Alameda County
Health Care Services Agency

Public Health - Emergency Medical Services - Behavioral Health - Environmental Health
Homeless Care & Coordination - HealthPAC - Center for Healthy Schools & Communities

Community Health Record (CHR) User Newsletter
March 2024

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

New Organizations and Programs

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

- **Community Health Center Network**: Care Transitions
- **Homeless Action Center**: Outreach Team

CHR Stories from the Field

Check out what our colleagues from Alameda County Public Health Department's Care Partners have to say about the CHR:

"The CHR has helped us establish more trust and connection with the people we serve. It has completely changed the way we can communicate with our clients. Before the CHR, we had no information on our clients, like phone number and address, which created a wall of not trusting us. Clients thought we should already know this information because we work for Alameda County. Since we have begun using the CHR, it has been a lot easier and faster to help our clients. It has also cut down the amount of time gathering information from our clients from 45 minutes to 25 minutes."

-Froy, Community Outreach Worker and Thuy, Administrative Specialist

Elemeno

Notice: Elemeno Transition

In preparation for our transition to a new platform for CHR-related documentation, the careconnect.elemenohealth.com website was retired on December 31, 2023 and is no longer accessible. All materials will continue to be available through our Help Desk. If you need any of these resources or have questions or concerns, contact the Alameda County Health Care Services Agency Help Desk at **CareConnectHelp@acgov.org** or (510) 618-1997.

CalAIM Updates

Medi-Cal Continuous Coverage Unwinding

The COVID-19 public health emergency ended in April 2023, and about 15 million Medi-Cal members have needed to renew their Medi-Cal during the next year. Department of Health Care Services (DHCS') top goal is to minimize Medi-Cal member burden and support continuity of coverage and access to equitable, coordinated care. Information about how to assist your clients to stay on Medi-Cal can be found **here**.

DHCS will be posting a monthly Interactive Dashboard of our Continuous Coverage Unwinding eligibility measures. The dashboard includes the following measures: 1) Total Enrollment, 2) Applications in Progress, 3) Redeterminations, and 4) Disenrollments. The dashboard can be found **here**.

California Advancing and Innovating Medi-Cal (CalAIM)

Starting January 1, 2024, the following populations are eligible for Enhanced Care Management (ECM):

- Adults and their families experiencing homelessness
- Adults at risk for avoidable hospital or emergency department utilization
- Adults with serious mental health and/or substance use disorder needs
- Children and youth populations of focus
- Pregnant and postpartum individuals; birth equity
- Individuals transitioning from incarceration

More information about these populations can be found in **this two-pager**.

Important Reminders

If you require any resource material such as Tip Sheets or Information Sharing Authorization forms, kindly submit your request through the Help Desk at **CareConnectHelp@acgov.org** or call 510-618-1997. This streamlined process ensures a prompt response and efficient handling of your request.

Reminder for Supervisors: Notify Help Desk When Off-Boarding Staff

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 CHR accounts. For more information, please contact the Help Desk at CareConnectHelp@ acgov.org or (510) 618-1997.

What Say You?

We would like to hear from you!

Your stories about the Community Health Record (CHR) for coordinating care and improving health outcomes are inspiring. Can you share a success or impact story from your experience on how the CHR has helped you? Click on **Impact Stories** to enter your name and provider information.

What would you like to see in the newsletter?

We are looking for input from our provider community on what you would like to see

included in the newsletter. Please put your suggestions here: **Ideas**.

Training and Support

Self-Paced Online CHR Training

New Users: Go to our **Self-Paced CHR Training Registration** form and select NEW USER TRAINING. Once approved, staff have 30 days to complete the 3-hour training and get a CHR account. *Please allow up to one week from the date of form submission for approval and enrollment in New User Training.*

Existing Users: Review the CHR on your own schedule with our CHR Refresher Training. Lessons focus on key CHR features and finding the information you need! Click on our **Self-Paced CHR Training Registration** form and select REFESHER TRAINING to be enrolled in the training for 30 days.

Live Online or In-Person Post-Training Support

We are here to provide additional CHR coaching for your team at a time that works for you. Sessions focus on accessing the CHR to find the information you need, answering your burning questions and adding the CHR to your team's workflow. To request Post-Training Support, please contact our Help Desk at **CareConnectHelp@acgov.org** or (510) 618-1997.

Additional Resources

Questions? Contact the Alameda County Health Care Services Agency Help Desk at **CareConnectHelp@acgov.org** or (510) 618-1997.

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