

SmartCare

Episodes & Enrollments

User Guide

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The guide is intended to provide information on how Episodes and Enrollments are used in SmartCare, as well as the process for creating and closing Enrollments.

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General Information

The SmartCare system tracks episodes of treatment. One episode consists of everything that happens to a client from their initial contact to Access for services through discharge from the agency. Each client will have at least one episode because they will receive an initial assessment. Some consumers may have multiple Episodes. A consumer may complete treatment, and then return to the agency for treatment again.

Most programs that provide services to a client require a program enrollment. Because a client cannot walk into a program office and request services - they must first go through the Access process to ensure they qualify - program enrollments should occur during an open episode of treatment. Each program providing services to a client will result in a program enrollment. An episode could have a single program enrollment or it could have multiple program enrollments, it all depends on what services a client receives. There are exceptions to this rule such as services provided by Crisis Services and hospitalizations. Due to their emergent circumstances, these services can be preformed outside of an episode and do not require a program enrollment.

If a client qualifies for services during the Access process, an enrollment will be started for the client in whatever program is going to perform the initial assessment. This allows staff in that program to have access to view the client.

The Access Department, or staff providing Access functions, will open the Episode for clients beginning a new episode of care. These staff will receive special training, since the information contained in the Episode will be used for Performance Indicator timeliness.

Program Enrollments

Requesting an Enrollment

In order for most departments to search for and see a client's record, the client must have a program enrollment created.

The Access Department will create an Enrollment with a status of 'Requested' for the program that will be providing the Assessment.

Also, when a client gets transferred or referred to another program, the Referring program will need to start the enrollment so that the Receiving program will be able to access the client's record.

1. The first step in creating a program enrollment is to click **Program Enrollments** on the client quicklinks. You will be taken to the Programs list page. This page will display all program enrollments, past and present, for a client.



2. Click the New button in the upper right corner of the screen.

rograms (24)										* #
All Programe	2	✔ All Statuses		~	Other		*	Apply Filter	Click Here	
Program Name	Status	Enrolled N	7 Discharged	Assigned Staff	Primary	Last DOS	Next DOS	5		
86104 Occupational T	<u>Discharged</u>	04/25/2022	02/23/2023	Schobert, Dougl	No					
82611 Asi/Grand Ledge	Enrolled	04/20/2022			No					
50508 Psychiatric Serv	Enrolled	02/01/2022		Pickens, Melissa	No					
86104 Occupational T	Discharged	02/24/2020	09/23/2021	Schobert, Dougl	No					

- 3. Create a requested program enrollment by completing the following fields:
 - Program Name Select the program that is scheduled to perform the initial assessment.
 - Current Status Set the current status field to **Requested**.

• Requested Date – Enter the date the Access department received the request for services and scheduled the initial assessment appointment.

ogram Ass	signment Details						€ i ^₿ m C
Program Assign	iment						
General							
Program Name	50500 Paychiatric Servicea Clinic	v	Primary	Current Status	Requested	~	
Client	Hershey, Melissa						
Assigned Staff		~		Requested Date	05/06/2024 🛗 🔻		
				Enrolled Date			
omment				Discharged Date	*		
				Next Schedule Servic	e		

- 4. If the Assigned Staff is known, it can be added to the enrollment.
- 5. Click **Save** in the upper right corner to save the enrollment. (Note: this is a Grid screen, with the History showing in a grid and the detail for the selected record showing above. This is currently the only Grid screen in SmartCare where 'Save' adds the records to the grid. All other Grid screens require that the record be inserted into the grid (via the Insert or Modify button), before being saved.)
- 6. Note: the Waitlist Priority section is not being used.

Opening an Enrollment

After a program enrollment has been Requested, the program in which the enrollment has been requested will need to adjust the Current Status.

If the client will be receiving services in the program, the Status should be changed to Enrolled and an Enrolled Date added.

If this is the client's Primary Enrollment, the Primary box should be checked. Only one enrollment can be marked as Primary. If another primary enrollment exists, the Primary box will automatically uncheck for the existing enrollment and the new enrollment will be Primary.

If there is a staff assigned to the enrollment, other than the case manager, the staff should be selected from the Assigned Staff dropdown. See the section **Setting Case Manager** below for instructions on setting the case manager for a client.

If the client is beginning a new episode, Program staff will also need to update the Episode. See instructions under the section 'Updating an Episode.'

Setting Case Manager

Case Manager is entered on the Client Information screen of the client chart. The case manager is selected from the Primary Clinician drop down box of the General tab.

General	Client Episodes	Demographics	Contacts	Release of Infor	mation Log	Hospitalization	n Aliases Tim	eliness Fa	mily
Custom Fie	lds								
General <mark>I</mark>	nformation								
Type of Cli	ent 🔘 Individua	l 🔘 Organization							
Client ID	401	SSN 9401	Modify	Primary Clinician	Adler, Sarah	¥	Primary Physician	Brown, Laurer	· · ·
Destin	~	First Name Melis	sa	Middle Name	D	Last Name	Hershey	Suffix	~
Prenx									
Prenx E-Mail Medicare E Patient Por	Seneficiary ID tal ID	Create	Reset	Medicaid ID			Active Profess	ional Suffix	
Prenx E-Mail Medicare E Patient Por Phone Nu	ieneficiary ID tal ID umbers	Create	: Reset	Medicaid ID	ses		Active Profess	ional Suffix	nt
Prenx E-Mail Medicare E Patient Por Phone Nu	Beneficiary ID Ital ID Jumbers	Create	Reset	Medicaid ID Address Home	ses 9765 Tony/	48910	Active Profess	ional Suffix	nt acial needs or ons important to
Prenx E-Mail Medicare E Patient Por Phone Nu Home	eneficiary ID tal ID umbers	DNC 3	Reset	Medicaid ID Address Home	Ses 9765 Tonyl Lansing,MI	Ms Hwy 48910	Active Profess	Commer List any sp considerati note about	nt ecial needs or ons important to the client
Prefix E-Mail Medicare E Patient Por Phone Nu Home	eneficiary ID tal ID umbers (517) 555-9401 (517) 555-9401	DNC ()	DNLM	Medicaid ID Address Home	ses 9765 Tonyl Lansing,MI	48910	Active Profess	Commer List any spi considerati note about	nt acial needs or ons important to the client
Prenx E-Mail Medicare E Patient Por Phone Nu Home	Beneficiary ID Ital ID Jumbers (517) 555-9401 (517) 555-9401	DNC ()	DNLM	Medicaid ID Address Home Billin	ses 9765 Tonyl Lansing,MI	48 Hwy 48910	Active Profess	Commer List any sp considerati note about	nt acial needs or ons important to the client

If other staff are affiliated with a client, a mental health worker for example, they would be selected as the staff associated with the program enrollment. Only if there is no other staff associated for a specific cost center would you leave the case manager selected as the staff associated with a program enrollment.

Note: They system and reports assume that the clinical staff selected as Primary Clinician is associated with the program that is marked as primary for the client.

Closing an Enrollment

If a client will not be receiving services in the program, or after a client has finished receiving services in a program, the status of the enrollment should be changed to 'Discharged' and a Discharged Date should be added.

If there are no remaining open enrollments, the client should be discharged from the agency by completing a Discharge Summary Document and then closing the Episode.

Episodes

Opening an Episode

Only Access Staff, or staff providing Access functions, should open an Episode. These staff will receive special training to ensure that the episode is opened correctly for accurate reporting of Performance Indicators.

Updating an Episode

Access Staff will begin the episode, but Program staff will need to update it after the Assessment takes place.

If the client will not be receiving services at the agency, Program staff will close the episode. (See the next section: 'Closing an Episode.')

If the client will be receiving services, the Program staff will need to update the episode:

ustom Fields							
usion rielus							
legistration/ E	pisode					2	
Registration Date	05/06/2024		Episode	2	Status	✓ Discharge Date	*
Request Date	05/06/2024		Intake Staff		~		
Assessment			Ass	essment First Offered 3		Reason Declined	~ [
Jate/ Ilme		14					
x Start Date/ Time			IX S	tart Date First Offered		Reason Declined	
omment		rigisticito		including reasons doily in t		•	6
Comment		- CESTRIC		including reasons delay in a			6 Modify Clear
Comment Registration/ E	pisode Histo	ory		including reasons delay in a			6 Modify Clear
Comment Registration/ Episode	pisode Histo	ory Registr	ration		Discharge		6 Modify Clear
Comment Registration/ E 1 Episode 1	pisode Histo	Pry Registr 04/16/3	ration 1980		Discharge 12/17/1981		6 Modify Clear

- 1. Click on the Episode that you want to update and the detailed information will show at the top of the screen.
- 2. Change the Status to 'In Treatment.'

- 3. Enter the Tx Start Date First Offered.
- 4. Tx Start Date:
 - a. If the First Offered Date was accepted, leave this blank. (If left blank, the Offered Date will copy into this field during the quarterly Performance Indicator process.)
 - b. If the First Offered appointment wasn't accepted, then select the actual Tx Start date here.
- 5. Click Save.
- 6. Reason Declined
 - a. If the First Offered Date was accepted, leave this blank.
 - b. If the First Offered appointment wasn't accepted, then select 'Client refused an appointment offered that would have occurred within the timeframe (document in comment box)' in this field. Add the detail in the Registration comment box.

Closing an Episode

Program Staff will be responsible for closing an Episode when *all* program enrollments have been closed or 'Discharged.'

ustom Fields								
egistration/ E	pisode				2		ſ	3
egistration Date	01/01/2024 🛗 🕶	Episode 1		Status Durcharge	a 🗸 🗸	Discharge Date	05/06/2024	.
equest Date		Intake Staff			~			
ssessment ate/Time	i	Asses	sment First Offered			Reason Declined		~
x Start Date/Time	₩ *	Tx Sta	rt Date First Offered	≓		Reason Declined		~
egistration	Comment on registrat	tion access issues in	cluding reasons delay i	n access occured if ap	plicable.			
							4	
egistration/ E	bisode History						4 Modify	Clear
egistration/ E	Disode History	stration		Dis	tharde		4 Modify	Clear
egistration/E	Disode History Regi 04/14	istration 6/1980		Disc 12/1	charge 7/1981		4 Modify	Clear
egistration/ El Episode	Disode History Regi 04/10	istration 6/1980		Dis 12/1	charge 7/1981		4 Modify	Clear

Open the Client Episodes tab in the Client Information screen.

- 7. Click on the Episode that you want to close and the detailed information will show at the top of the screen.
- 8. Change the Status to Discharged. (Note: a status of 'Discharged' cannot be selected if the client has any open enrollments.)
- 9. Enter the Discharge Date
- 10. Click Modify to insert your changes into the grid.
- 11. Click Save.

Client Returns within 60 Days of Agency Discharge

A special situation occurs when a client returns to the agency for services if they have been discharged within the past 60 days. This process is only followed after the client has received services, been discharged, all enrollments and episodes have been closed and the client returns for services within 60 days of their discharge.

- 1. Create a New Episode
- 2. Enter the **Registration Date** and **Request Date** as date client initiated contact for return, Set **Status** to **In Treatment**; Click **Insert**, Click **Save**.
 - Navigate to the Timeliness Tab and mark both indicators as exclusions and enter the reason of **REOPEN60**.
 - See the <u>Departmental Access Process User Guide</u> section on Closed Client Returns to the Agency within 60 days of Discharge under the category Performance Indicator Timeliness Calculations for step by step instructions for entering this Exclusion.
- 3. Create a new program enrollment.

If the client's existing episode was not closed at the time of discharge, you do not need to create a new episode or mark anything as an exception, because they will not be counted as a new client for Performance Indicators. You would just create an inquiry to track the call and ensure the client has an enrollment for the program they are returning to.

Business Process Flow

An episode must be opened before any enrollments can be created, and all enrollments must be closed before the episode can be closed. Some of these functions are handled by Access and some are handled by the Program. Below is an example of the work flow and the responsible party.

Example	Action needed in Smartcare	Party to complete
		Smartcare Entry
1. Client requests	1.a. Create an Episode with a status of Registered	Access
services	1.b. Start an Enrollment with a status of Requested	Access
2. Program does	2.a. Update the Episode to a status of In Treatment	Program
Assessment and	and enter Tx Start info.	
determines that the client	2.b. Update the Enrollment to a status of Enrolled.	Program
qualifies for services in	Add Enrolled Date. Add Assigned Staff, if needed.	
the program	_	
3. Program refers client	3.a. Create an Enrollment for the receiving	Program
to another program	program with a status of Requested.	(Referring)
	3.b. Update the Enrollment to a status of Enrolled.	Program
	Add Enrolled Date. Add Assigned Staff, if needed.	(Receiving)
4. Client discontinues	4.a. Close the Enrollments	Programs
services	4.b. Create a Discharge Summary (One document	Program
	gets created when all enrollments are closed.)	
	4.c. Close the Episode	Program