

DATE: October 17, 2025  
TO: Alameda County Behavioral Health Department (ACBHD) Contracted Providers  
FROM: Vanessa Baker, ACBHD Deputy Director | Plan Administrator *Vanessa Baker*  
SUBJECT: **SmartCare Mental Health Services (MHS) Outpatient Registration and Discharge Changes**

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SmartCare will have two major changes impacting Outpatient registration and discharge of clients for State Reportable programs. Non-State Reporting programs are not impacted by this change.

Effective Monday, October 20<sup>th</sup>, 2025, Outpatient programs are required to use the MHS Annual/Discharge document in SmartCare when discharging clients from a program. The current process of discharging clients from the Programs (Client) screen is not in compliance with Client and Service Information (CSI) periodic data. Beginning November 1<sup>st</sup>, data entry staff will not have the ability to edit the Programs (Client) screen to complete the client discharge.

Additionally, effective Wednesday, October 15<sup>th</sup>, 2025, Outpatient programs are required to collect Lanterman-Petris-Short (LPS) data (Legal Class at Admission and Discharge) using the MHS Registration and Annual/Discharge documents for reporting compliance with the Department of Health Care Services (DHCS).

- [LPS MHS Registration Annual Discharge Document Instructions](#)

To maintain compliance with DHCS, Outpatient programs must use the updated documents for accurate enrollment and discharge data for reporting. Please ensure the documents are completed at the appropriate time of enrollment, discharge, and annual for every client. Omitting this step may result in reporting discrepancies and compliance issues.

If you have questions or need assistance, please contact the AC Health ONE Service Desk:

- Email: [ACHSupport@acgov.org](mailto:ACHSupport@acgov.org)
- Phone: (510) 817-0076

Thank you for your attention to this important matter and for your continued dedication to quality care.