



Program Change Tip Sheet

This Tip Sheet is intended to walk users through how to change a client program if they were enrolled into the wrong program. If any additional help is needed, please contact us at <u>bhs-ehrsupport@saccounty.gov</u>. NOTE: you will not be able to do this process if the services have already claimed.

Reminder: When emailing <u>bhs-ehrsupport@saccounty.gov</u>, please make sure to encrypt any emails with client information.

- 1. Use "Client Programs (Client)" to enroll the client into the correct program. Make sure to back date the enrollment to the actual enrollment date.
- 2. If there were no services entered contact <u>bhs-ehrsupport@saccounty.gov</u> to delete the wrong program.
- 3. If services were entered in the wrong program open "Services (Client)".
- 4. Use the filters to filter the wrong program, make sure to leave the date range blank. Click Apply to save the filter.

Servi	ces (21)			⊖ ☆ ★ ☆ ⊡
Show xxxxS	SacCo-APSS-Broadway	✓ All Statuses✓ DOS From	✓ All Clinicians	Apply Filter

5. Click on the DOS hyperlink to open the note.

Services (21)							9☆★≵	. 🗅 🌣
		V All s	Statuses	# _	✓ All Clinici	ians	✓ Apply Filter	-
xxxxSacCo-APSS-Broadway DOS From DOS To Include Services created from Claims Only include Services with Add On Codes Include Services created from Claims Include Services created								
DOS			Group Name	Units	Status	Clinician/Provider	Program	Location
<u>07/21/2023 09:00 AM</u>	Psychotherapy	with Patien		37.00	Complete	Miller, Justin LCSW Li	xxxxSacCo-APSS	Office
07/21/2023 07:00 AM	Assessment M	D 15 Minutes		1.00	Complete	Sawyer, John MD Me	xxxxSacCo-APSS	Office





6. Click the "Override Service Detail" button.

S	ervice Detai	il	Regenerate Charg		-560	✿	★ 🗘 🛍	ö¢ i	i ^₿ 🛅	0 🕫	Save		
	Service Detail	Billing Diagnosis Ado	d-On Codes	Authorization(s	5)								
	Service										0	Î	
	Client	<u>Test, Entry</u>	Status	Complete 🗸	Start Date	07/21/2023	•	Program	xxxxSacCo		lwa 🗸		
	Procedure		vith an EM S∈∨	Modifier	Start Time	9:00 AM	ו ד	Face to Face Time	37	Minutes			
	Clinician Name	Miller, Justin	\sim				I	End Date	07/21/20	23			
	Location		\sim	Attending			~	Referring			\checkmark		
	Client was present	Other Person(s) Present				Cancel Reason							
	Group			Charge	<u>\$1133.04</u>	Balance	:	\$ 1133.04	Rate ID	1004	1560		

7. Once that is clicked the options will open. Select the program drop down and choose the correct program. The program will only show if the procedure code is applicable to both programs. If the code is not applicable to both programs you will need to contact <u>bhs-ehrsupport@saccounty.gov</u> to delete the services as well as the wrong program.

Service Detail	Regenerate Charge 🔒	₽ -569≮	* 🖈 🗘 🖆	ö ¢i^₿	🛅 🗋 🖬 Save 📑 🗙 î
Service Detail Billing Diagnosis Add-On Codes	Authorization(s)				
Service					0
Client <u>Test, Entry</u> Status	Complete 🗸 Start [07/21/2023 🚞 🔻	Program	xxxxSacCo-APSS-	Broadwa 🗸
Procedure $$Psychotherapy$ with Patient with an EM Se \checkmark$	Modifier Start 1	ime 9:00 AM	Face to Face Time	APCC-TWC-14th xxxxSacCo-APSS	Ave -Broadway(34CZKA)
Clinician Name Miller, Justin 🗸			End Date	07/21/2023	
Location Office 🗸	Attending	~	Referring		\mathbf{v}
Client was Other Person(s) Present		Cancel Reason			\sim
Group	Charge <u>\$1133</u>	8.04 Balance	\$ 1133.04	Rate ID	1004560
Billable Do Not Complete					
Mode Of Delivery					

- 8. Click "Save" once complete.
- 9. Steps 2-8 will need to be completed for each service.