

- MEMORANDUM -

DATE: June 14, 2023
TO: Alameda County Behavioral Health (ACBH) Contracted Providers
FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*
SUBJECT: **CPT Code Frequently Asked Questions (FAQ) and other SmartCare and Payment Reform Reminders and Updates**

This memorandum is to notify providers of the publication of the CPT Code FAQ document and provide reminders and updates related to the SmartCare and CalAIM Payment Reform implementation.

Background

Beginning July 1, 2023, the Department of Health Care Services (DHCS) California Advancing and Innovating Medi-Cal (CalAIM) Payment Reform initiative will change the way county behavioral health plans claim federal reimbursement.

Also on that date, ACBH will transition its billing system from the county's legacy systems, InSyst and eCura, to SmartCare. The initial phase will focus on CalAIM payment reform, critical operations, and federal and state requirements.

CPT Code FAQ

To simplify tracking of questions regarding transition to CPT codes for billing, a [CPT Code FAQ](#) was created by the Quality Assurance (QA) team and has been posted in section 19 of the [QA Manual](#) on the ACBH Provider website. This FAQ was created as a stand-alone document for ease of use and compliments the [CalAIM Payment Reform FAQ](#) that is already published in the same section of the webpage. Providers are encouraged to review these documents for answers to common questions related to the upcoming transitions.

Other Reminders and Updates

System Wide Transition to Fee-for-Service

Per recent ACBH memo titled [California Advancing and Innovating Medi-Cal \(CalAIM\): Systemwide Transition to Fee-for-Service \(FFS\)](#), in line with previous communication from ACBH, "there will be no impact to the majority of ACBH's contracted provider rates for FY 23-24. Contracted providers will continue to be reimbursed per the terms of the contract, i.e., on the provisional rates included in the contract by service modality and settled to cost for FY 23-24. There will be no change in the methodology for payments that providers are currently receiving for FY 23-24. ACBH will be transitioning CBOs to FFS over a multi-year phased approach and is still evaluating a plan for phasing in rates by CPT code by type of rendering service provider."



Submission of Required Data for SmartCare Launch

Per [ACBH SmartCare memo](#), dated 6/7/23, it is critical for providers to update their staff rosters by no later than **June 19, 2023**.

Note: Staff whose information is missing or entered incorrectly will not be able to successfully access and use the SmartCare system at launch.

Action required: On or prior to June 19, 2023



1. Review the [SmartCare Discipline and Taxonomy Code](#) document
2. Complete the “Submission Template” tab on the [Setup Data Staff](#) Excel spreadsheet for all active clinical staff.
3. Login to the [Citrix Portal](#) through the ACBH Network and select e-forms. Locate the “ACTIVE STAFF ROSTER.” *
4. Complete the required information on the e-form and attach the completed Setup_Data_Staff Excel spreadsheet.
5. Submit the e-form.

Help Desk Support

ACBH has tapped additional resources to support providers with system issues post SmartCare launch. ACBH Information Technology Department (ITD) and Health Care Services Agency (HCSA) Information Systems (IS) staff will join the ACBH IS team to answer the ACBH IS/Help Desk calls through December 31, 2023, to attempt to quickly resolve issues.

Action Steps

Please share this information within your teams, as appropriate and complete the Staff Roster if you have not already done so.

Support

Join already scheduled Mental Health and Substance Use Disorder Brown Bag meetings to ask your questions about CPT code changes or other topics. Meeting dates and links can be found on the [QA Training](#) webpage.

As always, please submit any questions to QATA@acgov.org.

