

DATE: February 28, 2024

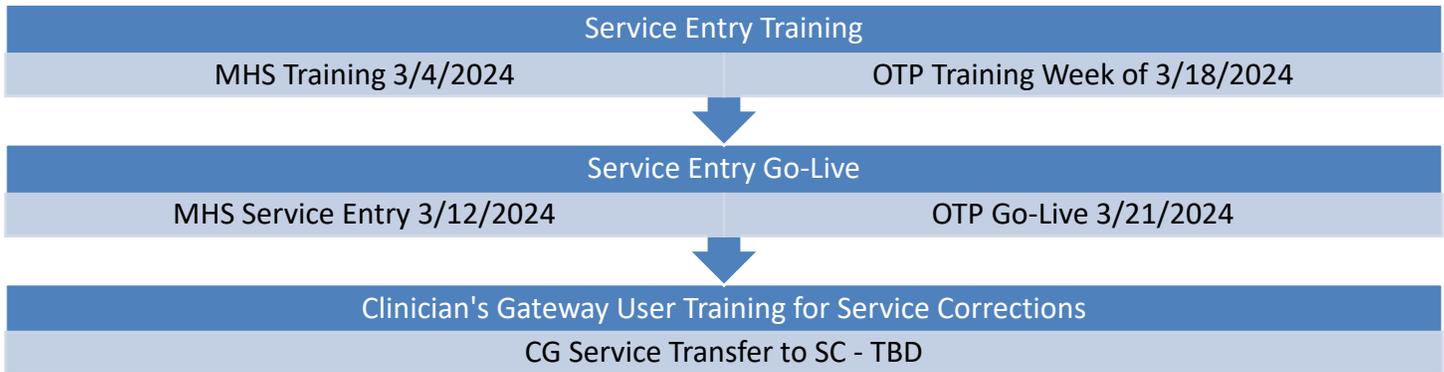
TO: Alameda County Mental Health Plan (MHP) & Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers

FROM: Vanessa Baker, Deputy Director, Plan Administration & SmartCare Executive Sponsor *Vanessa Baker*

SUBJECT: SmartCare Launch Service Entry Training

SmartCare (SC) Service Entry Training Details

SC Service Entry functions will become available soon and Providers will be able to enter their services into the system. The roll out plan is as follows:



CBO – Go Live Preparation

- Remember to Update Staff e-forms.
- Review your client program enrollments.
- Watch the SC Basic Training Validation video!

Before Service Entry Go-Live Training make sure you’ve completed the prerequisite:

- Watch the [SmartCare Basic Navigation Training Video](#)
- Complete [Registration & Program Enrollment training](#) now so that you are able register for the service entry training.
- Review this [FAQ](#) which contains resources and critical action steps.

SUPPORT: SC Daily Office Hours – ongoing / HCSA IS Support – ongoing
Email his@acgov.org Phone: 510.567.8181

For more Info go to: [ACBH Provider’s Website – SmartCare](#)

Service Entry Go-Live Training will begin the **week of March 4, 2024**. Training registrations will be posted on our website in the [ACBH Providers Website News & Announcements](#) section. Here is what you can expect from the upcoming trainings:

Type of Attendees

- Clerical Staff: Data entry in system & Clinician: Service delivery & Supervisor/Managers: Department decision approvers
- Registration will be required for Virtual or On-Site trainings in the [SmartCare](#)

section.

- The ACBH Quality Assurance (QA) unit will provide CPT Procedure code training.
- To accompany Service Entry training, a Service Entry Mini-Manual will be posted on the website, in addition to the [MHS SC Mini-Manual](#) and [SUD CalOMS Mini-Manual](#)
- Recordings from training sessions will be posted on the website under [Current Recordings](#).

Alameda County Behavioral Health Care Services

