The procedure can be changed when the note type for the original procedure is the same as the note type for the updated procedure. For example, Assessment LPHA can be changed to Individual Counseling because they both have the Progress Note type.</p>  <p>If the new procedure does not have the same note type as the original procedure, the system will generate the error “You cannot set Procedure code which is associated with a different Associated Note Id”. For example, an Assessment LPHA (Progress Note) cannot be changed to Medication Training and Support (Psych/Medical Note) because they are two different note types.</p> 	<p>Same Note Type: Follow the directions to Correct Service and/or note and change the Procedure on Service tab.</p> <p>Different Note Type: Submit the correction request using My Reported Errors.</p>
<p>Clinician Front Desk Admin Supervisor</p>	<p>Change a billable service to non-billable.</p>	<p>When a billable service is entered for a client, but it should not be billed, the service needs to be changed from billable to non-billable.</p>	<ol style="list-style-type: none"> 1. Search for and select client. 2. Hover mouse over client's name and select <i>Services</i> from the fly-out menu. 3. Select appropriate <i>DOS</i> link on <i>Services</i> list page. 4. On the Service Detail tab use <i>Procedure</i> dropdown to select an appropriate non-billable procedure code. Click <i>Save</i>.

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