

Communication from the ACBH Plan Administration -

DATE: June 27, 2023

TO: ACBH Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers

FROM: Karen Capece, Interim Deputy Director, Plan Administrator

SUBJECT: UPDATE: SMARTCARE MULTI-SERVICE ENTRY TRAINING & RELEASE

Alameda County Behavioral Health Care Services (ACBH) is currently providing SmartCare Mental Health Services ([MHS](#)) and SmartCare Substance Use Disorder ([SUD](#)) trainings as outlined in our most recent memo. As ACBH prepares for July 1, these initial trainings will focus on features provided at launch, Client Registration and Program Enrollment.

As the functionality of the SmartCare system expands, additional training will be offered on the use of the other features. Due to California Advancing and Innovating Medi-Cal (CalAIM) new initiatives, Payment Reform, unforeseen technical challenges, and limited county resources, features planned for Go-Live have been delayed. Rest assured that the ACBH team has been working diligently to ensure that the new system is functional and tailored to meet your business needs. More specifically, the ACBH Information Systems (IS) & Billing & Benefits Support (BBS) team members have been testing each component of functionality prior to vendor approval and release. The Multi-Service Entry screen in SmartCare is prioritized, in testing, and are planned for release shortly after Go-Live. ACBH will promptly inform you as soon as the service entry screen is available, with the associated training schedule.

Upcoming (tentative) Service Entry Trainings:

- July - Opioid Treatment Providers (OTP) service entry training;
- August - Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) providers service entry training

Service Entry Deadline:

- **September 15, 2023** - enter July and August services in SmartCare. Please reference [SmartCare Memo](#), which provides instructions on staff roster update submissions to ACBH to ensure successful SmartCare system access to complete service entries.

To help mitigate provider financial impact and burden, ACBH will reimburse providers at actual cost for the first quarter of Fiscal Year (FY) 2023-2024 (July 2023 – September 2023). [FY23-24 Rate-Based Contract Reimbursement memo](#) provides additional details.

As new SmartCare features continue to roll out, please expect continued ACBH communication, guidance and support. For more memo updates, 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.

