Behavioral Health Department
Alameda County Health

Memo

Date:	August 23, 2024
To:	Alameda County Behavioral Health Medi-Cal Specialty Mental Health Providers (SMHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers
From:	Vanessa Baker, Deputy Director, Plan Administration & SmartCare Executive Sponsor *Vanessa Baker*
Subject:	SmartCare Update

Exciting Milestone Achieved: SmartCare Basic Functionality is Fully Operational! We are thrilled to announce that the SmartCare implementation project team has reached an incredible milestone by successfully submitting processed claims in SmartCare for FY23-24, starting with July 2023 claims. This achievement signifies that the basic functionality of SmartCare is fully operational. Providers can now fully utilize SmartCare to **register and enroll clients, enter services and claims**. FY23-24 claims backlog is continuously processed and submitted to DHCS.

Importance of Submitting FY23-24 Claims We want to remind our providers of the critical importance of submitting all FY23-24 claims, including any past-due claims, as well as current claims. Timely submission is essential for accurate tracking, auditing, reporting, and documentation purposes. Please ensure that all FY23-24 services are entered according to the calendar to facilitate timely claim processing with DHCS. Department of Health Care Services (DHCS) requires timely filing for Medi-Cal claims, which is twelve months from the month of service with no exceptions. Missing the submission deadline could lead to significant revenue loss for ACBHD, which we want to avoid.

Next Steps: Key Focus Areas While we continue to address system bugs and enhance basic functionality in SmartCare, we must now turn our attention to several critical areas that require immediate focus. For more details of each focus area, please review the [document](#).

1. **Accommodating Clinicians Gateway for Service Transfer**
2. **Broadening System Functionality**
3. **Two Common Errors When Claiming**
   - **Incorrect Client Address**
   - **Missing or Incorrect Billing Diagnosis**
4. **Setting Up and Updating e-Forms**
5. **Timely Access Data Tool (TADT) MHS Document**
6. **Referral Programs for County Clinics Only (Previously known as P-Code and R-Codes)**
7. **Resolving Performance Issues: An Ongoing Challenge**
8. **Creating Essential Reports**

Support
As the implementation project team continues to focus on system improvements and expanding functionality, we kindly ask you to keep the following in mind:

- **SmartCare Updates and Resources:** For the latest SmartCare updates, training schedules, office hours, links, key forms, manuals, and training videos, please visit the [ACBH Providers Website - SmartCare.](#)

- **Help Desk Support:** For system support and any questions, please email the Help Desk at **hcsasupport@acgov.org**. If you encounter challenges reaching the Help Desk, please call **510-817-0076** for urgent support.

We greatly appreciate the ongoing partnership and collaboration during these times of change. Our commitment remains strong in working with all teams to support our staff and partnering CBOs. Together, we aim to deliver essential services to our clients in Alameda County and ensure successful claiming and revenue generation for ACBHD.