



To:	BHS Contracted Service Providers
From:	Behavioral Health Services
Date:	November 17, 2023
Title:	EHR Implementation Project Status Update

IMPORTANT PROJECT UPDATES

The County of San Diego (County) has been working to replace Cerner Community Behavioral Health (CCBH) with Cerner Millennium as the Mental Health System of Care (SOC) Outpatient Electronic Health Record (EHR). Representatives from the SOC, including contracted providers, participated in the design process as subject matter experts (SMEs) to optimize the EHR to support client needs, workflows, and regulatory requirements. During this process, **limitations in functionality were identified in Cerner Millennium** that required resolution, including but not limited to:

- Lack of automated capability to retrospectively bill,
- Inability to print outside the County network, and
- Inefficient workflows requiring multiple steps and/or ongoing duplicate entry.

Workarounds offered by Cerner for these issues were not workable solutions and came with impacts to critical implementation timelines.

As a result, the County will now be **halting implementation of Cerner Millennium as the replacement for CCBH, and plans to pivot to the implementation of SmartCare, a new EHR offered through the California Mental Health Services Authority (CalMHSA).**

BACKGROUND ON STREAMLINE SMARTCARE

In July 2023, CalMHSA launched a semi-statewide EHR as a step toward holistic county behavioral health data aggregation and interoperability. Streamline’s SmartCare product was selected by CalMHSA because it:

- Is **customized to meet CalAIM and other Department of Health Care Services requirements;**
- Was specifically created to **capture data across multiple levels of behavioral health care;** and
- Provides a user-friendly interface that supports **more person-centered care.**

SmartCare is designed specifically for California behavioral health services systems. Currently, 23 counties in California have or are implementing this EHR.

NEXT STEPS

The SmartCare implementation project is intended to begin December 2023, with SmartCare go-live planned for September 2024. The SOC preparation for a SmartCare go-live will not change significantly from the

<p>For More Information:</p> <ul style="list-style-type: none"> • Check the EHR Implementation tab on the Optum website under MHP Provider Documents • Contact your Contracting Officer’s Representative (COR) or QIMatters.HHSA@sdcounty.ca.gov



To:	BHS Contracted Service Providers
From:	Behavioral Health Services
Date:	November 17, 2023
Title:	EHR Implementation Project Status Update

preparations for a Cerner Millennium go-live. CCBH will sunset December 2024 (support of CCBH was extended past the original Spring 2024 sunset date).

At this time, SOC leadership should maintain awareness about the project status and continue to communicate with staff including sharing any questions or concerns. Behavioral Health Services will provide further guidance on specific project milestones, action steps and timelines as the SmartCare project begins.

We look forward to working with you all on a successful implementation that supports excellent care for those we serve.

For More Information:

- Check the EHR Implementation tab on the Optum website under [MHP Provider Documents](#)
- Contact your Contracting Officer’s Representative (COR) or QIMatters.HHSA@sdcounty.ca.gov