



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 January 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!

- [Alameda Alliance for Health](#): Housing & Community Services
- [Alameda County Behavioral Health](#): Substitute Payee
- [Alameda County Public Health](#): Care Partners
- [Insight Housing \(formerly Berkeley Food and Housing Project\)](#): Hope Center, Housing Community Supports (HCS), Men's Overnight Shelter, North County Women's Center, SSVF-Rapid Rehousing, The Campus Interim Housing, VA Low Demand
- [La Familia](#): Enhanced Care Management (ECM), Housing Community Supports (HCS)

CHR Stories from the Field

Hayward Evaluation and Response Teams (HEART) is a cross departmental program at the City of Hayward developed to improve access to medical, mental health, and other support services. The HEART program aims to achieve two main goals: 1) to reduce the need for police officers to intervene in calls for service involving people experiencing chronic mental illness, substance use disorders, and homelessness and 2) to reduce reliance on emergency services for individuals needing long-term case management and follow-up services. HEART has been an active user of the CHR to find history on the community members they serve and has been a strong advocate for updating information in the CHR like social contacts and adding themselves to a consumer's care team. "Just being able to keep it updated, people can find us and be able to contact us and reach out, which is what this whole program is about, providing a continuum of care."



-Behavioral Health Clinician, City of Hayward HEART

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

New Enhanced Care Management (ECM) Eligible Populations



Starting January 1, 2024, two new populations will be added to the list of populations eligible for Enhanced Care Management (ECM): the Birth Equity Population and Individuals Transitioning from Incarceration. More information about the eligibility criteria can be found [here](#).

Managed Care Plan Changes

There will be a change in Medi-Cal Managed Care Plans in Alameda County starting January 1, 2024: Alameda Alliance for Health will remain a plan in Alameda County, while Kaiser Permanente will be added as a plan. Anthem will no longer be a Medi-Cal Managed Care Plan in Alameda County. The majority of Medi-Cal Managed Care members, including those transitioning from Anthem, are Alameda Alliance members. More information can be found [here](#).

Medi-Cal Updates

Medi-Cal Renewals

In April 2023, Alameda County Social Services Agency started the process of Medi-Cal renewals. Those who were on Medi-Cal at that time were mailed a renewal packet. For more information, you can view these flyers: [English](#), [Spanish](#), [Simplified Chinese](#), [Traditional Chinese](#), [Farsi](#), [Vietnamese](#), [Tagalog](#), [Cambodian](#).

Medi-Cal Adult Expansion

As of January 1, 2024, a new law in California will allow adults ages 26 through 49 to qualify for full-scope Medi-Cal, regardless of immigration status. This initiative, called the Ages 26 through 49 Adult Expansion, is modeled after the Young Adult Expansion, which provided full scope Medi-Cal to young adults 19 through 25, and the Older Adult Expansion, which provided full scope Medi-Cal to adults 50 years of age or older. You can find more information [here](#).

Important Reminders

Protect your accounts and stay secure!

For enhanced security and to protect your accounts, you are reminded to change your Community Health Record account password every 60 days. If you have not logged in to your account within the last 90 days, you will be locked out. Email the Help Desk for assistance unlocking your account at CareConnectHelp@acgov.org or call (510) 618-1997 for assistance.

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.

Tips & Tricks

Information Sharing Authorization (ISA) Signature Collection

The benefits of collecting Information Sharing Authorization (ISA) signatures have shifted over time as data sharing rules and policies have progressed toward increased data integration. However, the ISA remains important in care coordination because it:

- Allows care teams to access Continuity of Care Documents (CCD), including hospital discharge information
- Allows care team members from non-HIPAA covered entities to access records and coordinate care through the CHR
- Gives care team members the ability to maximize use of the Shared Care Plan to document and coordinate care

Contact the Help Desk for ISA forms in multiple languages, best practices, and instructions on how to upload an ISA manually or via DocuSign.

Help Desk: CareConnectHelp@acgov.org or call (510) 618-1997.

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

