

ACBH Communication

DATE: December 15, 2023

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

FROM: Tom MacMillan, ACBH Information Systems Deputy Director
Karen Capece, Quality Management Program Director, SmartCare Executive
Sponsor

SUBJECT: SmartCare Townhall – November 8th Recap

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

Thank you for joining us for the SmartCare Townhall where we provided an update on the SmartCare Implementation. We discussed the Current State of Affairs, Timing and What is Next. As we shared this is not the journey we planned, but we are committed to rolling out and fortifying SmartCare as soon as possible. Below are some of the highlights from the discussion.

Background:

We moved from the InSyst system, a product that has been with the County for 25+ years. Throughout this time, the InSyst system was customized to meet our needs. Unfortunately, the InSyst product was sold to another vendor, and they made the decision to discontinue it. DHCS implemented new CalAIM requirements, and the InSyst vendor would not make the required changes, which necessitated that the county find a new Product.

In 2021, through the RFP process, the Streamline SmartCare (SC) product was selected. When we selected SC we knew that we would have to customize it, as their existing functionality was not compliant with California DHCS requirements. ACBH defined 200+ customizations for the SC product to create a compliant application to meet our specific business requirements.

How did we get to this point and why didn't we go live in July 2023 as planned?

Since the County selected SmartCare, the vendor has experienced rapid growth, largely due to its success in the California market. They are currently restructuring to accommodate the exponential growth of the organization, but are experiencing some challenges during this growth period. Meanwhile, CalAIM requirements are in flux, and our team is working to rapidly respond to state changes, even as changes often require the need to deviate from original plans. We are literally building the plane as we are flying it. Whenever something new came along for CalAIM, we adjusted as necessary.

What's the Path Forward:

We heard you loud and clear, that the Service Entry go live delay is creating backlogs in the provider network and internally within ACBH. This is not the vision that the county had, and we understand that it is impacting everyone, from the largest CBO's to the smallest practices. Internally, for ACBH staff, this has held its own challenges, but we are committed to continue to offer the best transition possible in light of these circumstances.

The team is trying to find the right balance in terms of pushing out SC functionality. We are working tirelessly to ensure that the features are user friendly and function properly. We recognize that the current Service Entry functionality is not as user friendly as we would like it to be, e.g. too many clicks, performance delays, and bugs, therefore we appreciate



your feedback on areas of improvement At the ground level we want to make sure that we advocate on behalf of all of you who are providing the services on the ground.

In January 2024, we are looking at getting service entry, inclusive of multi-service entry live. Right now, we are focused on the back end and getting the product to work with basic functionality. Unfortunately, for this rollout, SC is not going to have the complete set of functionality we originally planned. ACBH will continue to rollout additional SmartCare functionality and improvements throughout 2024. These include:

- Improvements on Batch Service Entry Screen
- Developing a Weekly Service Entry Screen
- Implementing a Service Upload process, piloting the process in 2024
- Continued SC enhancements throughout 2024-2025.

As we get closer to Service Entry go-live, please attend one of the Trainings or watch one of the recorded trainings on this functionality.

Key Dates:

SmartCare Launch Dates	Functionality
Live	SmartCare Client Registration MH & SUD
Live	SmartCare Program Enrollment MH & SUD
Live	Clinician’s Gateway MH SmartCare
Live	Clinician’s Gateway SUD SmartCare
January 2024	SmartCare Service Entry – Core Functionality
Throughout 2024	SmartCare Service Entry – Enhanced Functionality & Upload Process

To create transparency and ensure that we are communicating in a regular and consistent manner for the community, we will be setting up monthly SmartCare touchpoints throughout the first quarter of 2024. For current, up to date information please refer to the [ACBH SmartCare](#) website. Also, this Townhall recording has been saved to this site for reference. [ACBH Providers Website - SmartCare \(acgov.org\)](#).

The SmartCare implementation team along with our partners at Streamline are working to resolve and fix performance issues as well as work on customizations. Should you experience any issues, please report them to HIS@acgov.org or ACBHSmartCare@acgov.org.

We appreciate your collaboration and ongoing partnership as we enter the new year. Sincerely,

SmartCare Implementation Team

