alameda county behavioral health

MENTAL HEALTH & SUBSTANCE USE SERVICES

Information Systems
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- MEMORANDUM -

DATE: July 26, 2022

TO: Alameda County Behavioral Health (ACBH)Community Based Organizations

FROM: John Provost, Information Systems Interim Deputy Director

SUBJECT: **CBO Report Validation - SmartCare**

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As a Mental Health Plan (MHP) under contract with the California Department of Health Care Services (DHCS), ACBH complies with Federal Final Rule requirements for monitoring Network Adequacy and Monthly Health and Human Services Office of Inspector General (OIG)/Exclusion by utilizing the staff roster information for clinical and non-clinical staff. When contracting with ACBH, each organization is required to comply with the Monthly OIG Attestation process by reviewing the active staff roster information and attesting to the accuracy of staff information, which includes but is not limited to full name, date of birth, Social Security number, and licensing credentials.

What's Happening Next?

Effective July 1, 2023, ACBH is rolling out a new billing system called SmartCare (SC), replacing our InSyst billing and eCura Fee-for Service (FFS) Managed Care Systems. The SC design links staff to organizations/programs currently not designed with InSyst.

As we move to the next phase of the SC implementation, we need your assistance in updating and keeping the staff roster data accurately maintained to uniquely link staff to their correct organization/program. Staff data and staff permissions not accurately associated to Organizations and Programs within SC will prevent the ability to open episodes and enter services. The specific data fields listed below are key in ensuring SC works as designed:

- Staff Name
- Taxonomy
- Date of Birth
- NPI
- Validate your SSN#
- Discipline/Licensing Credentials
- Staff Organization & Program Location (RU#)

It is important that staff data is successfully moved from InSyst to SC with current and up-to-date staff information. It is critical that the staff roster data be kept current monthly and accurately in SC on day one of go-live, July 1, 2023. **To ensure that the staff data moved into SC is of the highest quality, using the instructions indicated below, please review the Active Staff Roster Report OPS631 by Reporting Unit (RU) # and submit all corrections by August 9, 2022.** Please note: Active staff includes all employees (both clinical and non-clinical).

The instructions are as follows:

Steps in Reviewing Report - OPS 631	How to Access the Staff Number e-form
1. Review and validate all information to ensure data is accurate for each staff within the Primary RU only. Verify that all active staff have been included (Name, Primary RU#).	1. Login to the Citrix Portal through the ACBH Network: https://go.bhcsportal.org
2. If any information is inaccurate, submit the InSyst Staff Number e-form (Update dropdown).	2. Select e-forms. Locate the "INSYST STAFF NUMBER", select the MHS link e-form to make corrections and updates.
3. If all active staff are included and the data is correct on the report, then no action is required.	3. Complete the required information.
4. If any staff listed on OPS631 report no longer works for your organization, submit InSyst Staff Number e-form (Expire Staff Number dropdown)	4. Once complete, click "Submit".
5. If an active staff member is missing from OPS631 report, submit the InSyst Staff Number e-form to request a new staff number.	5. Please complete **by August 9, 2022**. (2 weeks)

Please work with your RU's designated administrative staff who have access to the ACBH network (InSyst User) to complete the e-form.

For more information regarding compliance and exclusion screening, please see the governing ACBH Policy and Procedure #OCS.C.001 Exclusion Screening Policy. For licensing & credentialing questions, please contact Quality Assurance at QAOffice@acgov.org. If you require technical assistance, please contact System Support at (510) 567-8181 or email us at HIS@acgov.org.

Thank you for your assistance in reviewing, correcting, and updating your staff information before the SC go-live.

To learn more about the SC Implementation, please click the link to review the ACBH Smart Care Memo distributed on March 24, 2022.