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Community Health Record (CHR) User Newsletter
Q3 2022

Welcome to Alameda County's quarterly Community Health Record (CHR) User Newsletter where you will find important updates, training opportunities, tips, and resources. We hope you find these updates helpful to your work. If you are new to our mailing list, you can find previous issues **here**.

What's New

CHR Training Team Hosts First Post-Pandemic In-Person Training!

On August 10, the CHR team met with the Alameda Forensic Behavioral Health (AFBH) Discharge team to train and provide information about the great benefits of the Community Health Record. This was the first in-person training since the pandemic. Some of the feedback from the AFBH Discharge Team includes:

- *"Love the energy!"*
- *"Much better in person!"*
- *"Collection of knowledge that was available was VERY helpful."*
- *"Openness of suggestions and feedback."*

The AFBH team left the training with transformative resources, such as access to housing section and 'Medication, Labs and Vitals' sections, that will further support the communities served section.

Thanks to all who contributed to making this a successful training!

New CHR Demo Video!

Are you a CHR partner organization that has new managers, supervisors, or staff that need an introduction to the CHR? Or do you work closely with an organization that is not yet a **CHR Partner Organization** but might be interested in learning more? If the answer is yes, we have a new CHR Demo **video** that you can share with new staff members or organizations. This 10-minute video provides an overview of the CHR and its value, two real-life examples of how the CHR can be used to improve care collaboration, and general next steps to gain access to the CHR.

Note, if a new organization is interested in gaining access to the CHR, please contact Jennifer Wong at jennifer.wong@acgov.org to learn more about the Data Sharing Agreement.

Newly Onboarded Organizations & Programs

We'd like to welcome these new organizations and programs to the CHR!

- **Alameda Family Services:** Behavioral Health Care Services, Community Assessment Response and Engagement (CARE) Team, and School-Based Services
- **California Cardiovascular Consultants & Medical Associates:** Enhanced Care Management (ECM)
- **City of Berkeley:** Public Health Department
- **Davis Street Primary Care Clinic:** Medical Assistants
- **Felton Institute:** Adult Protective Services Case Management (APSCM) and Home Safe
- **LIFE ElderCare:** Case Management
- **LifeSTEPS:** Alameda County Housing Community Supports
- **Options Recovery Services:** Admissions Team
- **Side by Side:** Community Counseling, Open Space, and Transitional Housing
- **WestCoast Children's Clinic:** Intake

CHR User Impact Testimonials

Check out what our colleagues from an actively collaborating organization have to say about the CHR:

"One of the big ones that pertains directly to the CHR is following up with our clients within 5 days of a discharge from either jail or a hospital or in crisis residential services. And [prior to the CHR], there's no way we could have done that because I just don't even know when they're in there half of the time."
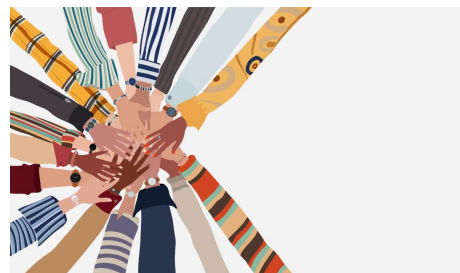
- Hilary Davis, Telecare Corporation Clinical Supervisor, when asked how the CHR has changed the way they work.

Medi-Cal Updates

Medi-Cal Enrollment During the COVID-19 Public Health Emergency

The COVID-19 public health emergency put a freeze on Medi-Cal redetermination. Over the last two years, consumers did not have to reapply or submit documentation to renew their Medi-Cal enrollment. The public health emergency declaration is expected to expire at the end of 2023, though the final date has not been set by the state. Many individuals struggle to stay on top of the complex requirements to renew their Medi-Cal. *A lapse in Medi-Cal coverage can create unnecessary delays and barriers to consumers receiving care*. Now that we are anticipating a future need for consumers to submit their enrollment paperwork (depending on their renewal date), *our system will prepare to best support consumers and prevent gaps in Medi-Cal coverage.*

HCSA's Role & CHR as a Tool to Support the Medi-Cal Transition

Alameda County Health Care Services Agency (HCSA) and Alameda County Social Services Agency are collaborating to support Alameda County residents with Medi-Cal when the freeze expires. Any consumer who has been active on Medi-Cal in Alameda County for at least one month since July 1st, 2018 has a record in the CHR. This means that even if there is a lapse in Medi-Cal, the care team can still access the record to coordinate care. Note that you can see a consumer's Medi-Cal status in the left-hand patient summary bar in the record. However, the *renewal date is only visible (at this time) for consumers who have a signed Information Sharing Authorization (ISA)* consent form in the CHR.

Resources and Guidance for Supporting Consumers during Medi-Cal Transition

To ensure community resources and support are available to assist consumers with Medi-Cal renewal, you can support consumers by reminding them to *submit their current address and contact information to Alameda County Social Services Agency*.

Care Team Members can also help by reminding consumers that *Medi-Cal coverage may make them eligible for critical support services provided under CalAIM.* For more information on Community Supports and Enhanced Case Management programs under CalAIM, visit the **state's website**.

California Health Care Foundation: Links to Resources for Keeping Clients on Medi-Cal
Alameda County Social Services Agency
CalWin: Online Portal for Accessing Benefits
Community Health Record (CHR)
Elemeno Resources for Understanding Medi-Cal

CalAIM Updates

HCSA's Recipe4Health launches Medically tailored Meals/Medically-Supportive Food under Community Supports (CS) Beginning September 1

Beginning in September, Recipe4Health is a CalAIM provider under Alameda Alliance for Health and Anthem Blue Cross' networks of Community Support providers. The program aims to address social drivers of health among residents by prescribing patients nutrient-dense produce and connecting them to local support groups. The program will address food insecurity while improving physical and behavioral health.

Individuals with chronic health conditions, high-risk perinatal conditions, individuals being discharged from a hospital or skilled nursing facility, or individuals with extensive care coordination needs may qualify to receive two (2) meals per day and/or medically-supportive food and nutrition services for up to 12 weeks, or longer if medically necessary.

For those interested in referring individuals to this service and other CalAIM services, including Enhanced Care Management (ECM), you can call **1-800-407-4627** for Anthem Blue Cross members and **1-877-932-2738 or 1-800-735-2929** for Alliance Members.

Important Updates and Reminders

Supervisors: Remember to Deactivate Staff No Longer with Your Organization

Is your organization experiencing staff changes? As CHR users transition out of the organization, we request that supervisors notify the Help Desk so our team can deactivate their account. For more information, please contact the Alameda County Care Connect Help Desk at: **CareConnectHelp@acgov.org** or **(510) 618-1997**.

New Programs: Please Complete Training Within the First 30 Days

If your program is new to the CHR, please make sure your staff complete the Learning Management System (LMS) training course within the 30-day window! This helps ensure that we can move forward with Post-Training Support for your program once everyone is trained. If you missed your 30-day window, just **click here** to re-register. Your request will be expedited, and you can pick up where you left off!

We Heard You! Session Timeout Change

Effective 9/30/2022, we have increased the CHR "session timeout" timeframe from 10 minutes to 20 minutes. What does this mean? You will have more time to stay in the CHR before you get automatically logged out due to inactivity. This is a user-driven change that will give CHR users more flexibility and improve workflows. A friendly reminder: please remember to lock your screen when you step away from your computer to prevent others from accessing your screen. (Easy shortcuts to lock your screen: press the 'Windows' icon + L key simultaneously, or Control + Command + Q on a Mac.)

Training

NEW! CHR Refresher Training Now Available in LMS!

Refresher Training is now available via our **Learning Management System (LMS)**! Have you already attended a CHR training, but need a refresher? Existing CHR users can review information about the CHR at a time and pace that work best for their schedules. Lessons focus on key CHR features and finding the information you need. Click on the **Self-Paced CHR Training Registration** form and select REFRESHER TRAINING.

No supervisor approval required.

New User Training

CHR training for new users is available via a self-paced Learning Management System (LMS). Learners receive CHR training at the times and pace that work best for their schedules. Staff who need CHR access are enrolled in the Self-Paced CHR Training after completing the **Self-Paced CHR Training Registration** form, selecting NEW USER TRAINING, and receiving supervisor approval.

Please allow one week from the date of form submission to be enrolled in new user training. Learners will then have 30 days to complete the training and get a new CHR account.

Post-Training Support

We are available to provide additional CHR support and coaching for your team at a time that works for you. Sessions focus on getting set up to use CHR features and find the information you need, answering your questions, and discussing how to integrate the CHR into your team's workflow. To request Post-Training Support, click on the **CHR**

Post-Training Support Request form. *Bookmark our* **CHR Training and Post-Training Support** *section on* **Elemeno***!*

If your organization is completely new to the CHR/Social Health Information Exchange (SHIE) and you are interested in being a future partner, please contact the Help Desk (**careconnecthelp@acgov.org**) and staff will route your inquiry to Alameda County Care Connect leadership.

Resources

Importance and Benefit of an Information Sharing Authorization (ISA)

One of the benefits of a Consumer having a fully signed ISA is that users can then view any associated consumer Continuity of Care Document(s) (CCDA) from a hospital stay. The CCDA is a detailed summary of consumer's care that may include important information such as:

- **A list of current medications** (without an ISA, sourced information may be old data)
- **Social Services** (i.e. CalFresh)
- **Encounter details**
- **Allergies**
- **Plan of treatment**
- **Discharge Diagnoses**
- **Progress Notes**

Elemeno

New and updated trainings and learning resources have been added to Elemeno over the past few months! These include the following:
- An updated **SHIE informational flyer**
- An updated **CHR informational flyer**
- A new CHR **demonstration video**
- A new tip sheet on how to **locate a consumer's CCDA.**

What exactly is Elemeno and why should I use it? As part of the CalAIM rollout, Care Connect deployed **Elemeno**, an online platform containing tip-sheets, guides, videos, and other resources for providers in Alameda County. While this platform hosts a robust offering of curated self-service CHR learning and navigation resources, it also contains a wide variety Social Determinants of Health topical resources; these include Care Management, Health Plans, Benefits, Housing, Mental Health, Primary Care, and Substance Use Disorder Treatment sections.

To learn more about using and navigating Elemeno, click here to take a **quick introductory tour.**

Don't have an Elemeno account yet? Don't worry! Use the self-registration feature by clicking "First time? Create an Account" and entering your organization email **here**.
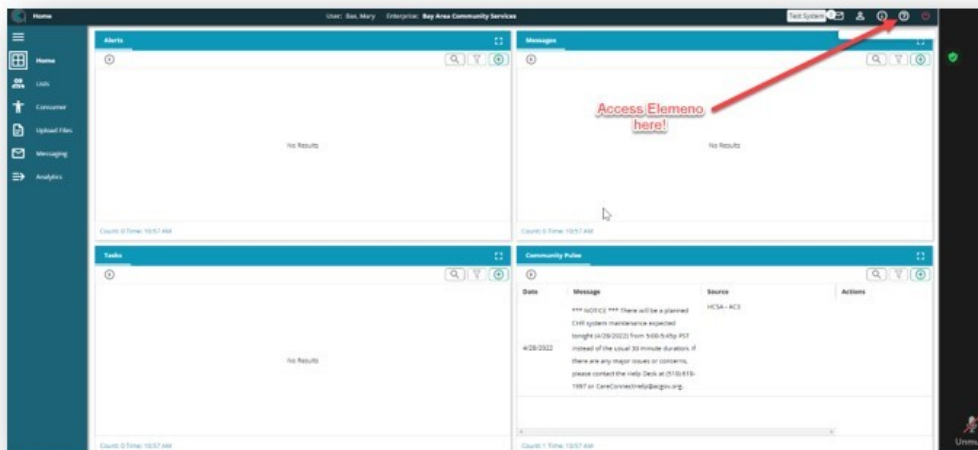
CHR Report: Enhanced Care Management (ECM)

CalAIM's ECM is a great benefit available to eligible consumers that addresses both clinical and non-clinical needs through intensive care coordination health-related and social determinant-related services.

To see if a consumer is enrolled or eligible to receive ECM benefits, users can view/download a report that lists all consumers with ECM information from the Health Plans. To access this report, navigate to Analytics>Enhanced Care Mgmt (ECM) Program and review the "ECM Status" column to identify if a consumer is eligible or enrolled in ECM. Users may also check ECM status in the <u>new and improved</u> **Programs and Benefits Eligibility Report**, also in the Analytics section.

Additional Questions?

Contact the Alameda County Care Connect Help Desk at:
CareConnectHelp@acgov.org or (510) 618-1997.

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