Alameda County
Behavioral Health Care Services

SMARTCARE IMPLEMENTATION UPDATE

Provider Town Hall
March 30, 2023

Presented by:
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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
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<th>Business Implications:</th>
<th>For go-live, prepare for organizational changes to our workflows and processes. These will also continue after go-live, as additional enhancements are introduced.</th>
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<td>Provide/CBO Impact:</td>
<td>CBOs and the provider community are integral to our business. ACBH values the provider community’s voice.</td>
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<td>- Providers will manually enter services on 07/01/2023 and ACBH will process the claims.</td>
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<td>- Providers will continue to receive billing corrections from ACBH.</td>
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<td>- 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.</td>
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<td>- 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.</td>
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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.
Upcoming Major Milestones

- **Phase 1**: Focused on ACBH’s top-priority requirements to ensure continuity of revenue and growth
- **Phase 2**: Implement SC MCO module for Provider service uploads
- **Phase 3**: Implement Clinical EHR & Enhancements

- 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