

SmartCare Support Go-Live Week

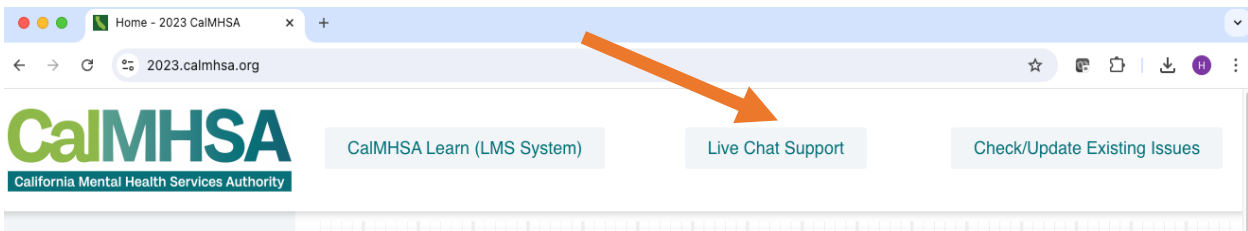


Sunday, September 1 – Friday, September 6, 2024
7:00 am – 12:00 am

SmartCare support during go-live week is offered by CalMHSA as follows and in order of preferred contact:

1. Connect via Live Chat

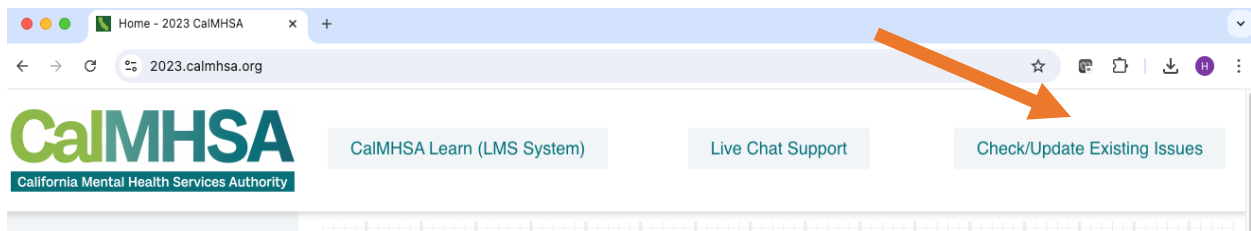
Live Chat can be accessed via 2023.calmhsa.org



2. Submit a Ticket

A ticket can be created by:

- Emailing calmhsa.sandiego@Buchanan-mail.onbmc.com
- Submitting a ticket via 2023.calmhsa.org



3. Call (833) 686-6801

- Available during designated live support hours

Note: Between midnight and 7:00 am, the only support available is for system outages. Call (916) 214-8348