


- MEMORANDUM -

DATE: May 4, 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 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.

SmartCare Implementation Team continues active work with the vendor, Streamline, to finalize critical Go-Live development and Clinician’s Gateway interface to ensure readiness by **July 1, 2023**. 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.

Throughout discovery, design, and development phases, the implementation team has worked closely with the vendor to finalize critical functions required for operations. Continued Go-Live prioritization activities are as follows:

- Data Migration, Billing & Client Data
- System & Clinician’s Gateway Interface User Acceptance Testing
- System Configuration & Account Setup
- State Claims Testing

Due to California Advancing and Innovating Medi-Cal (CalAIM) Payment Reform, non-critical requirements are delayed to post-Go-Live release. Concurrent with the above activities, the implementation team is drafting requirements documentation and design mock-ups with the vendor for post-Go-Live release.

The SmartCare Implementation team’s dedication is strong as ACBH embarks on the next milestone phase, **Training**:

Key Update	Date and Time	Audience
SmartCare Super User System Training (hybrid onsite and virtual)	05/15/23	ACBH staff, CBOs* will be asked to join from MH and SUD systems.
SmartCare End User System Training (hybrid onsite and virtual)	TBD - 06/2023	ACBH, Provider/CBO Community

*Super User training limited to ACBH staff and provider organizations that participated in discovery.

Successful SmartCare implementation depends on ACBH staff and Provider/CBO Community high prioritization. ACBH is committed to optimizing technology that can support business growth, adapt to changes, and enhance quality of client care.

If you have any 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

FAQ document is titled [SmartCare Billing System Implementation and Payment Reform FAQ](#) and is posted on the ACBH Provider Website on the QA Manual page in section 19. Please continue to e-mail your SmartCare feedback/questions to the ACBH QA Team at: qaoffice@acgov.org. ACBH welcomes and values your feedback.

► How do we prepare our staff for Go-Live?

July 1, 2023 is the Go-Live date for both Substance Use Disorder and Mental Health Services. To prepare for Go-Live, ACBH is requesting your assistance in ensuring that staff roster information is accurately maintained to properly link staff to their correct agency or program. Inaccurate staff data and staff permissions within SmartCare will prevent staff's ability to open episodes and/or enter services. The specific data fields listed below are key in ensuring SmartCare works as designed: Staff Name, Taxonomy, Date of Birth, National Provider Identifier, Validate your SSN#, Discipline/Licensing Credentials, Staff Agency, Program Location (RU). Login to the Citrix Portal through the ACBH Network: <https://go.bhcsportal.org>, select e-forms, and locate "INSYST STAFF NUMBER" MHS or SUD e-form.

For additional information and instructions, refer to the [MHS COMMUNITY BASED ORGANIZATION \(CBO\) Report Validation Memo](#) sent on July 26, 2022 and [SUD COMMUNITY BASED ORGANIZATION \(CBO\) Report Validation Memo](#) sent on September 26, 2022.

► What is the difference between End Users and Super Users?

Super Users are staff assigned to thoroughly learn the new system, become system experts, and teach others. They are also the first line of support for user questions. End Users are all system users.

► When thinking about Super Users, should administrative and/or clinical staff be considered to serve as "champions"?

Administrative and clinical staff both play critical roles as users. Both should have representation for training. Super Users will be expected to train and empower other staff within their agency and be the first line of support for user questions.

ACBH's SmartCare Implementation Update