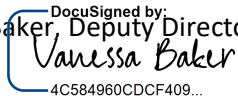


-MEMORANDUM-

DATE: January 30, 2024

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

FROM: Vanessa Baker, Deputy Director, Plan Administration and SmartCare Executive Sponsor  4C584960CDCF409...

SUBJECT: **SmartCare Launch Updates**

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

What is Live: SmartCare (SC) is currently live for both Specialty Mental Health Services and Substance Use Disorder, for Client Registration, Program Enrollment, Annuals and Discharges. Please make sure you and your team members are using SC for these functions.

ACBH Continued Launch Plan: The SmartCare Implementation Team continues to work with the vendor, Streamline, to launch critical features, including Service Entry. ACBH is committed to going live with SC Service Entry functionality *soon* and is working daily to develop training materials and go live supplemental materials within the next few weeks.

Provider Cost Reimbursement Extension: To provide continued stability given the status of the SmartCare Implementation, ***ACBH is further extending the monthly actual cost reimbursement through the third quarter of Fiscal Year (FY) 2023-24 (July 2023 – March 2024).*** Contract settlement terms will remain consistent per your organization's contract. Your organization can continue to submit claims in the same manner for the third quarter as you have for the first two quarters 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 Contract, please contact your assigned Contract Managers or the ACBH Contracts mailbox at Contracts@acgov.org.

Key Information: Service Entry Go-Live Training will be announced one week prior to the first offered session. A memo will be sent at that time and training registrations will be posted on our website in the [ACBH Providers Website News & Announcements](#) section.

Thank You: ACBH appreciates your patience with the unanticipated system delays as we work with the vendor to resolve them for Go-Live as soon as possible. We have heard your feedback and appreciate continued feedback. We will communicate with you critical Service Entry milestones in advance and provide FAQs to help guide you through the Service Entry process. Once we go live ACBH will provide flexibility given the unexpected issues accompanying our transition to the SC system and CalAIM Payment Reform changes.

ACBH appreciates the continued partnership and collaboration in these times of change and we continue to be dedicated to supporting partnering CBOs to deliver the essential services to our clients in Alameda County.

