

## 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 [bhs-ehrsupport@saccounty.gov](mailto:bhs-ehrsupport@saccounty.gov). NOTE: you will not be able to do this process if the services have already claimed.

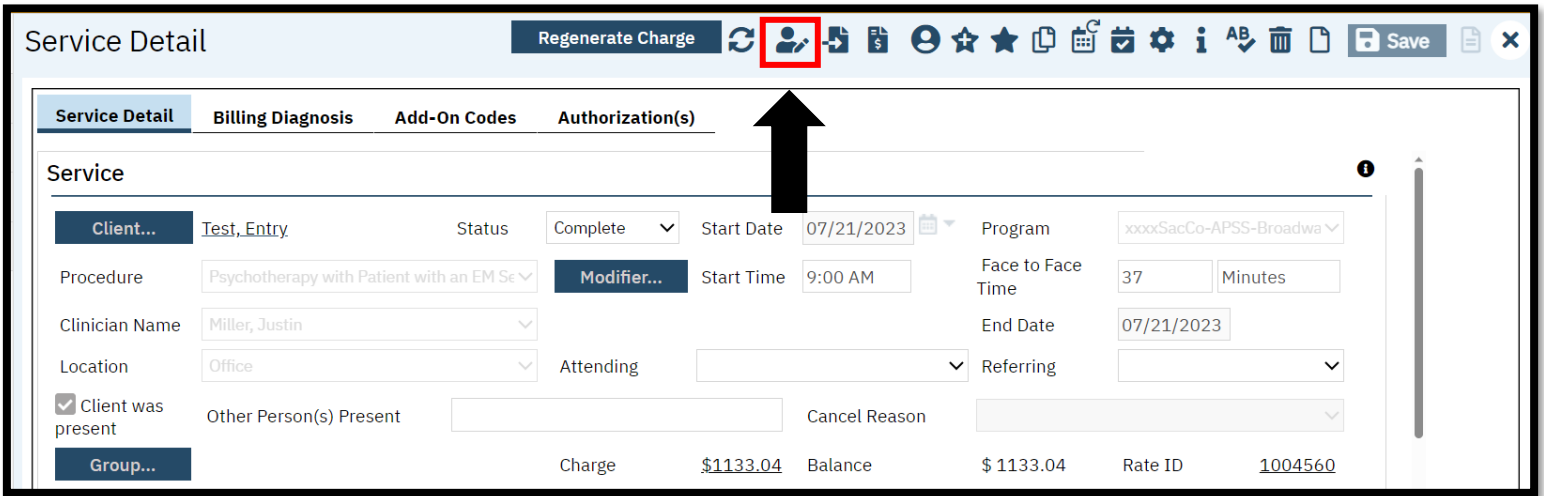
Reminder: When emailing [bhs-ehrsupport@saccounty.gov](mailto:bhs-ehrsupport@saccounty.gov), please make sure to encrypt any emails with client information.

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 [bhs-ehrsupport@saccounty.gov](mailto:bhs-ehrsupport@saccounty.gov) 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.

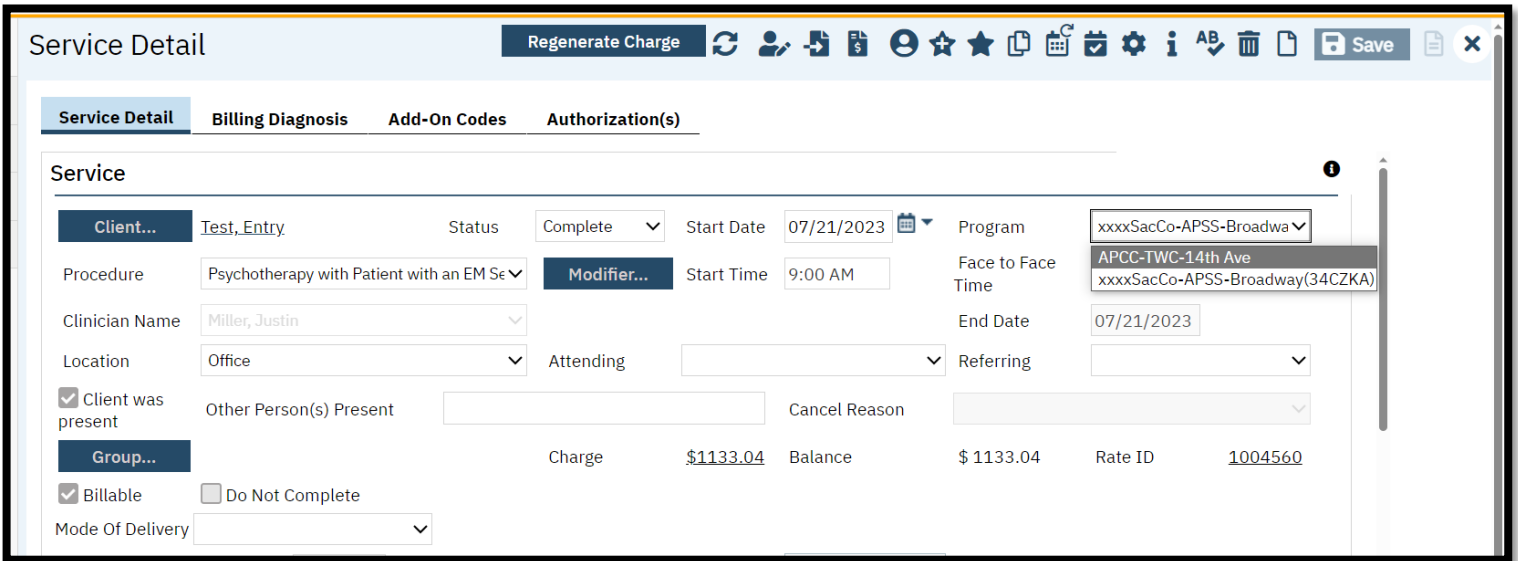
5. Click on the DOS hyperlink to open the note.

DOS	Procedure	Group Name	Units	Status	Clinician/Provider	Program	Location
<a href="#">07/21/2023 09:00 AM</a>	Psychotherapy with Patien...		37.00	Complete	Miller, Justin LCSW Li...	xxxxSacCo-APSS-...	Office
<a href="#">07/21/2023 07:00 AM</a>	Assessment MD 15 Minutes		1.00	Complete	Sawyer, John MD Me...	xxxxSacCo-APSS-...	Office

6. Click the “Override Service Detail” button.



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 [bhs-ehrsupport@sacounty.gov](mailto:bhs-ehrsupport@sacounty.gov) to delete the services as well as the wrong program.



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