


## ***ACBH Communication***

**DATE:** September 26, 2023

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

**FROM:** Karen Capece, Quality Management Program Director   
SmartCare Executive Sponsor

**SUBJECT:** SmartCare Launch Updates

Dear Alameda County Behavioral Health Care Services (ACBH) System Partners:

ACBH is progressing in its transition to SmartCare (SC). This memo aims to offer further updates and guidance to assist our partners in the successful implementation of SmartCare. The initial phase which commenced in August, marked the launch of SmartCare for Specialty Mental Health Services (SMHS), focusing on Registration and Program Enrollment. We are now gearing up for the second phase, which involves the **launch of Substance Use Disorder (SUD) services within SmartCare.**

### **Substance Use Disorder (SUD) Launch Details**

The SmartCare Launch for SUD services will be implemented in a staggered approach. **This SmartCare SUD launch will focus on Call Portals & Non-CalOMS Programs and will be effective on September 28, 2023!** This is a continuation of the phased approach taken by ACBH to ensure a smooth transition and effective adoption of the new system.

This phase will focus on creating new clients, collecting basic demographic information and completing program enrollments for Non-CalOMS Programs. In the second stage, scheduled for mid-October, we will go-live with SUD CalOMS Programs. This staggered approach allows for us to complete the CalOMS data migration from InSyst into SmartCare, provide the best user experience, and deliver support for users during each phase. To learn if your program is part of the first stage, please review the attached list.

[CallPortal NonCalOMS List](#)

### **Transition Guidance from CG-InSyst to CG-SmartCare**

Clinicians Gateway-SmartCare (CG-SC) will be made available to all program types (**CalOMS, non-CalOMS SUD, and MHS**) in **Mid-October for new work.** Please see [CG-SmartCare SUD GoLive Advisory](#) for details on how and where to document notes. A prior advisory was distributed regarding the CG-SmartCare MH go live on 8/16/23. For those details please refer to [CG-SmartCare MHS GoLive Advisory](#).



Once SmartCare SUD goes live, Clinicians Gateway and non-Clinician Gateway programs should begin to complete Client Registrations and Program Enrollments in SmartCare starting with July 2023 and working chronologically. Program enrollments will be needed to finalize the CG-SC notes. Before new clients and enrollments are completed in SmartCare, notes may be written in Draft in CG-SC.

For existing notes, to prevent duplicate entries, Clinicians Gateway-InSyst (CG-I) notes, including clinical content, will be migrated by the CG vendor into CG-SmartCare sometime after CG-SC Go-Live. After migration, editing and finalization of migrated notes will be available to the note author. After editing CalAIM requirements and finalizing, service information (including client, program, and billing information) will automatically upload to SmartCare. **Please note:** Due to some fields not having 1:1 mapping (e.g. CPT codes), CG-SmartCare note finalization will require appropriate CPT code and billing details selections. For more information on CPT codes and billing, go to [ACBH Providers Website - Quality Assurance Training \(acbhcs.org\)](https://www.acbhcs.org/quality-assurance-training) and reference the Current Procedural Terminology section.

## Service Entry Feature and Deadline Extension

Starting this Fall, partners will be able to directly enter services into SmartCare. **Service Entry Go-Live for SMHS and SUD will be available at the end of October 2023.** Training sessions will be made available to users and will focus on Service Entry to help ensure stakeholders are well-equipped for the new system. Training sessions for both SMHS and SUD providers will begin in late October. Training dates and times will be shared on the ACBH Provider's [SmartCare Site](#). In an upcoming memo, we will provide the deadline for entering services for July and August.

## Provider Cost Reimbursement Extension

ACBH will continue to extend the **monthly actual cost reimbursement through the second quarter of Fiscal Year (FY) 2023-24 (July 2023 – December 2023)**. Contract settlement terms will remain consistent per your organization's contract. Your organization can continue to submit claims in the same manner for the second quarter as you have for the first quarter of the year. If your FY 2023-24 contract is not finalized, this update will be included in the footnote of your rate sheet. If you have any questions regarding your organization's Interim Contract, please contact your assigned Contract Managers or the ACBH Contracts mailbox at [Contracts@acgov.org](mailto:Contracts@acgov.org).

We greatly appreciate your patience while the team diligently works to ensure the full transition of SmartCare. For SmartCare updates, training dates, Office Hours and links, key forms, manuals, and training videos, go to: [SmartCare Site](#).

For additional SmartCare information, please reference: [SmartCare and Payment Reform Quick Reference Memo](#) or reach out to our team with questions: [ACBHSmartCare@acgov.org](mailto:ACBHSmartCare@acgov.org)

