



MENTAL HEALTH & SUBSTANCE USE SERVICES

Date: June 9, 2023
 Subject: SmartCare Implementation Updates: General and Updated Training Plan

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

Memorandum

Update: Upcoming SmartCare Trainings

Alameda County Behavioral Health (ACBH) is less than one month away from our SmartCare Go-Live on July 1, 2023! Our top priority in the upcoming weeks continues to be preparing ACBH staff and DMC-ODS partners for the launch.

To support this transition, the SmartCare Implementation Team will offer hands-on training. This initial training will focus on features provided at launch. As the functionality of the system expands, additional training will be offered on the use of the other features.

These hybrid training courses are **required** for ACBH providers (see below list for specific target audiences for each training) and are provided for FREE. To prepare for the training, please watch this quick [educational video](#) that introduces the new platform.

Register now!

Who is required to attend	Information covered in training	Training Date/Time
<ul style="list-style-type: none"> ACBH Staff County Clinics Provider Organizations 	SmartCare DMC-ODS session <ul style="list-style-type: none"> An Introduction to SmartCare Client Search – Create Client Registration & Program Enrollment <p>All sessions are from 8:30 a.m. - 12:30 p.m.</p> <p>Note: ACBH will provide flexibility; additional guidance and support with service entry given unexpected issues may come up with rolling out a new system and CalAIM Payment Reform changes. The deadline for July and August 2023 service entry will be September 15, 2023</p>	<p>Webinar Links To Register Virtually:</p> <p>Substance Use Disorder SmartCare End User Training 6/27/2023</p> <p>Substance Use Disorder SmartCare End User Training 6/30/2023</p> <p>Substance Use Disorder SmartCare End User Training 7/06/2023</p> <p>Substance Use Disorder SmartCare End User Training 7/11/2023</p> <p>Links To Register In Person</p> <p>On-site training space is limited to 30 people a day, to allow for social distancing. Please use this link to register and we will try our best to accommodate all of the in-person requests.</p> <p>https://app.smartsheet.com/b/form/38a8b7abc3314e35821d47dba7b0074d</p>

SmartCare support will be available through SmartCare Office Hours from June 23 – July 20 (Monday - Friday from 3:30pm-5:00pm). To sign up, go to: [SmartCare Office Hours](#). Once you register for SmartCare hours, the





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meeting series will appear on your calendar. Join the SmartCare hours as convenient. Training details and links will also be available on the [QA Training](#) website.

For questions, please reach out to our staff at: ACBHSmartCare@acgov.org.

In addition to training, an essential next step for ensuring a smooth transition is for all active clinical staff to submit all required data to comply with California Advancing and Innovating Medi-Cal (CalAIM) Payment Reform.

Join other Community Based Organizations and Health Partners in updating your roster and preparing for the transition to SmartCare. Instructions on how to submit your roster are provided below.

Only 10 days left!

Action required: On or prior to June 19, 2023



1. Review the [SmartCare Discipline and Taxonomy Code](#) document
2. Complete the "Submission Template" tab on the [Setup Data Staff](#) Excel spreadsheet for all active clinical staff.
3. Login to the [Citrix Portal](#) through the ACBH Network and select e-forms. Locate the "ACTIVE STAFF ROSTER." *
4. Complete the required information on the e-form and attach the completed Setup_Data_Staff Excel spreadsheet.
5. Submit the e-form.

Submission of required data will ensure staff have login access and maintain your ability to bill for services.

To fill out the above form, have the following information accessible: organization name, staff names (first/last), program (reporting unit), discipline, license number, professional signing suffix, taxonomy code and NPI.

It is essential for all ACBH staff and Community Based Organizations (CBOs) to afford the SmartCare Implementation the highest priority possible to ensure systemwide success. ACBH is committed to optimizing technology that can support business growth, adapt to changes, and enhance the quality of patient care. For more information about the ACBH transition to SmartCare, see the [SmartCare FAQ](#).

For more memo updates, visit [ACBH Provider Website/QA](#). If you have any further questions, please email us at: ACBHSmartCare@acgov.org. Thank you for your dedication and continued support during the SmartCare Implementation.



Alameda County Behavioral Health Care Services
A Department of Alameda County
Health Care Services Agency