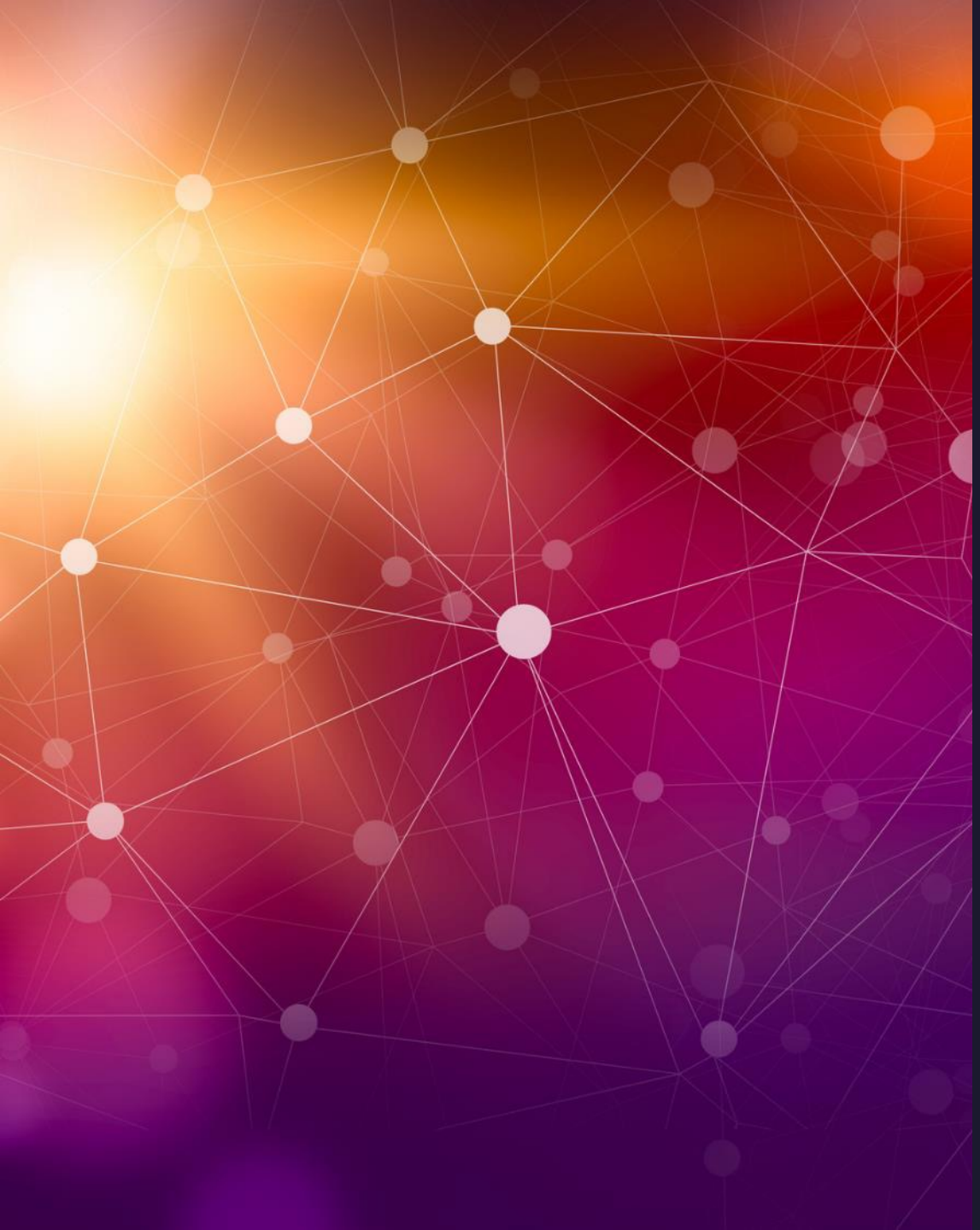


Alameda County Behavioral Health Care Services

SMARTCARE IMPLEMENTATION UPDATE

Provider Town Hall

March 30, 2023

Presented by:
Jade Phan, Information Systems Manager – ACBH
Thad Dickson, CEO – Xpio Health
Sunithi Kuruppu, Senior Consultant – Xpio Health

Agenda

- SmartCare (SC) Background
- SC Project Updates
- SmartCare Implementation High-Level Roadmap
- Provider/Community Based Organization (CBO) Impact
- Provider Checklist
- Next Steps
- Q&A

Project Background and Summary

Background:	In 2020, ACBH published an RFP to replace our billing system, as the current vendor no longer supported the application and we anticipated CalAIM reform changes.
Project Summary:	▪ ACBH is on track for "go-live" on July 1, 2023, with a fully integrated SmartCare Platform. This will replace the legacy billing and fee-for-service (FFS) managed care systems (InSyst, eCURA). ▪ The project continues to manage the traditional risks inherent in a software deployment.
Current Areas of ACBH Focus:	▪ Ensure revenue continuity for ACBH and providers in Phase #1 ▪ Provider Experience ▪ Finalize Phase #1 SmartCare System Design including Interface with Clinician's Gateway (High Priority) ▪ User Acceptance Testing (UAT) ▪ Super User Training ▪ End User Training

Project Background and Summary (continued)

Business Implications:	▪ For go-live, prepare for organizational changes to our workflows and processes. These will also continue after go-live, as additional enhancements are introduced.
Provide/CBO Impact:	CBOs and the provider community are integral to our business. ACBH values the provider community's voice. ▪ Providers will manually enter services on 07/01/2023 and ACBH will process the claims. ▪ Providers will continue to receive billing corrections from ACBH. ▪ Providers asked for certain automation to be in place but given the compressed timelines, certain functionality will not be immediately available at go-live. The implementation team is working to minimize the impacts to the providers. Some automation will be implemented in future phases on a staggered basis. ▪ SmartCare's core system is very different from what we are accustomed to, and it will take time for to acclimate and learn the system.

SmartCare Functionality

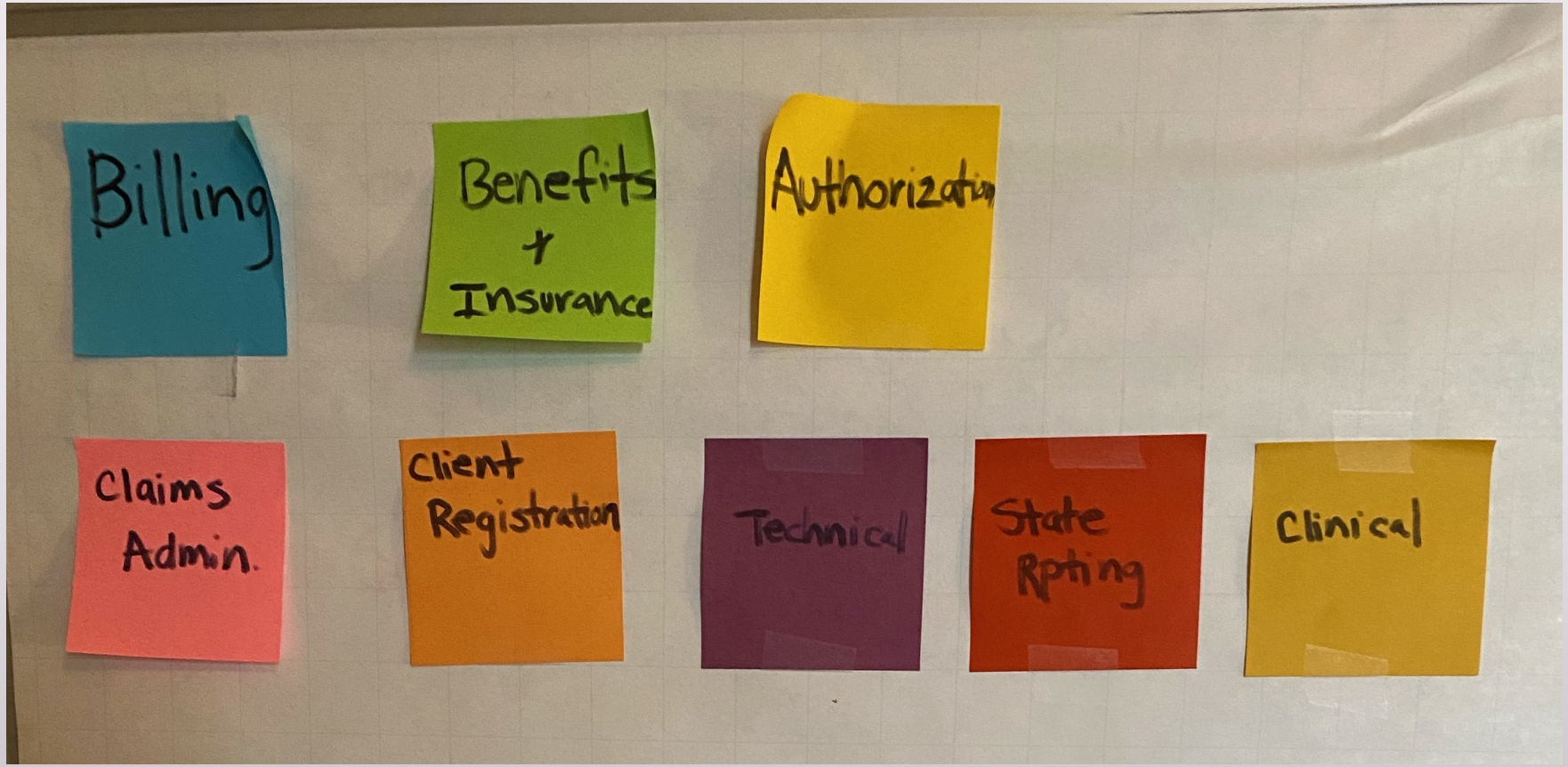
MODULES AVAILABLE AT GO-LIVE

- Client Inquiry & Referral Letters, ACBH ACCESS
- Client Search
- CSI Registration
- CalOMs Registration
- Non-State Reporting Registration
- Annual Updates
- Manual Service Entry
- Clinician's Gateway Interface

Goals and Implementation Impacts

- To Meet State & Federal Regulations
  - CalAIM's Commitment to Transform & Strengthen Medi-Cal
  - CalAIM's Payment Reform
  - CMS Interoperability
- Modernize Legacy Systems
- Build Interface Connecting Current EHR – Clinicians Gateway (CG) to SmartCare
- Improve System Integration
- Improve CBO Relationships to deliver client care, i.e., implementing a data exchange to improve client care

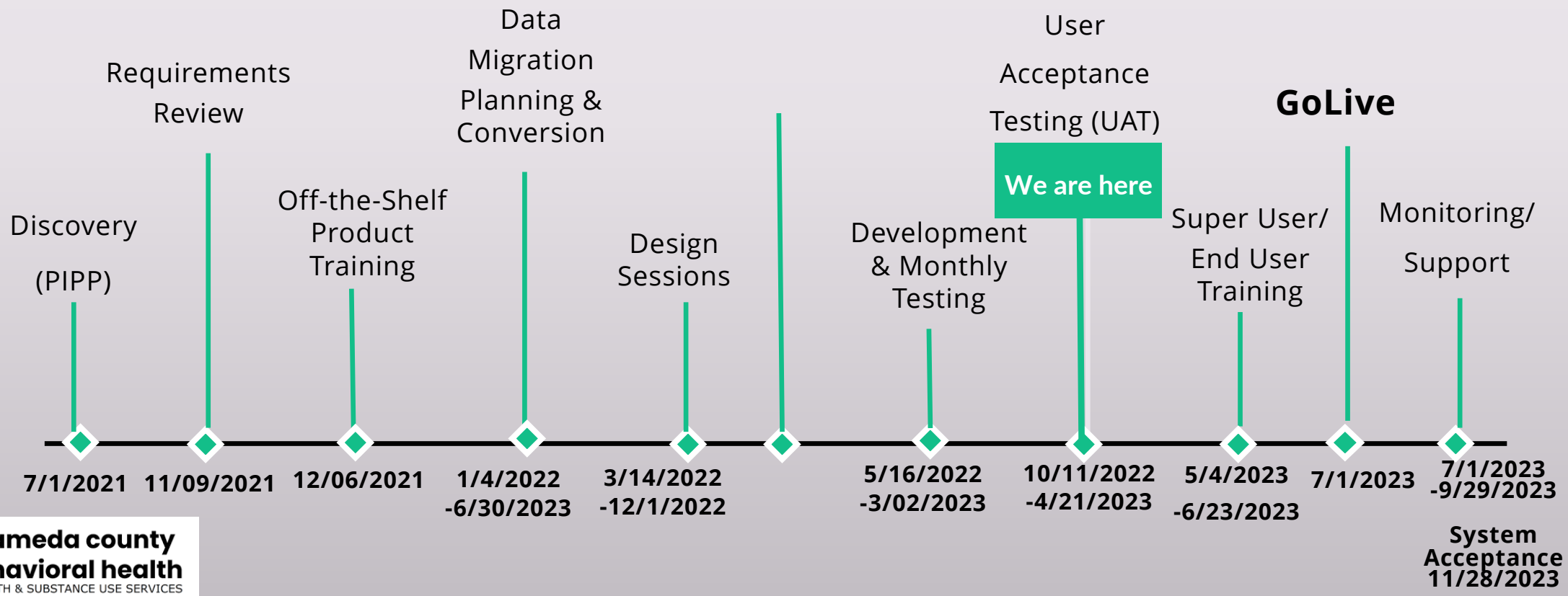
ACBH Priority Customizations



- ACBH's focus is to ensure revenue continuity and mitigate the impact of change on its provider community
- Future customizations will be implemented in subsequent and staggered phases

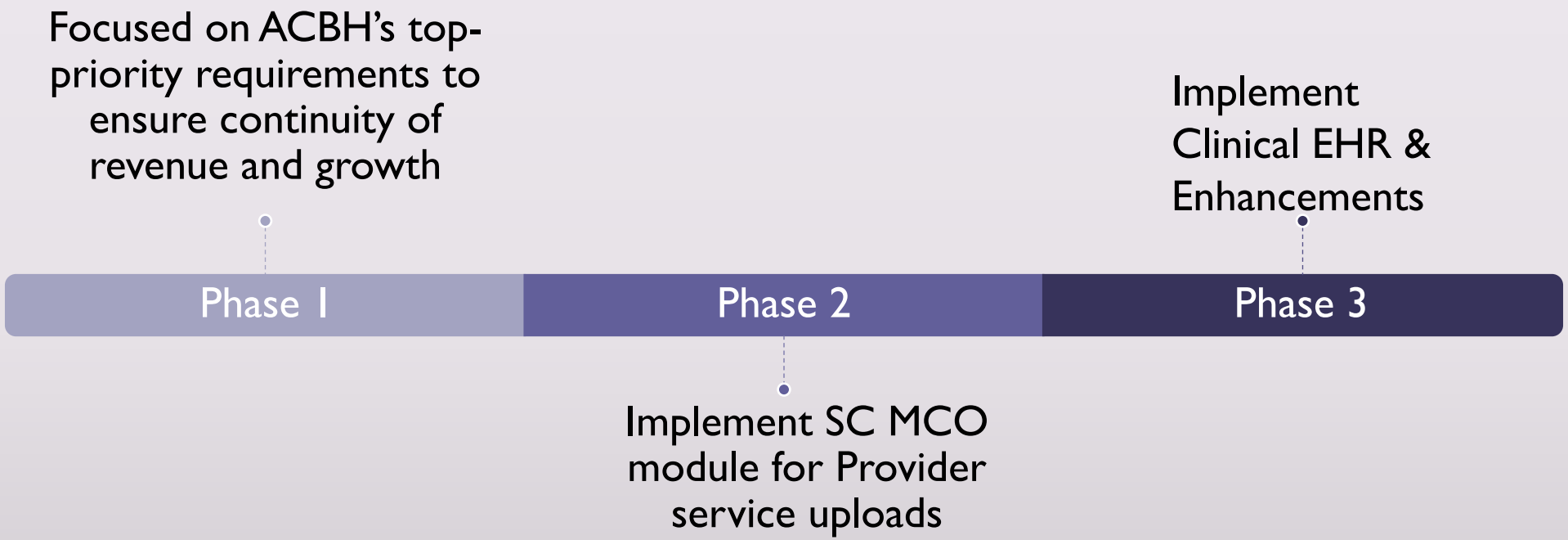
Timeline

Discovery | **Definition** | **Development** | **Implementation** | **Production/ Support**



alameda county behavioral health
MENTAL HEALTH & SUBSTANCE USE SERVICES

Upcoming Major Milestones



- ACBH will continue rolling out additional enhancement in support of DHCS and CalAIM's Requirements
- Post Go-live support and maintenance

Provider/CBO Experience is ACBH's Top Priority

- For Phase #1 Go-Live, ACBH's goal is to minimize change management burden on providers as best as possible while still ensuring compliance with CalAIM Payment Reform and changes.
  - Ongoing Communication at Provider Forums: In Process
  - End-User Training Planning: In Process
  - Workflow Documentation: In Process
  - Provider FAQs: Ongoing
  - Planning Post-Go Live Help Desk and Support Processes: In Process
- With a new system, there are inevitably changes in workflow. While SmartCare has advantages of being a modern system, there are core billing functionality that cannot be changed at this time.
- Enhancements and improvements will be made over time.

Provider Checklist

WHAT YOU CAN DO TODAY TO PREPARE

- Participate in ACBH Town Halls and Monthly Provider Meetings for SmartCare Updates.
- Designate key individuals at your organizations to be Super Users, "Champions for Change."
- Ask ACBH your questions; Know that this is an iterative process and ACBH continues to refine its approach
- Attend ACBH's upcoming SmartCare training sessions

Change Management Framework

- Providers will continue to work directly with their current ACBH business unit partners for change requests
- ACBH is working to set up a Support process for providers
- Communicate impacts to your organization
- Flexibility is the key to continued success
- You will have ACBH's ongoing support
- July 1st is only one date and milestone; implementation and adoption are iterative processes

Next Steps

- SmartCare Town Hall Q&A scheduled on April 11, 2023 from 12pm-1pm.

  To Register: https://attendee.gotowebinar.com/register/2013900012229502552

- Ongoing Communications from ACBH (e.g., Monthly SUD meetings; MHS Brown Bag Events)
- End User Trainings Scheduled in June 2023
- Go-Live is July 1, 2023

Q & A

Thank You