alameda county behavioral health
MENTAL HEALTH & SUBSTANCE USE SERVICES

Date: August 14, 2023
Subject: SmartCare Launch

2000 Embarcadero Cove, Suite 400
Oakland, Ca 94606
510-567-8100 / TTY 510-533-5018
From: Karen Capece, SmartCare Executive Sponsor
To: Alameda County Behavioral Health (ACBH) Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers

Memorandum

Update: SmartCare Go Live for Mental Health on August 16, 2023!

Alameda County Behavioral Health Care Services (ACBH) **SmartCare (SC) Go-Live is August 16, 2023 for Specialty Mental Health Services (SMHS)!** To account for program operational considerations, SMHS providers may begin utilization of SmartCare on August 16, or as soon as possible.

SmartCare will be implemented in stages to ensure a smooth transition and effective adoption of the new system. Our first phase will focus on rolling out the **Specialty Mental Health Services (SMHS)** service area. This approach will allow users to gradually become familiar with the system and address any potential bugs or issues that may arise during the initial implementation. This limited-scale deployment will allow us to identify any specific challenges or areas that require further attention before expanding the implementation.

After successfully addressing any identified challenges and ensuring a stable system, we will proceed with the roll out of the **Substance Use Disorder (SUD)** service area. This was not our original plan, but this approach will ensure a smoother and more productive SmartCare user experience going forward. We appreciate your patience and support as we work to implement the SmartCare system.

Our top priority in the upcoming weeks is to support ACBH staff and Specialty Mental Health Services (SMHS) partners with the launch.

SmartCare (SC) Access Action Step

If you are an active employee, clinical or non-clinical InSyst User, please review these steps to validate your account was successfully and accurately migrated to SmartCare.

1. Review MHS SC Mini Manual Walkthrough_v.5 or to understand how SmartCare uses your ACBH network credentials to authorize login.
2. SmartCare PROD live link will be published as of 8 a.m. on August 16, 2023, in ACBH Web Portal: https://go.bhcsportal.org.
3. Login to your account using your ACBH network or Citrix credentials.
4. If you receive a login error, complete a SmartCare Authorization Request Form: https://eforms3.acbhcs.org/lincdoc/doc/run/alameda/Authorization_MHS2) (Update Link)
5. If you are a new staff who requires a login, your organization must complete a SC Staff Form (Update Link) and SC Authorization Request form.
6. Fee-For-Service Providers will not be granted access at this time.

alameda county behavioral health

MENTAL HEALTH & SUBSTANCE USE SERVICES

Date: August 14, 2023
Subject: SmartCare Launch

2000 Embarcadero Cove, Suite 400
Oakland, Ca 94606
510-567-8100 / TTY 510-533-5018
From: Karen Capece, SmartCare Executive
Sponsor
To: Alameda County Behavioral Health
(ACBH) Mental Health Plan (MHP) and Drug
Medi-Cal Organized Delivery System (DMC-
ODS) Providers

MHS Clinician's Gateway (CG)/SmartCare Interface

If you are a Clinician's Gateway user in MHS, CG/SC will be available on August 16, 2023.

- A client must be registered and enrolled into a program for clinicians to write their notes.
- Services will be uploaded from CG to SC at a later time. SUD users will continue CG/InSyst and complete notes as drafts; there will be a process to migrate notes to CG/SC.

Application Support

With a major implementation release, bugs and glitches will occur. Please check the Provider's Site/Announcements Section for updates of known issues. If technical support is needed, contact ACBH Information Systems for SmartCare and CG/SC. Please note, ACBH IS anticipates increased need and volume at SmartCare Go-Live and has secured priority support with Health Care Services Agency (HCSA) Information Systems and Information Technology Department (ITD).

- Hours: 8:30 am to 5:00 pm, Mon-Fri*
- Email: HIS@acgov.org
- Phone: (510) 567-8181
  *Limited Weekend Support Will Be Provided in August

Upcoming Office Hours & Trainings for ACBH Providers!

Client Registration and Program Enrollment Training was provided earlier in the Summer. As of August 16, ACBH will resume daily **SmartCare Office Hours**, where users can bring their questions and issues, and receive immediate support and guidance.

- SmartCare Office Hours, August 16
- SmartCare Office Hours, August 17
- SmartCare Office Hours, August 18

We will be adding more sessions throughout August. Please register on Providers Home Site.

To prepare for Go-Live, please watch the recordings as follows:

- Quick educational video that introduces the new platform.

- Client Search, Client Information, Client Alias & Client Flags
- MHS Inpatient Registration, Program Enrollment, and Update/Discharge (Previously Known as Opening an Episode)

alameda county
behavioral health

MENTAL HEALTH & SUBSTANCE USE SERVICES

Date: August 14, 2023
Subject: SmartCare Launch

2000 Embarcadero Cove, Suite 400
Oakland, Ca 94606
510-567-8100 / TTY 510-533-5018
From: Karen Capece, SmartCare Executive
Sponsor
To: Alameda County Behavioral Health
(ACBH) Mental Health Plan (MHP) and Drug
Medi-Cal Organized Delivery System (DMC-
ODS) Providers

- [MHS Outpatient Registration, Program Enrollment, Diagnosis, Discharge](#)

In-Person Training: We will continue to provide specialized in-person trainings on **Client Registration and Enrollment shortly after Go-Live**

Mental Health Services (MHS) training will be held weekly and continue through September. We will have training sessions focused specifically on Inpatient and Outpatient.

Substance Use Disorder (SUD) training will be scheduled closer to SUD go-live.

As the functionality of the system expands, additional training will be provided that focuses on these expanded features.

Remote Training: Feedback received from the initial SC training sessions, has led to a decision to **limit the number of remote attendees during hybrid training sessions.**

Service Entry Training: This billing training will be provided after SmartCare go-live, tentatively in September. Additional information will be forthcoming.

We greatly appreciate your patience while the team diligently works to ensure SmartCare functions as designed. For SC updates, training dates and links, key forms, manuals, and training videos, go to: [SmartCare Site](#)

For addition information about SmartCare, stop by our website [SmartCare and Payment Reform Quick Reference Memo](#) or reach out to our team with questions: ACBHSmartCare@acgov.org.