

## MEMORANDUM

**Date:** September 24, 2024

**To:** Alameda County Health, Behavioral Health Department (ACBHD) Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Community-Based Organizations

**From:** Cecilia J. Serrano, Finance Director  
Vanessa Baker, Deputy Director, Plan Administrator

**Subject:** **SmartCare and Cost Reporting and Settlement for Fiscal Year 2023-24**

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ACBHD continues to provide updates regarding the implementation of SmartCare. We understand ongoing training and support will enable our system to accurately capture data from services rendered in Fiscal Year (FY) 2023-24.

While a train the trainer model was initially planned for SmartCare data entry, the volume of questions and issues requiring troubleshooting necessitated a two-day training plan. Also, ACBHD is planning a subsequent round of enhancement funds that may be utilized to support organizations with increased costs associated with the implementation of the new billing system.

For FY 2023-24 Cost Reporting and Settlement, ACBHD will issue separate communications regarding the requirements after the data entry period of services ending in early 2025.

If your organization contracts with multiple counties and interested in requesting a Preliminary Cost Report Form, please contact the Assistant Finance Director, Rickie Michelle Lopez, at [Rickie.Lopez@acgov.org](mailto:Rickie.Lopez@acgov.org) for further details. If you have any questions regarding your organization's contract, please contact your assigned Contract Managers or the ACBHD Contracts mailbox at [Contracts@acgov.org](mailto:Contracts@acgov.org).

As a reminder, for SmartCare updates, training dates, office hours, links, key forms, manuals, and training videos, go to: [ACBHD Providers Website - SmartCare \(acgov.org\)](#) or feel free to seek out information through this memo: [SmartCare and Payment Reform Quick Reference Memo](#). Also, please feel free to reach out to our team with SmartCare questions: [ACBHSmartCare@acgov.org](mailto:ACBHSmartCare@acgov.org)

ACBHD appreciates the continued partnership and collaboration and will continue to provide updates and additional information as it becomes available.

cc: Executive Team  
Operational Leadership  
Contracts