



Community Health Record (CHR) User Newsletter October 2023

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!

- [Alameda County Public Health](#): California Children's Services (ECM)
- [Fred Finch Youth & Family Services](#): East Bay Wraparound, Rising Oaks, Transitions
- [Institute on Aging](#): Enhanced Care Management (ECM)
- [Wellpath](#): Alameda County Santa Rita Jail (jail health provider)

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:



"We had an AOT [Assisted Outpatient Treatment] partner who ended up [at a Kaiser facility] in South San Francisco. The CHR is gathering information even as far as South San Francisco, and we were able to connect with her over there. That was incredible! There's literally no way that we would have known where she was or what happened without the CHR."
—Amber, Licensed Clinical Social Worker, Telecare

Elemeno

Notice: Elemeno Transition

Heads up! We will transition away from using the [Elemeno](#) platform in December 2023.

Elemeno has served as a valuable resource repository over the past years, and we will continue to prioritize making content easily accessible to Alameda County's safety net system of care. We are currently working to find appropriate locations for these resources and will notify all users as we have updates. In the meantime, feel free to download any Quick Guides or other content that you want to keep on hand. Please reach out to Renee.Yun@acgov.org if you have questions or concerns.



CalAIM Updates

Children and Youth Enhanced Care Management (ECM)



Effective July 1, 2023, children and youth became eligible for Enhanced Care Management (ECM) services. Anthem Blue Cross and Alameda Alliance for Health both added ECM providers to their respective networks to effectively serve this new population. Below you will find the current list of providers by Managed Care Plan (MCP). In January 2024, two new populations of focus will become eligible for ECM services: Individuals transitioning from incarceration and pregnant/postpartum individuals at risk for adverse perinatal outcomes (also referred to as birth equity). More information can be found here: www.dhcs.ca.gov/CalAIM/ECM/Pages/Home.aspx

Alameda Alliance for Health Enhanced Care Management (ECM) providers:

- Alameda County Behavioral Health
- Alameda County Public Health California Children's Services (CCS)
- Alameda Health Systems
- Bay Area Community Services (BACS)
- California Cardiovascular Consultants
- Community Health Center Network
- East Bay Innovations (EBI)
- Full Circle
- Institute on Aging
- La Familia
- James A. Watson Wellness Center
- MedZed
- Roots Community Health Center
- Seneca Family Services
- Titanium Health Care

Alameda Alliance for Health Community Support providers:

- 24 Hour Home Care
- Alameda County Asthma Start
- Alameda County Office of Homeless Care & Coordination
- Alameda County Recipe4Health
- Bay Area Community Services (BACS)
- Cardea Health
- East Bay Innovation (EBI)

- LifeLong Adeline
- Project Open Hand

Anthem Blue Cross Enhanced Care Management (ECM) and Community Support providers:

- 24 Hour Home Care
- Alameda County Office of Homeless Care & Coordination
- Cardea Health
- Independent Living Systems
- Lesar Development Consultants
- Libertana Home Health of Sherman Oaks
- Lifeline Systems Company
- LifeLong Medical Care
- LifewiseCHM
- Master-Care
- MedZed
- Mom's Meals
- Pacific Clinics
- Pacific Homecare Services
- Performance Kitchen PBC
- Project Open Hand
- Roots Community Health Center
- Titanium Extra Clinics

Medi-Cal Updates

Medi-Cal Transition Updates

Effective January 1, 2024, Anthem Blue Cross will no longer be a Medi-Cal Managed Care Plan (MCP) in Alameda County. At that time, Alameda Alliance for Health will continue to be a MCP, and Kaiser Permanente will be added as a MCP.

Anthem and Alliance project that the majority of Anthem members will be transitioned to

Alliance. There are various notification and continuity of care requirements on Anthem and Alliance. Details can be found here:

<https://www.dhcs.ca.gov/services/Pages/County-Model-Change-Information.aspx>.



Important Reminders

Information Sharing Authorization (ISA)

Acquiring Information Sharing Authorizations (ISA) from consumers is a crucial step for maximizing the CHR's ability to support more coordinated care. A user can upload an ISA manually and through the DocuSign feature. The benefits of a fully signed ISA (we recommend the consumer check both boxes) are:

- Ability to view CCDA documents from hospitals
- Ability to view public benefit information from Social Services Agency, including CalWorks, CalFresh, General Assistance, and Medi-Cal re-enrollment due date
- Improved ability of Care Team Members at non-HIPAA covered entities and

- Substance Use Disorder (SUD) organizations to coordinate care
- Allowing users to use the Shared Care Plan in the record to document and coordinate care
- Only one ISA is needed per consumer

Tips & Tricks

Self-Attribution: Add a Consumer to Your Organization's Panel

The CHR allows users to view records for consumers who are attributed, meaning they have a care relationship with your organization. If you are working with a consumer who is on Medi-Cal or is uninsured in Alameda County, but you are unable to locate or view their record in the CHR, this is likely because the consumer is not yet attributed to your organization. As a CHR user with a Care Team Member role, you can manually attribute the consumer to your organization (“self-attribution”) to gain access to their health record. To self-attribute a consumer, you must have an exact match of the consumer’s first name, last name, date of birth (DoB), and gender to find the consumer using the Consumer Search functions.

To view steps, [click here](#) for the Self-Attribution Tip Sheet.

If you are still unable to self-attribute the consumer, contact the Alameda County HCSA Help Desk at CareConnectHelp@acgov.org or (510) 618-1997 for more help.

Training and Support

Self-Paced Online CHR Training

New Users: Click on the [Self-Paced CHR Training Registration](#) form and select NEW USER TRAINING. Once approved, staff are enrolled in the three-hour training and have 30 days to complete it 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 the [Self-Paced CHR Training Registration](#) form and select REFRESHER TRAINING to access the training for 30 days. No supervisor approval required.

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.

VISIT OUR WEBSITE

