A new Clinicians Gateway-SmartCare app is coming on July 1, 2023.

Due to the transition to SmartCare on 7/1/2023, and new billing rules from CalAIM, new instances of Clinicians Gateway (CG) are required. We have kept changes as minimal as possible. The look and feel of the new CG-SmartCare will be very familiar to current CG users.

Links to the new CG-SmartCare environments (MHS and SUD) will be made available to users on July 1, 2023. These new versions of CG-SmartCare are for entering services dated 7/1/2023 and later. The existing versions of CG-InSyst will remain available for several months to finish work on services dated up to 6/30/2023. Providers will login to either CG-InSyst or CG-SmartCare depending on the service date to be worked.

For MHS
Services to 6/30/23 use: Clinicians Gateway MHS InSyst downloads to InSyst MHS
Services 7/1/23 and later use: Clinicians Gateway MHS SmartCare downloads to SmartCare

For SUD
Services to 6/30/23 use: Clinicians Gateway SUD InSyst downloads to InSyst SUD
Services 7/1/23 and later use: Clinicians Gateway SUD SmartCare downloads to SmartCare

- Users must login to the appropriate CG depending on the date of service.
- Users should use their ACBH Network username to log into the new CG-SmartCare environments
- Active staff, clients, and program enrollments will be transferred to the new CG-SmartCare environments
- Transferred staff and clients will retain their existing ID #s in CG-SmartCare
- New Staff and clients will get new SmartCare IDs as they are created
- Historical client Progress Notes, Facesheets and current Plans will be uploaded to the new environment

For Citrix Users:

Citrix icons will be made available on 7/1/23. Note the InSyst version and the SmartCare version.
For Internal Users:

On the ACBH Home Screen, we will update the names on the existing links to include “InSyst”. Additionally, on 7/1/23, we will add the new links to CG MHS SmartCare and CG SUD SmartCare.

More information will follow to describe the few changes that are incorporated into CG-SmartCare:

- Service time format changing
- Service specific diagnosis field added
- Mode of Delivery field added
- Adding Preferred Name
- Use ACBH Network username to login