

DATE: September 19, 2025  
TO: Alameda County Behavioral Health Department (ACBHD) Contracted Providers  
FROM: Vanessa Baker, ACBHD Deputy Director | Plan Administrator *Vanessa Baker*  
SUBJECT: **Contract Provisions – Reminder of Reporting of Staff Roster Changes**

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ACBHD is issuing this memo to remind Providers of the following Contract language in Exhibit A-1, Section IV. C. *Notice of Changes in Key Personnel*, and H. *Exclusion Lists*, which outlines the reporting structure, timeline, and requirements for reporting staff changes to ACBHD Information Systems (IS), as follows:

**Section IV. C.**

*Contractor shall notify ACBHD Information Systems (IS) within five business days if any of its staff with access to protected health information (PHI) or personally identifiable information (PII) through ACBHD's applications (e.g., ACBHD Billing System, Clinician's Gateway, Yellowfin) no longer need this access due to separation from the organization, change in functions or death so that ACBHD can terminate/revoke access. Contractors shall notify ACBHD of changes in employees, volunteers, Board Members, and agents of Contractor, non-clinical and clinical, providing and/or supporting Federally funded services and/or goods under this Agreement. This notification shall be made through the ACBHD Staff Number Request E-Form.*

**Section IV. H.**

*Contractor shall ensure that employees, volunteers, Board Members, and agents of Contractor, both clinical and non-clinical, who are providing and/or supporting services under this Agreement are included in Contractor's Staff Roster on file with ACBHD and are in good standing with CMS and DHCS and are not on any list of providers who are excluded from participation in Federal health care programs or on the Medi-Cal Suspended and Ineligible Provider List.*

**To ensure compliance, the Active Staff Roster report is live in SmartCare.** We ask that each organization review the report by Program each month to verify critical information needed for SmartCare account access and billing.

- [Active Staff Roster Report User Guide V1.0](#)

Your organization's current credentialing point of contact and/or executive leadership must take action to update or expire staff as needed. Please be advised that the E-form submission to expire, update or add new staff for personnel **must be submitted within five (5) business days of the event.**

- MHS Staff Number: [https://eforms3.bhcs.internal/lincdoc/doc/run/alameda/MHS\\_StaffNumber](https://eforms3.bhcs.internal/lincdoc/doc/run/alameda/MHS_StaffNumber)
- SUD Staff Number: [https://eforms3.bhcs.internal/lincdoc/doc/run/alameda/AOD\\_StaffNumber](https://eforms3.bhcs.internal/lincdoc/doc/run/alameda/AOD_StaffNumber)
- Staff Expire: [https://eforms3.acbhcs.org/lincdoc/doc/run/alameda/SmartCare\\_StaffExpire](https://eforms3.acbhcs.org/lincdoc/doc/run/alameda/SmartCare_StaffExpire)

As a gentle reminder, you must submit the Monthly Attestation e-form by the 15<sup>th</sup> of each month for Staff Changes or NACT/Final Rule Changes: [https://eforms3.acbhcs.org/lincdoc/doc/run/alameda/Monthly\\_Staff\\_Report](https://eforms3.acbhcs.org/lincdoc/doc/run/alameda/Monthly_Staff_Report)

If you have any questions, please contact your assigned Program Contract Manager (PCM) at the ACBHD Contracts Unit. Thank you for your attention to this matter. Your ongoing partnership and commitment in ensuring the privacy and security of beneficiary data is greatly appreciated.