

MEMORANDUM

Date: May 15, 2024

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

From: Vanessa Baker, Deputy Director, Plan Administration, SmartCare Executive Sponsor *Vanessa Baker*

Subject: Important Updates – SmartCare Service Entry and Claiming

SmartCare Service Entry

As a reminder, the deadline for SmartCare service entry for July 2023 services was May 13, 2024, close of business. At this time ACBHD will not impede any late entries and we have already moved forward with the next steps in the claiming process.

Documentation Finalization

Thank you for your attention to the guidance issued in April 2024, via a memo titled *Guidance for Finalization of Documentation in CG-SmartCare for Departed Staff*. When followed, this guidance allows ACBHD to successfully track all finalized documentation by departed staff.

Claiming for Services

Although we have a record of documentation finalized by departed staff, please note that ACBHD will **not** be claiming any services by departed staff in our July claiming.

Documentation Addendum

To appropriately account for the delay in documentation finalization for non-departed staff, ACBHD is working to develop a process by which an addendum can be attached to all delayed notes for all current/non-departed staff who have finalized notes within Clinicians Gateway-SmartCare. Such an addendum will include language specific to the reason for the delay and the timeframe during which the addendum applies. Our goal is to have the addendum automatically generated to attach to the impacted notes, rather than requiring Provider team members to take any action; however, we are prepared to issue further guidance, should any action be required by Providers.

ACBHD thanks all mental health and substance use Providers for their commitment to the individuals we serve daily through our robust system of care, a system of which you are a critical partner. It is because of this partnership that we are able to adapt to and persevere through periods of transition and change, while remaining steadfast in our delivery of essential services.

Please reach out with any questions to ACBHSmartCare@acgov.org.