



Client API Access, Control, and Availability Procedure

Effective Date 05/08/2025
Revised Date 05/08/2025

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Purpose To describe the process for ensuring client records and billing information are accessible to the client and to provide Department of Behavioral Health (DBH) staff with guidelines regarding the Application Programming Interface (API) and Third-Party Application vetting process.

Provisioning and Deprovisioning Third-Party Access The provision and deprovision process for Third-Party access is triggered by the submission of the Developer Access Request Form by a third-party developer requesting access to the San Bernardino County MyHealthPointe API.

After completing the review outlined in section (a) of the Third-Party Application Vetting block (notated on page 3 of IT5026), IT support will proceed with the following:

- Open a support case via the Netsmart Connect Support Portal
- Include the following details in the support case:
 - Desired date for access enablement or disablement.
 - Environments to which access is to be granted or removed (e.g., production, testing).
 - Name of third-party application.
 - Use case of the third-party application.
- Once the Third-Party is approved and Netsmart has processed the support ticket, the Third-Party Applicant will then follow the process that will be indicated on the DBH Provider Directory and Patient Access Application Program Interfaces (APIs) webpage. (Developer Access Request Form – DBH Internet Website)

Client Access to MyHealthPointe and API

To access MyHealthPointe, a client must proceed as follows:

- DBH Client: The third-party should request client to link their data from their health plan by following the instructions on their App to start the linking process.
- Client Log In:
 - The client will download the MyHealthPointe app;
 - The client will need to log into their San Bernardino County Department of Behavioral Health account;
 - The App will direct client to the San Bernardino County Department of Behavioral Health Log In screen;

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Client Access to MyHealthPointe and API, continued

- If client has set up a myHealthPointe member account with the San Bernardino County Department of Behavioral Health, they will enter a Username and Password;
- If they have not yet set up their San Bernardino County Department of Behavioral Health account, they will need to set up their account from this screen;
- Client will click on the Register Now link from the Log In screen;
- Client will need to type in name, date of birth, zip code, Enrollee ID, and either an email address or cell phone number;
- Create a username and password;
 - A 6-digit code will be sent either via email or a text,
 - Client enters this code on the registration page to complete the account setup process;
- Before the 6-digit code is sent to the client, IT must search for the client and send the client an authorization token via myAvatar;
- The client will receive an email with the link and will be sent to a page that will request they fill in their name, home address, San Bernardino County Department of Behavioral Health Enrollee ID and phone number;
- Client should look at all the information that can be shared with the app;
 - If there is information client does not want to share, they will need to uncheck the box next to that information.
- When they click Submit, their data will be shared with the App;
- Should the client encounter any issues accessing their data within their App,
 - They should seek support through their vendor App initially, and;
 - Should the problem extend beyond the scope of the vendor's application, the vendor will follow the Support Protocol notated below.

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Support Protocol for Third-Party Vendors

Below are the troubleshooting steps for Third-Party Application Vendor:

- Vendors should first conduct an Initial Assessment to identify the nature and scope of the problem;
- Review Netsmart's API documentation and FAQs for potential solutions or similar issues;
- If unresolved, submit a ticket to the DBH-IT HelpDesk, providing:
 - A detailed description of the issue;
 - Relevant error messages or codes;
 - Impact assessment on users, and
 - Steps already taken to attempt resolution.
- Work collaboratively with the Department of Behavioral Health's IT to diagnose and resolve the issue, keeping detailed records of the interaction and solutions provided.

Referenced Forms, Policies, and Procedures

[DBH Standard Practice Manual and Departmental Forms:](#)

- [Access To Medical Records Request \(COM021\)](#)
- [Release Of Information: Patient's Right Of Access To His/her Own Medical Record \(COM026\)](#)
- [Access And Amendment Of Medical Records Policy \(COM0931\)](#)
- [Client API Access, Control, and Availability Policy \(IT5026\)](#)
- [Provider Directory Policy \(IT5027\)](#)

[Developer API Resources – DBH Internet Website](#)

- [Developer Access Request Form – DBH Internet Website](#)

Reference(s)

- [Assembly Bill \(AB\) 133](#)
 - [BHIN 22-032 Interoperability and Patient Access Final Rule Compliance Monitoring Process](#)
 - [BHIN 22-068 Interoperability and Patient Access Final Rule](#)
 - [CMS Interoperability Rule & CMS Interoperability Specification](#)
 - [Cures Act](#)
 - [Health and Safety Code section 130290](#)
 - [Welfare and Institutions Code \(W&I\) section 14184.100, et seq.](#)
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