

## Memo

**Date:** September 17, 2025

**To:** Alameda County Behavioral Health Department (ACBHD) Mental Health Individual Providers (MHIP)- *formally Fee-For Service Providers*

**From:** Torfeh Rejali, Division Director, Quality Assurance *Torfeh Rejali*

**Subject:** New SMHS Timeliness Tracking Process and Training – MHIP memo

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## Purpose

This memo is to provide information regarding the launch of a new Web Application that will replace the CSI/TADT e-form for timeliness data collection.

## New Process for Tracking Required Timeliness Data

Effective **September 29, 2025**, ACBHD will launch a new Web Application for tracking member timeliness data. Providers are required to use this Web Application for entry of required timeliness data for members whose 1<sup>st</sup> service date or ACCESS referral was **on or after July 1, 2025**.

The CSI/TADT e-form should continue to be used for entry of required timeliness data for members with a 1<sup>st</sup> service or ACCESS referral date prior to July 1, 2025.

## Provider Reports

With the launch of the Web Application, providers will no longer use Sharefile to retrieve CSI provider PDF reports for missing or outstanding timeliness records.

Effective September 29, 2025, providers will receive a monthly report of members for whom timeliness data must be completed. Providers will only receive a report if there are members for whom timeliness tracking is required. No action is needed if a provider does not receive a report.

**Despite what was communicated in a recent email, Mental Health Individual Providers do not need SmartCare access to use the Web Application to submit timely access data.**

Additionally, ACBHD network access is not needed to receive the provider report email.

If unable to access the Web Application using the link in the ACBHD provider report email, the provider should submit the following form to reactivate their ACBHD network account:

[https://bhcsproviders.acgov.org/providers/Forms/WebPortalAccess\\_ConfidentialityAgreement.pdf](https://bhcsproviders.acgov.org/providers/Forms/WebPortalAccess_ConfidentialityAgreement.pdf)



Once reactivated, the provider will be able to log in to the Web Application and submit their data. For additional assistance providers may contact ACBHD Information Systems at (510) 817-0076 or [HCSASupport@acgov.org](mailto:HCSASupport@acgov.org).

### **Training Plan**

ACBHD is offering training sessions for providers to review these changes and demo the new Web Application. **Participation in a training session is strongly recommended.** The training is offered twice and will be recorded and saved on the [QA Training](#) website. Please use the links below to register for a training session of your choice.

#### **MH Timeliness Tracking FY 2025/2026 and Web Application Demo**

**Wednesday, September 24, 2025, 2:00-3:00 PM**

**Registration Link:** <https://attendee.gotowebinar.com/register/7088253946658139480>

#### **MH Timeliness Tracking FY 2025/2026 and Web Application Demo**

**Thursday September 25, 2025, 11:00-12:00**

**Registration Link:** <https://attendee.gotowebinar.com/register/427537849916766816>

### **Action Required**

Please register for a training and/or plan to watch the recorded training that will be published by QA following the training sessions.

We greatly appreciate your attention to these new processes and requirements. For questions regarding the upcoming training or this memo, please contact [QATA@acgov.org](mailto:QATA@acgov.org).