- *MEMORANDUM* -

DATE: April 21, 2023

TO: Alameda County Behavioral Health (ACBH) Contracted Providers

FROM: Torfeh Rejali, Quality Assurance (QA) Administrator *Torfeh Rejali*

SUBJECT: **SmartCare Billing System Implementation and Payment Reform FAQ**

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This memorandum is to communicate the publication of the *SmartCare Billing System Implementation and Payment Reform Frequently Asked Questions (FAQ)* document.

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.

SmartCare Billing System Implementation and Payment Reform FAQ

The SmartCare team recently facilitated two Town Hall sessions for ACBH providers: *SmartCare Implementation Update*, *SmartCare Implementation Q &A*. Both sessions were well attended, and the team received a great many questions related to this topic.

To simplify tracking of questions regarding these two important initiatives, ACBH updated the previously published document titled *CalAIM Payment Reform FAQ,* combining it with the SmartCare questions. The new combined 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.

Other Resources

Please refer to ACBH Memo 2023-22 for a list of other resources, including training videos, manuals and reference guides related to Payment Reform. ACBH is developing a CPT Code training to be presented in mid to Late May 2023. Communication will be sent out once a date is established.

Action Steps

Please share this information within your teams, as appropriate.

Please submit your questions to QATA@acgov.org.