


- MEMORANDUM -

DATE: November 27, 2023
TO: Alameda County Behavioral Health Rate-Based Reimbursement Community-Based Organizations
FROM: Rickie Michelle Lopez, Assistant Finance Director
Cecilia Serrano, Finance Director 
Karyn Tribble, PsyD, LCSW, ACBH Director
SUBJECT: **Fiscal Year 2023-24 Rate-Based Contract Reimbursement**

The SmartCare Implementation Team continues active work with the vendor, Streamline, to launch critical features. SmartCare system replaces the legacy billing system (InSyst), fee-for-service (FFS) managed care system (eCura), and Microsoft Access Databases. ACBH has shared previous communication regarding continuation of rate-based reimbursement due to SmartCare implementation considerations: [Fiscal Year 2023-24 First Quarter Invoice Submissions for Rate-Based Contracts Memo](#) and [SmartCare Launch Follow Up Memo](#), which indicated rate-based reimbursement extension through Second Quarter.

To provide continued stability given the status of the SmartCare Implementation, ACBH is further **extending the monthly actual cost reimbursement through the third quarter of Fiscal Year (FY) 2023-24 (July 2023 – March 2024)**. Contract settlement terms will remain consistent per your organization’s contract. **Your organization can continue to submit claims in the same manner for the third quarter as you have for the first two quarters of the year.** If your FY 2023-24 contract is not finalized, this update will be included in the footnote of your rate sheet. If you have any questions regarding your organization’s Contract, please contact your assigned Contract Managers or the ACBH Contracts mailbox at Contracts@acgov.org.

We greatly appreciate your patience while the team diligently works to ensure SmartCare functions as designed. For SmartCare updates, training dates and links, key forms, manuals, and training videos, go to: [SmartCare Site](#).

For additional SmartCare information, please reference: [SmartCare and Payment Reform Quick Reference Memo](#) or reach out to our team with questions: ACBHSmartCare@acgov.org.

ACBH appreciates the continued partnership and collaboration in these times of change and continues to look to support the CBOs to deliver the essential services to the clients in Alameda County.

cc: Executive Team
Operational Leadership
Contract Unit

