

**Memo**

**Date:** April 26, 2024  
**To:** Alameda County 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:** Updated Guidance for SmartCare Service Entry Deadlines

**SmartCare (SC) Service Entry Deadlines \*Updated Guidance\***

This guidance supersedes prior service entry deadline guidance issued on March 11, 2024. Please see new service entry deadlines below and note the expectation remains that the oldest service dates are to be entered first.

***Please Also Note the Following:***

*If you have an **Outstanding Program** (formerly known as RU) pending set-up in SmartCare please know that our team is aware and is working diligently to enter new programs. Once programs are entered, please focus on entering services beginning from July 2023 forward.*

*If you have an **Individual Clinician Entry Challenge**, please contact the SmartCare implementation team directly [ACBHSmartCare@acgov.org](mailto:ACBHSmartCare@acgov.org) to discuss and problem solve. Outside of a specific clinical issue, the expectation is that all other services will continue to be entered timely.*

**Who to Contact:** *If you reach out to your Operational Contact to discuss SmartCare entries, please also reach out to the SmartCare implementation team. We also offer SmartCare Office Hours almost daily. Please join us to ask questions or address any issues that you might have.*

For **More Information** on SmartCare Office Hours or other topics related to SmartCare go to: [SmartCare | ACBD Providers Website \(acgov.org\)](https://www.acgov.org/ACBD/ProvidersWebsite)

*If you have **Challenges Reaching the Help Desk** at [his@acgov.org](mailto:his@acgov.org) please contact 510-817-0076 for urgent support.*

Service Month	Service Data Entry Due Date
July 2023	May 13, 2024
August 2023	May 31, 2024
September 2023	June 21, 2024
October 2023	July 19, 2024
November 2023	August 9, 2024
December 2023	August 30, 2024
January 2024	September 20, 2024
February 2024	October 11, 2024
March 2024	November 1, 2024
April 2024	November 22, 2024
May 2024	December 13, 2024
June 2024	December 27, 2024
<b>Year End Deadline</b>	<b>12/31/2024</b>