



MENTAL HEALTH & SUBSTANCE USE SERVICES

**Reminder: SmartCare Go Live July 1, 2023**  
**Readiness Action Steps and Go Live Resources**

2000 Embarcadero Cove, Suite 400  
Oakland, Ca 94606  
510-567-8100 / TTY 510-533-5018  
From: Karen Capece, Interim Deputy  
Director/Plan Administrator  
To: Alameda County Behavioral Health  
(ACBH) Mental Health Plan (MHP) and Drug  
Medi-Cal Organized Delivery System (DMC-  
ODS) Providers  
Date: June 30, 2023

## Memorandum

### Quick Reminder: SmartCare Go Live on July 1, 2023!

Alameda County Behavioral Health Care Services (ACBH) SmartCare will go live on July 1, 2023. The purpose of this communication is to provide consolidated action steps and resources to help ensure our Specialty Mental Health Services (SMHS) and Drug Medi-Cal Organized Delivery System (DMC-ODS) providers are able to access and complete necessary functionality; aware of and may easily access recorded trainings, manuals, and/or Information Systems (IS) helpdesk and other needed quick turnaround support.

### SmartCare Access Action Step

Review if you are an active employee, Clinical or non-Clinical InSyst User, your account was not migrated, follow the steps below to request an account.

1. Review [MHS SC Mini Manual Walkthrough v.5](#) or [SUD SC Mini Manual Walkthrough v.1](#) to understand how SmartCare uses your ACBH network credentials to authorize login.
2. SmartCare PROD live link will be published at midnight on July 1, 2023 in ACBH Web Portal: <https://go.bhcsportal.org>.
3. Login to your account using your ACBH network credentials.
4. If you receive a login error, complete a SmartCare Authorization Request Form: [SmartCare Authorization Request Form](#).
5. Fee-For-Service Providers will not be granted access at this time.

### SmartCare Recorded Trainings and Manuals:

Available SmartCare recorded [Recordings](#) include:

1. General System Basics [educational video](#)
2. Client Registration and Program Enrollment.

### Manuals:

Review the manuals for SmartCare Login instructions, System Basics, Client Registration, Program Enrollment, Timeliness (MHS), Diagnosis, Update/Discharge.

6. [MHS SC Mini Manual Walkthrough v.5](#)
7. [SUD SC Mini Manual Walkthrough v.1](#)



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



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## Paper Forms:

ACBH IS anticipates system bugs and issues with every new system. If Staff are unable to complete their task in the system, ensure that data is collected on paper forms.

### *MHS Client Data Collection Forms*

- [Client Registration](#)
- [Episode Update](#)
- [Episode ICD 10 Update](#)
- [Timely Access Data Tool/Timeliness Data Reporting: Data Collection Form](#)

### *SUD Client Data Collection Forms*

- [Client Registration](#)
- [Episode Update](#)
- [Episode Discharge](#)

## Service Entry Training:

ACBH extended the deadline to submit August and July services by September 15, 2023. The training schedule will be released later in July.

## Information Systems (IS) Helpdesk and Office Hours:

1. If technical support is needed, contact ACBH Information Systems for SmartCare and Application support. Please note, ACBH IS anticipates increased need and volume at SmartCare Go-Live and has secured priority support with Health Care Services Agency (HCSA) Information Systems and Information Technology Department (ITD).
  - **CONTACT ACBH INFORMATION SYSTEMS:**
  - SmartCare System & Application Issues  
Hours: 8:30 am to 5:00 pm, Mon-Fri, \* 7/1 to 7/16 SAT-SUN: 8:30 am to 5:00 pm  
Email: [HIS@acgov.org](mailto:HIS@acgov.org)  
Phone: (510) 567-8181  
\*To Support SmartCare Go-Live and weekend clinics, ACBH IS will provide weekend.
  - **CONTACT THE COUNTY IT DEPARTMENT:**
  - Computers, printers, requests for new equipment, and county software  
Hours: 24 hours a day, 7 days a week  
Email: [Support@acgov.org](mailto:Support@acgov.org)  
Phone: (510) 383-5000 or Tie Line: x35000



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- **GENERAL SMARTCARE QUESTIONS:**
- Email: [ACBHSmartCare@acgov.org](mailto:ACBHSmartCare@acgov.org)

### **ACBH IS Office Hours**

Office Hours through July 21 to answer SmartCare system questions and work with attendees if system issues are experienced. To sign up, go to: [SmartCare Office Hours](#).

For more memorandum updates, please visit [ACBH Provider Website/QA](#). ACBH values and relies on provider feedback towards decision-making. Should you have questions or concerns, please email us at: [ACBHSmartCare@acgov.org](mailto:ACBHSmartCare@acgov.org).

