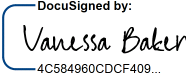
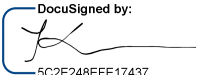


ACBH Communication

DATE: October 30, 2023

TO: Alameda County Mental Health Plan (MHP) &
Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers

FROM: Vanessa Baker, Deputy Director, Plan Administration 
Karen Capece, Quality Management Program Director, SmartCare Executive Sponsor 

SUBJECT: SmartCare Launch Updates

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

ACBH continues with its phased transition to SmartCare (SC). We are now in the middle of the second phase of the Substance Use Disorder (SUD) SmartCare launch. This memo is to provide further updates and guidance to assist our partners in the successful implementation of SmartCare.

Substance Use Disorder (SUD) Launch Details

The first stage of the SmartCare SUD launch was completed successfully on September 28, 2003, for the Call Portals & Non-CalOMS Programs. **October 30, 2023 marks the second stage SmartCare SUD launch for CalOMS State Reporting Programs.** This second stage will focus on *registration, creating new clients, collecting demographic information and completing program enrollments* for CalOMS Programs. To ensure a smooth launch, SmartCare SUD program enrollment completions are to be completed in chronological order starting from the earliest enrollments starting on July 1, 2023. Completing in chronological order will prevent provider inability to re-enroll a client to a program after discharge and/or the potential of SmartCare showing erroneous overlapping program enrollments.

The third stage of the SmartCare SUD launch is scheduled on November 1, 2023, which supports CalOMS *Discharges and Annuals*. This staged approach allows us to ensure successful transition of CalOMS annuals from InSyst into SmartCare, to provide the best user experience, and to deliver support for users during each phase.

The SmartCare implementation team is offering SmartCare Registration & Program Enrollment trainings, CG-SmartCare trainings, as well as SmartCare Open Office Hour sessions across October and November. Please check the SmartCare webpage [SmartCare Site](#) for dates and links to upcoming trainings and sessions.



Transition Guidance from CG-InSyst to CG-SmartCare

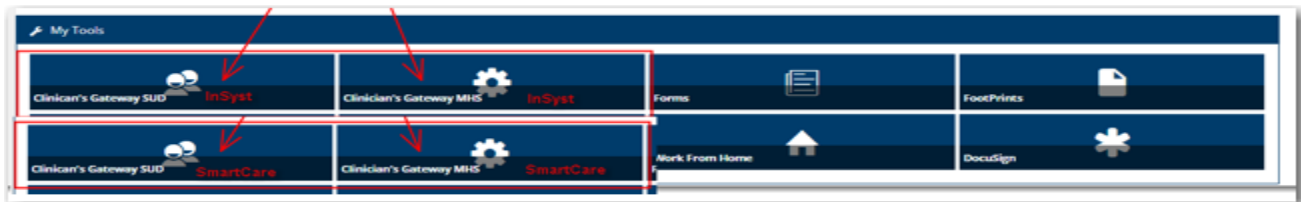
Effective **October 26, 2023** Clinicians Gateway-SmartCare (CG-SC) is available to all provider types (**MHS, CalOMS SUD, and Non-CalOMS SUD**). New Citrix links are published for external CG users:



Internal ACBH Users can use the links below or the buttons on the ACBH Home page:

Mental Health: [HTTP://cgate/CGMHS-SMC](http://cgate/CGMHS-SMC)

Substance Use: [HTTP://cgate/CGSUD-SMC](http://cgate/CGSUD-SMC)



Three CG SUD SmartCare Transition webinar opportunities have been scheduled for October. The first half of the webinar will provide an overview of the CG-SmartCare updates presented in June 2023. The second half will cover next steps for your organization, helpful hints for users, and provide a FAQ. Upcoming dates are listed below:

1. October 24, 2023, 10:00 am – 12:00 pm
2. October 25, 2023, 1:00 pm – 3:00 pm
3. October 30, 2023, 3:00 pm – 5:00 pm

The intended webinar audience is for any SUD user from managers to clinical staff. Please review training for CG-SUD SmartCare Transition webinar via [Providers Website Clinician's Gateway](#)

Please see CG-SmartCare SUD GoLive Advisory [Clinician's Gateway SmartCare SUD Go Live Advisory](#) for details on how and where to document notes. In August 2023, [CG-SmartCare MHS GoLive Advisory](#) was published.

Service Entry Feature and Deadline Extension

The SmartCare Service Entry feature for SMHS and SUD is anticipated to launch in toward the end of the year. Training sessions will be made available to users and will focus on Service Entry to help ensure stakeholders are well-equipped for the new system. A forthcoming memorandum will communicate the training dates, which will be posted on the ACBH Provider's [SmartCare Site](#), and provide the revised deadline to enter July and August 2023 services.

Provider Cost Reimbursement Extension

ACBH will continue to extend 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 can 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 the full transition of SmartCare. For SmartCare updates, training dates, Office Hours 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

