

**DATE:** March 25, 2024

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

**FROM:** Vanessa Baker, Deputy Director, Plan Administration & SmartCare Executive Sponsor *Vanessa Baker*

**SUBJECT:** SmartCare New Program Set Up

## SmartCare (SC) New Program Set Up

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

As ACBH continues our staggered roll out of service entry we are committed to responding to inquiries around various changes, including SmartCare terminology and service entry functionality. We recognize and appreciate that Providers are committed to entering services timely in order to adhere to our service entry deadlines, as outlined in the SmartCare memo issued 3/11/24: [News & Announcement | ACBH Providers Website \(acgov.org\)](#). We also recognize that some programs/Reporting Units (RUs) are not yet reflected in the SmartCare System. To assist Providers in managing existing programs and new program set up needs, please refer to the following guidance:

### New Program Setup:

- **Will programs be referred to as RUs or Program, or both?** With SmartCare, RUs are being referred to as “Programs”. To assist Providers, we have added the RU number at the end of the Program Name for easy reference.
- **What can I do now to request adding a new program or to make a change to an existing program in my contract?** Complete the Program Change Request form and submit to the ACBH Contracts Unit, who will work with you to process the form and will put your request into the queue for changing the set-up of your program(s) within SmartCare. The Program Change Request Form is found at <https://bhcsproviders.acgov.org/providers/network/cbos.htm>.
- **How are programs added to Smart Care?** Please contact your ACBH Program/Fiscal Contract Manager and they will assist you with the process of Adding or Modifying a Program. ACBH is currently in the process of developing a new e-Form to assist with the creation of programs in SmartCare.
  - **NOTE:** ACBH Contracts is tracking all provider submissions to add new programs and the goal will be to add new programs after initial service entry and claiming is achieved.
- **Will new programs appear in the system, so that I can meet the deadlines for service entry?** ACBH anticipates the e-Form will be live within a month. Exceptions/considerations will be reviewed and discussed on a case-by-case basis.
- **What will happen if I don't meet the deadline?** ACBH will continue to issue communication memos as we proceed through the SmartCare service entry process. Exceptions/considerations will be reviewed and discussed on a case-by-case basis.

### Clinician Assignment to Programs:

For organizations that do not have their clinicians assigned to the correct Program in SmartCare, please continue to fill out a Staff e-Form to update this information, which can be found on the [ACBH Forms](#), you will need to login into Citrix first to access the form [Citrix Portal](#).

