


- MEMORANDUM -

DATE: May 22, 2023

TO: Alameda County Behavioral Health (ACBH) Providers (i.e. MHP and DMC-ODS)

FROM: Karen Capece, Interim Deputy Director/Plan Administrator 

SUBJECT: **SmartCare Implementation Updates: General and Updated Training Plan**

The purpose of this memorandum is to provide SmartCare Implementation status updates and next steps. Regular status updates will continue to be provided.

ACBH is less than six weeks away from our SmartCare Go-Live on July 1, 2023, and we are pleased to be on track. SmartCare Implementation Team continues active work with the vendor, Streamline, to prepare for Go-Live readiness. SmartCare system will replace the legacy billing system (InSyst), fee-for-service (FFS) managed care system (eCura), and Microsoft Access Databases. Should there be any changes, ACBH will communicate alternative plans and revised timelines to our provider community.

ACBH’s SmartCare Implementation team has been focused on the following critical Go-Live activities to ensure we meet our goal of operations and business continuity:

- Training Manuals for End User Training
- Client and Service Reports (InSyst Reports)
- User Acceptance Testing
- Production Environment Set Up
- Design and Development of Post-Go-Live Features

The top priority in the coming weeks is training. Streamline provided an interactive, hands-on training to ACBH Super Users on billing, claims processing, service entry, and payment posting. The upcoming trainings are as follows:

Key Update	Date and Time	Audience
SmartCare ACBH Super User System Training – Client Inquiry, Registration, and State Reporting	May 31 – June 1, 2023	ACBH Staff Provider Organizations that participated in discovery
SmartCare End User System Training – Billing Service Entry, Registration, and State Reporting	June 2023	ACBH Staff County Clinics Provider Organizations
Fee-For-Service Provider Training	September 2023	Fee For Service Providers & Individuals

It is essential for all ACBH staff and Community Based Organizations (CBOs) to afford the SmartCare Implementation the highest priority possible to ensure systemwide success. ACBH is committed to optimizing technology that can support business growth, adapt to changes, and enhance the quality of patient care. For more memo updates, visit [ACBH Provider Website/QA](#). If you have any further questions, please email Jade Phan at jade.phan@acgov.org. Thank you for your dedication and continued support during the SmartCare Implementation.



SmartCare FAQ Spotlight

An updated version of the FAQ document, titled [SmartCare Billing System Implementation and Payment Reform FAQ](#) was posted on the ACBH Provider Website on the QA Manual page in section 19 on May 19, 2022. This document includes additional questions that were received related to the SmartCare transition and Payment Reform since the last publication of the document. Please continue to e-mail your SmartCare questions to the ACBH QA Team at: qaoffice@acgov.org. ACBH welcomes your questions and will respond to them.

- ▶ **There was a consensus request to remove the normal billing deadline for July and August 2023 billing. Providers will need time to sync their systems with SmartCare which may require several weeks of lining up fields and making sure everything is accurately entered. This is distinct from staff completing their notes in the provider EHR.**

ACBH will provide flexibility given that unexpected issues may come up with rolling out a new system and CalAIM Payment Reform changes. The deadline for July and August 2023 services will be September 15, 2023. ACBH recommends prioritizing data entry of July 2023 services, and highly encourages providers to enter services as soon as possible to prevent any negative financial burden/impact.

In May 2023, ACBH will provide a CPT code training. Additionally, providers may prepare for the changes by reviewing the state billing manuals.

The deadlines to enter billing data in InSyst will remain the same. All services through June 30th, 2023 will be entered in InSyst.

- ▶ **How will InSyst reports (example: MHS 442, PSP 131, MHS 854 MHS 855) look in SmartCare?**

Reports will be viewable in SmartCare as either a standard spreadsheet report in the My Reports module or a list page on a screen. A list page is a screen in a report format with columns. List pages have limitations in the number of columns displayed due to limitations in retail space on the screen.

Please continue to work with your current ACBH business partners as per your current process. Change requests will be routed to the system change management committee for review.

SMARTCARE BILLING SYSTEM UPDATE

