



MENTAL HEALTH & SUBSTANCE USE SERVICES

Subject: ACBH SmartCare Memo

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From: Karyn L. Tribble, PsyD, LCSW, Director
To: Alameda County Behavioral Health
(ACBH) Mental Health Plan (MHP) and Drug
Medi-Cal Organized Delivery System (DMC-
ODS) Providers
Date: June 6, 2023

Reminder Memo!

Be Prepared for SmartCare Launch on July 1!

As we prepare for the launch of SmartCare on July 1, we want to ensure you do not lose access to billing for services. Starting from July 1 all billing transactions with Alameda County Behavioral Health (ACBH) will move through SmartCare. This is in keeping with a statewide transition to CalAIM payment reform. To be prepared to use this new system, you will need to update your roster within the next two weeks. Follow the instructions below to meet the deadline!

Action Required: *Completion:* On or prior to **June 19, 2023**



ACTION REQUIRED

1. Review the [SmartCare Discipline and Taxonomy Code](#) document that crosswalks allowed taxonomy codes by discipline.
2. Complete the [Setup Data Staff](#) Excel spreadsheet for all active clinical staff.
3. Login to the Citrix Portal through the ACBH Network: <https://go.bhcsportal.org>
4. Select e-forms. Locate the "ACTIVE STAFF ROSTER."
5. Complete the required information on the e-form and attach completed Setup_Data_Staff Excel spreadsheet. Submit the e-form.

Note: Active staff are actively employed at the organization. For New Staff, add them to the Excel spreadsheet and submit an InSyst Staff Number e-form. For inactive staff who no longer work at the organization, submit an InSyst Staff Number Expire e-form.

Submit the following required data to ensure staff have login access and that you maintain your ability to bill for services. To fill out the above form, have the following information accessible: organization name, staff names (first/last), program (reporting unit), discipline, license number, professional signing suffix, taxonomy code and NPI. 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 us at: ACBHSmartCare@acgov.org. Thank you for your dedication and continued support during the SmartCare Implementation.



Alameda County Behavioral Health Care Services
A Department of Alameda County
Health Care Services Agency

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 this 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 CPT code training. Additionally, providers may prepare for the changes by reviewing the state billing manuals.

The deadlines to enter billing data into 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

