




**- MEMORANDUM -**

DATE: March 21, 2023

TO: Alameda County Behavioral Health Care Services (ACBH) Providers

FROM: Karen Capece, Interim Deputy Director, Plan Administrator 

SUBJECT: **SmartCare Implementation Update**

ACBH is pleased to announce the below two SmartCare Implementation Town Halls, which will provide an overview of the billing system replacement to support CalAIM and to transition from the county's legacy systems, InSyst and eCura. The initial phase will go-live in July 2023, with a focus on CalAIM payment reform, critical operations, and federal and state requirements.

CalAIM is a California initiative led by the Department of Health Care Services (DHCS) that aims to provide broad delivery system, program, and payment reform across the Medi-Cal system. ACBH is leading the initiative to streamline business applications and data collection. The Town Halls will:

- Share key SmartCare updates and expectations for our July 2023 Phase 1 Go-Live.
- Establish a framework for future use and transitioning from legacy systems.
- Provide a roadmap and guidance on short and long term priorities, equipping you with information that will enable you to be prepared for SmartCare's go-live.
- The end user experience is key to the project success, and we want to dialog with the Providers on how best to ensure that it is meeting the needs of the community.

To support providers with these changes, ACBH SmartCare Implementation Team and Xpio Health will be offering informational sessions on the following days:

**Town Hall**  
**SmartCare Implementation Update**  
**March 30, 2023, 11:00 a.m. - 12:00 p.m.**

Please register in advance for this webinar:  
<https://attendee.gotowebinar.com/register/866044120506553247>

This training will be recorded

**Town Hall**  
**SmartCare Implementation Q&A Session**  
**April 11, 2023, 12:00 p.m. - 1:00 p.m.**

Please register in advance for this webinar:  
<https://attendee.gotowebinar.com/register/2013900012229502552>

We look forward to meeting with you. For questions or feedback, please contact [QATA@acgov.org](mailto:QATA@acgov.org) and Jade Phan, ACBH, [Jade.Phan@acgov.org](mailto:Jade.Phan@acgov.org). Link to the presentations will also be posted on the [Provider Website](#).

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Alameda County Behavioral Health Care Services  
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