

SmartCare Help Desk Support



As of March 1, 2025, SmartCare support for system issues is offered by CalMHSA during normal business hours (in order of preferred contact):

Monday – Friday 8:00 am – 5:00 pm

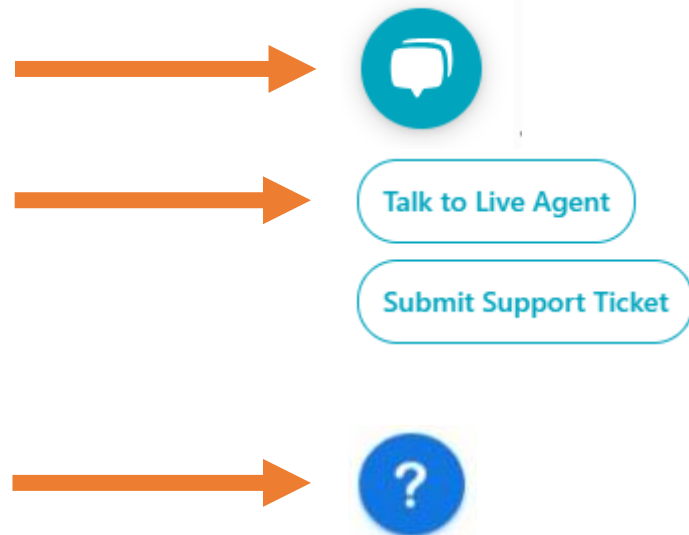
Connect via Live Chat or Submit a Ticket

Both can be accessed via:

- Go to 2023.calmhsa.org
- Click on the blue bubbles on the bottom right corner of the screen
- Choose either 'Talk to Live Agent' or 'Submit Support Ticket'

OR

- Go to SmartCare EHR log in
- Click on the blue question mark on the right bottom corner of the screen when logged into the SmartCare EHR
- Begin chat process



Once a ticket is submitted:

Register for a Customer Ticket Portal Account

- Visit the [CalMHSA support page](#) to submit a ticket. No tickets will show until submitted.

**Note: After normal business hours,
the only support available is for system outages.
Call (916) 214-8348**

Updated March 7, 2025

Numerous SmartCare resources are available to you to assist with workflow and documentation questions:

1. Go to the CalMHSA Knowledge Base

Visit the links on the CalMHSA website at 2023.calmhsa.org to explore SmartCare EHR documentation and support tools organized by role:

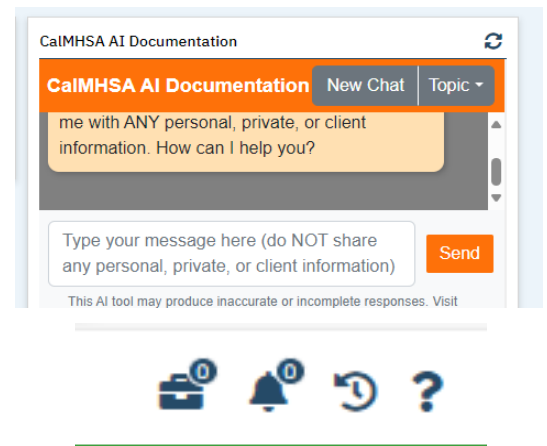
- Use the search box on the bottom of the navigation links to search the entire CalMHSA library
- Use Ctrl + F on your keyboard to search for key words within the Documentation sections.



2. Access help from within SmartCare

Once you are logged into SmartCare, you can access help in the following ways: Use the CalMHSA AI Documentation chatbot to ask direct questions about workflow and documentation.

- Click on the **black question mark** at the bottom of your screen to find “how to” documents on the CalMHSA website.



3. Access San Diego Specific Resources

For resources and guidance specific to San Diego County’s use of SmartCare, go to [SMH & DMC-ODS Health Plans](#) on the Optum website and click on the **SmartCare tab**.

