ACBH Communication – SmartCare Launch FOLLOW UP

DATE:	**August 24, 2023**
TO:	Alameda County Mental Health Plan (MHP) & Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers
FROM:	Karen Capece, Quality Management Program Director SmartCare Executive Sponsor
SUBJECT:	**FOLLOW UP - SmartCare Go Live**

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Dear Alameda County Behavioral Health Care Services (ACBH) System Partners:

ACBH **SmartCare for Specialty Mental Health Services (SMHS) launched on August 16, 2023!** This communication provides additional updates and guidance to support our partners in implementing SmartCare. For more information on the implementation process for Mental Health providers, review this memo.

Substance Use Disorder (SUD) Go Live

SmartCare Go Live for Substance Use Disorder (SUD) services is anticipated in September 2023. The SmartCare SUD Client Registration and Program Enrollment module will launch, consistent with the SmartCare SMHS launch. This staggered implementation approach allows for identification and resolution of significant issues from the Mental Health Services module launch.

Transition Guidance from CG-InSyst to CG-SmartCare

MH and SUD Providers:
The below information is applicable for both MH and SUD Clinicians Gateway (CG) users.

Upcoming deadline: For MHS Providers the cut-off date for entering any July or August Draft notes into CG-InSyst is 8/31/23. **For SUD Providers** the cut-off date is to be determined.

MH Providers:
Please see CG-SmartCare MHS Go Live Advisory for details on how and where to document notes. The migration of CG-InSyst notes to CG-SmartCare that will allow **CG-SmartCare notes to be edited and finalized will occur in September 2023.**

SUD Providers:

The same strategy to mitigate provider duplicate entries (I.e. InSyst and CG) will be utilized for the SmartCare SUD and CG-SmartCare Go Live. **More specifically, CG-InSyst notes will be migrated to CG-SmartCare sometime after SUD Go-Live, to allow information (including clinical content, Client, Program, service/billing information) to automatically upload to SmartCare. Editing and finalization will be available post-migration.** Please note: Due to some fields not having 1:1 mapping, (e.g. CPT codes), CG-SmartCare note finalization will require appropriate CPT code and billing details selections.

SUD non-CG users, once SmartCare SUD goes live you can begin to complete Client Registrations and Program Enrollments starting with July services.

Multi-Service Entry Feature and Deadline Extension

Service Entry Feature for MH and SUD will be available in October 2023. Training sessions will be provided to help ensure stakeholders are well-equip. SmartCare Multi-Service Entry Memo provides information on service (aka billing information) entry into SmartCare.

Deadline Revised: Complete all July and August service entries by October 31, 2023. Note: previous deadline was September 15, 2023.

Provider Cost Reimbursement Extension

To provide continued stability given the status of the SmartCare Implementation, ACBH will be extending the **monthly actual cost reimbursement through the second quarter of Fiscal Year (FY) 2023-24 (July 2023 – December 2023)**. Contract settlement terms will remain consistent per your organization's contract. Your organization may continue to submit claims in the same manner for the second quarter as you have for the first quarter of the year. If your FY 2023-24 contract is not finalized, this update will be included in the footnote of your rate sheet. If you have any questions regarding your organization's Interim Contract, please contact your assigned Contract Managers or the ACBH Contracts mailbox at Contracts@acgov.org.

We greatly appreciate your patience while the team diligently works to ensure SmartCare functions as designed.

For SmartCare updates, training dates and links, key forms, manuals, and training videos, go to: SmartCare Site. For additional SmartCare information, please reference: SmartCare and Payment Reform Quick Reference Memo or reach out to our team with questions: ACBHSmartCare@acgov.org.

Additional updates will be provided throughout this process, and in consideration of system needs and the status of this system wide implementation.