



Community Health Record (CHR) User Newsletter Q4 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

New Organizations and Programs

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

New Organizations Currently Onboarding:

- [City of Hayward](#)
- [East Oakland Community Project](#)
- [Housing Consortium of the East Bay](#)
- [St. Mary's Center](#)
- [Women's Daytime Drop-in Center](#)

New Programs Being Onboarded:

- [Alameda County Behavioral Health Care Services](#): Enhanced Care Management
- [Alameda County Public Health Department](#): Asthma Start, Older Adults Healthy Results
- [Bay Area Community Services](#): Housing Community Supports, Enhanced Care Management
- [Building Opportunities for Self-Sufficiency \(BOSS\)](#): Housing Programs, Reentry Housing Programs, Housing Navigation, Emergency Shelters, Navigation and Tenancy-Sustaining Services, Coordinated Entry Program
- [City of Oakland Fire Department](#): MACRO (Mobile Assistance Community Responders of Oakland)
- [DayBreak Adult Care Centers](#): Rapid Response Case Management
- [MedZed Physician Services](#): Enhanced Care Management, Community Supports
- [WestCoast Children's Clinic](#): IT, Quality Assurance (QA), TAYS, Team Based Care-EMPOWR

For a list of participating organizations, learn more [here](#).

CHR User Impact Testimonials

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

“It’s really cool to see the CHR happening and how quickly it can help impact the person and the mental health team to do more sooner. The CHR provides intervention, support, or offers ideas for what is needed for the person to really get the proper level of care or treatment needed.”

—Caitlin, Licensed Clinical Social Worker, Felton Institute



Elemeno

What exactly is Elemeno and why should I use it?

Elemeno is an online platform containing tip-sheets, guides, videos, and other resources for providers in Alameda County. This platform hosts a robust offering of curated self-service CHR learning and navigation resources, as well as a wide variety of Social Determinants of Health topical resources-- including Care Management, Health Plans, Benefits, Housing, Mental Health, Primary Care, and Substance Use Disorder Treatment sections.



To learn more about using and navigating Elemeno, 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**.

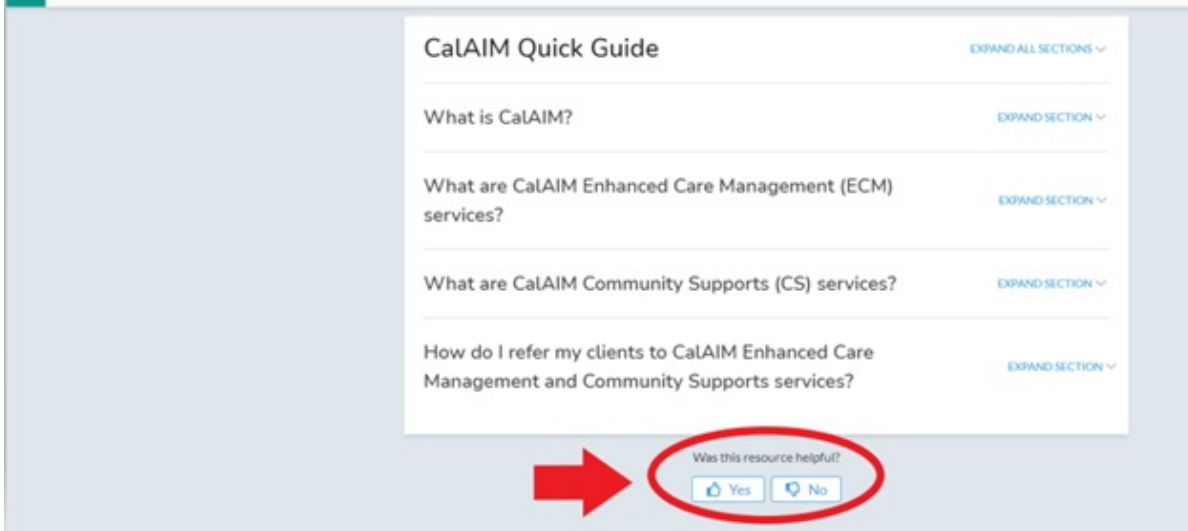
New Resource: CalAIM Quick Guide

What is CalAIM? What are Enhanced Care Management (ECM) services and Community Supports (CS) services? Check out the new **CalAIM Quick Guide in Elemeno** for answers to these questions and more! Want information on how to refer clients for services? We put together this resource in Elemeno to help summarize what you need to know about CalAIM.

We want to hear from you!

Do you have unanswered questions? Is there additional information that you'd like to see in Elemeno? Do you see something that is outdated and needs updating? Help improve our content by providing feedback to us at the bottom of the page in Elemeno.

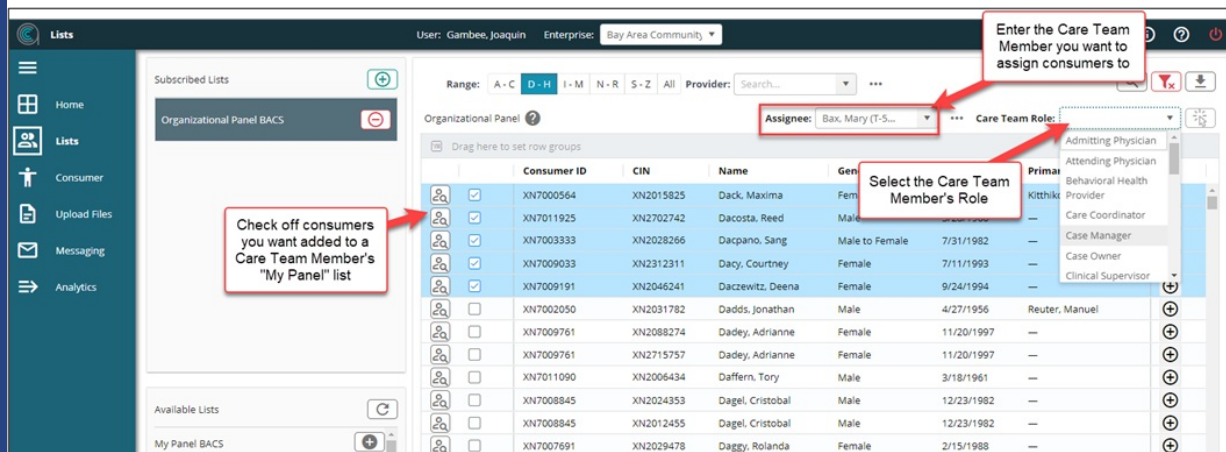




By selecting the “thumbs-up” or “thumbs-down” button, your input helps us continue to curate the content in Elemeno based on your needs. If you’d like to connect with our team directly about Elemeno, reach out to Renee Yun at Renee.Yun@acgov.org.

Manage Your Team’s Panels Using the Care Supervisor Role

The CHR has a multifaceted data privacy framework in place to ensure information is secure and protected. One component of this framework is CHR User Roles, which dictate what information a user can see and what functions a user can perform (like adding yourself to a consumer’s care team). When signing up for CHR training, staff who manage program teams serving consumers (such as program leads, clinical supervisors, housing team supervisors, etc.) can choose the “Care Supervisor” role. The Care Supervisor role performs all the same functions as the Care Team Member role and has access to an audit report showing their staff’s CHR usage. A Care Supervisor can also view their staff’s “My Panel” list of consumers and reassign consumers from one Care Team Member’s panel to another Care Team Role Member at the organization.



Lists

User: Bax, Mary Enterprise: Bay Area Community Services

Range: A-C | **D-H** | I-M | N-R | S-Z | All Provider: Search...

Subscribed Lists

- My Panel BACS
- Organizational Panel BACS

Available Lists

- My Housing Alerts BACS
- HWC Complex Care BACS

Organizational Panel

Drag here to set row groups

Care Team Role: [Dropdown]

Consumer ID	CIN	Name	Gender	DoB	Primary Care Provider
XN7000564	XN2015825	Dack, Maxima	Female	8/19/1968	Kitthikoune, Davis
XN7011925	XN2702742	Dacosta, Reed	Male	3/28/1960	—
XN7003333	XN2028266	Dacpano, Sang	Male to Female	7/31/1982	—
XN7009033	XN2312311	Dacy, Courtney	Female	7/11/1993	—
XN7009191	XN2046241	Daczewitz, Deena	Female	9/24/1994	—
XN7002050	XN2031782	Dadds, Jonathan	Male	4/27/1956	Reuter, Manuel
XN7009761	XN2088274	Dadey, Adrienne	Female	11/20/1997	—
XN7009761	XN2715757	Dadey, Adrienne	Female	11/20/1997	—
XN7011090	XN2006434	Daffern, Tory	Male	3/18/1961	—
XN7008845	XN2024353	Dagel, Cristobal	Male	12/23/1982	—
XN7008845	XN2012455	Dagel, Cristobal	Male	12/23/1982	—
XN7007691	XN2029478	Daggy, Rolanda	Female	2/15/1988	—
XN7008561	XN2378622	Dagrella, Rosalyn	Female	8/5/1977	—

No Assignee option for Care Team Member role

CalAIM Updates

Changes to Enhanced Care Management (ECM) and Community Supports (CS)



As of January 1, 2023, CalAIM's Enhanced Care Management (ECM) benefits will expand to two more populations of focus: (1) adults living in the community who are at risk for long-term care institutionalization and (2) nursing facility residents transitioning to the community.

Also starting this month, Medi-Cal Managed Care Plans (MCPs) in all counties may elect to offer additional Community Supports (CS). Click [here](#) to see current CS availability by county and MCP. In Alameda County, new Community Support services offered by Alameda Alliance for Health and Anthem Blue Cross include Short-Term Post Hospitalization Housing, Nursing Facility Transition/ Diversion, Community Transition Services/Nursing Facility Transition to a Home, and Sobering Centers. Please note that each Medi-Cal Managed Care Plan may offer different Community Supports.

If you or those you serve may be eligible for ECM or CS, you can follow the below directions (dependent on membership in Medi-Cal Managed Care Plan):

For Alameda Alliance for Health (AAH) clients:

- Enhanced Care Management (ECM) and Community Supports
 - Normal business hours: call AAH Member Services at 1-877-932-2738 or 1-800-735-2929
 - After-hours: call AAH Nurse Advice line at 1-888-433-1876 or 1-800-735-2929

For more information, visit <https://alamedaalliance.org/providers/calaim/>. Note: Kaiser Permanente members are delegated via AAH. Depending on the service, the member may receive services through Kaiser or AAH. Contact AAH to confirm.

For Anthem Blue Cross clients:

- Enhanced Care Management (ECM)
 - Call Customer Care Center (Monday-Friday 7am-7pm) at 1-800-407-4627
- Community Supports
 - Call Customer Care Center (Monday-Friday 7am-7pm) at 1-800-407-4627
 - Email CalAIMReferrals@anthem.com

For more information, visit <https://providers.anthem.com/california-provider/patient-care/calaim> or email CalAIM@anthem.com.

Medi-Cal Updates

Medi-Cal Redetermination

The Public Health Emergency (PHE) is currently set to end this April.

All Medi-Cal beneficiaries are advised to ensure that their contact information such as their home and mailing address, phone number and email address are up-to-date with [Alameda County Social Services Agency](#). Medi-Cal beneficiaries are highly encouraged to respond to requests for updated information, including submitting their completed annual redetermination forms.



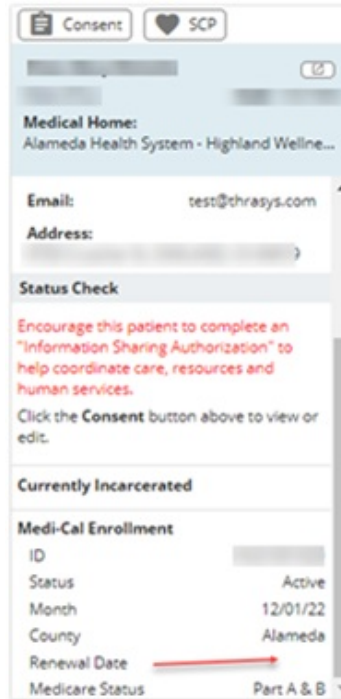
Beneficiaries can report changes via the following methods:

- Online:
 - My Benefits CalWIN : <https://www.mybenefitscalwin.org/#/home>
 - Virtual Kiosk : <https://virtualkiosk.acgov.org/#/agency/welcome>
 - Message a Worker: <https://public.alamedasocialservices.org/CARS>
- Phone:
 - Customer Service Call Center: (510)263- 2420 or (888) 999-4772
- Fax:
 - 510-670-5095
- In Person:
 - Eastmont Town Center : 6955 Foothill Boulevard, Suite 100, Oakland, CA 94605
 - Gail Steele Multi-Service Center (formerly Eden Area) : 24100 Amador Street, Hayward, CA 94544
 - Enterprise Self-Sufficiency Center : 8477 Enterprise Way, Oakland, CA 94621
 - Fremont Office : 39155 Liberty Street, Suite C330 Fremont, CA 94536
 - Livermore Self-Sufficiency Center : 2499 Constitution Drive, Livermore, CA 94551
 - Thomas L. Berkley Square (North Oakland) : 2000 San Pablo Avenue, Oakland, CA 94612
- Mail:
 - P.O. Box 12941, Oakland, CA 94604

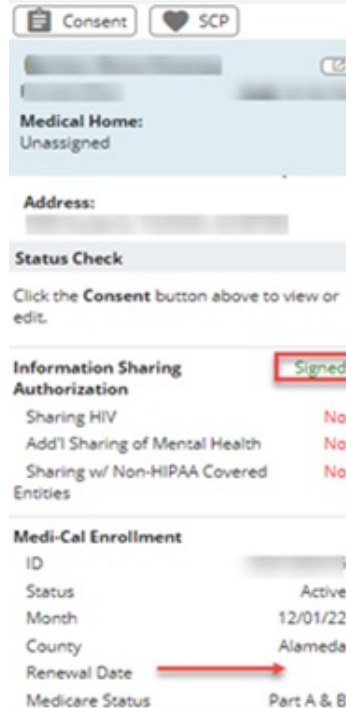
Tips and Tricks

View Medi-Cal Renewal Date in the CHR

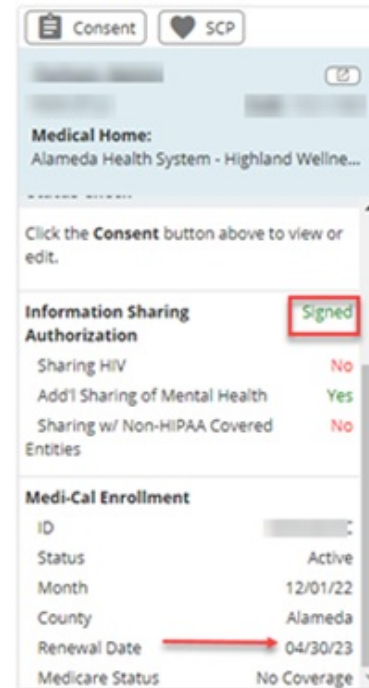
As California plans to resume normal business operations for Medi-Cal beneficiaries, a redetermination for individuals will be conducted. To view the current active consumer Medi-Cal status in the CHR, see the examples below:



No Signed ISA



Renewal Date not made available by Medi-Cal



Available renewal date

Note: If a renewal date is unavailable, it may be due to either not having a signed ISA or a renewal date has not been made available by Medi-Cal.

Important Updates and Reminders

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!

UPDATE

Off-Boarding Notifications to Help Desk

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 account. For more information, please contact the Alameda County Care Connect Help Desk at: CareConnectHelp@acgov.org or (510) 618-1997.

Training

Self-Paced CHR Training

New User Training

Self-paced CHR training for new users is available via our [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 CHR New User 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 CHR New User Training. Learners then have 30 days to complete the training and get a new CHR account.

Refresher Training

Have you or your staff already taken the CHR New User Training, but could use a refresher? Existing users can review the CHR when it's convenient for them with our CHR Refresher Training. 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 to access the training for 30 days. No supervisor approval required.

Post-Training Support

We offer collaborative, ongoing support and coaching to all CHR partner organizations and programs at a time that works for you. Sessions include getting set up to use the 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.

Additional Resources

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

VISIT OUR WEBSITE