

## Memo

**Date:** September 16, 2025

**To:** Alameda County Behavioral Health Department (ACBHD) Specialty Mental Health Services (SMHS) Providers

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

**Subject:** NEW SMHS Timeliness Tracking Process, Requirements and Training

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## Purpose

This memo is to provide information regarding changes to timely access data collection requirements, as well as launch of a new Web Application that will replace the existing CSI/TADT e-form effective **September 29, 2025**.

## Scope

The following programs are exempt from timeliness tracking requirements and out of scope for this memo: In-Home Outreach Team (IHOT)/Outreach, Mobile Crisis, and Enhanced Care Management (ECM).

## Background

Department of Health Care Services (DHCS) is required by federal regulations to monitor and certify the adequacy of each Behavioral Health Plan's (BHP) network annually. In May 2024, DHCS issued [BHIN 24-020](#) expanding and clarifying network adequacy certification submission requirements for the state fiscal year (FY) 2024-25 certification period.

To ensure that BHPs provide timely access to services, DHCS requires each BHP to have a system in place for tracking and measuring timeliness of services and reporting the data using the Timely Access Data Tool (TADT), a uniform data collection tool.

## Change to Data Collection Requirements

SMHS timely access data is required for:

- **New member requests for Non-Psychiatry SMHS Appointments**, where *new* is defined as Medi-Cal and Medi-Cal-eligible members who are new to the Mental Health Plan (MHP), or who have not received outpatient services through the MHP in the **last 6 months**.
- **New or established member requests for Psychiatry SMHS Appointments**

ACBHD has revised the “New” member definition for SMHS Timeliness from 12 months to 6 months based on the following: 1) DHCS messaging of this upcoming revision, and 2) to more accurately assess our network’s ability to offer and provide timely services to our community members.

### **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 referral <sup>1</sup>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 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.

Note the following changes effective September 29, 2025:

- ACBHD will provide agencies with a monthly report of members whose 1<sup>st</sup> service date was at least 2 months prior and whose referral date was in the previous month. For example, the October report will include a list of members with a referral date in September and 1<sup>st</sup> service date in August.
- The first report, issued on September 29, will include a list of members with 1<sup>st</sup> service and referrals dates in July and August. Note: July services that require timeliness reporting but are entered after September 29th will be included in the October report.
- The report will be cumulative and will include all members whose timeliness entry is not yet finalized. As timeliness is completed for members, their names will fall off the list.
- When selecting a member’s name on the list, providers will be brought to the Web Application where timeliness information should be documented.

### **Training Plan**

ACBHD is offering training sessions for providers to review these changes and demo the new Web Application. **Training is required for all clinical and administrative team members who are involved in tracking timeliness data.** The training sessions will be recorded and saved on the [QA Training](#) website. Please register for one of the training sessions using the links provided:

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<sup>1</sup> First service date is the date the member was seen for their intake appointment. Referral date is the date the member was referred to the provider by ACCESS.

**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 share this information with your teams as appropriate and register for a training session promptly.
- Data entry into the Web Application requires SmartCare access permissions. To obtain SmartCare access, the following two documents must be submitted to ACBHD:
  - Staff ID request form
  - Staff Authorization form: <https://bhcsproviders.acgov.org/providers/eforms.htm>.

For questions, please contact [QATA@acgov.org](mailto:QATA@acgov.org).