



<b>To:</b>	<b>BHS County-Operated Providers and BHS Contracted Service Providers</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>April 5, 2024</b>
<b>Title</b>	<b>SmartCare Implementation Updates</b>

**SmartCare will be implemented as the electronic health record (EHR) for both the mental health (MH) and substance use disorder (SUD) systems of care (SOC) on September 1, 2024.** SmartCare complies with 42 CFR part 2 regulations and allows for a seamless provider communication network for clients who are receiving both MH and SUD services. Clinical Data Access Groups (CDAGs) will be set up within SmartCare to determine which program information you are able to see based on roles. **Clients can consent to sharing treatment information via a SmartCare consent form**, which means that SUD providers may be able to see other SUD providers’ documentation; SUD providers may be able to see mental health providers’ documentation; and mental health providers may be able to see SUD providers’ documentation in addition to the documentation of other mental health providers.

Please review the following important information for BHS Providers related to the SmartCare implementation.

**CCBH & SanWITS TRAINING END DATES**

**Cerner Community Behavioral Health (CCBH) training will end on or before June 30, 2024 for the MH SOC.** Some CCBH classes will not be available after mid-June, with registration closing earlier in the month. **SanWITS training will end on or before July 17, 2024 for the SUD SOC** with registration closing earlier in the month. Additional guidance will be provided for new prescribers onboarded after June 30, 2024. **Please go to [BHS Provider Resources \(optumsandiego.com\)](#) for training date and registration information for both CCBH and SanWITS user trainings.**

**SMARTCARE HARDWARE, SOFTWARE, AND NETWORK REQUIREMENTS**

CalMHSA has provided BHS with requirements for customer workstations. **Providers are strongly encouraged to review these requirements to assess what is needed for each facility.** See the March 2024 update of this document titled “Hardware, Software, and Network Requirements – March 2024 update” available under the Resources section of the SmartCare tab of the [MHP Provider Page](#) or [Drug Medi-Cal Organized Delivery System](#) on the Optum website. Contact your COR or [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov) with questions.

**WHAT ELSE CAN THE SOC DO NOW TO PREPARE?**

- 1. Communicate early and often with your staff to raise awareness about the magnitude of change they can expect.**
  - Share information at staff meetings as a standing agenda item.
  - Encourage staff to participate in and ask questions during BHS demo meetings and town halls.
- 2. Maintain your own awareness about project status to prepare for SmartCare go-live.**
  - This includes continued review of status updates and other materials available on the SmartCare tab of the [MHP Provider Page](#) or [Drug Medi-Cal Organized Delivery System](#) on the Optum website, participation in town halls, and discussions with your COR or supervisor. Reach out to [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov) with questions.
- 3. Begin to identify who can serve as site leads at each facility.**

**For More Information:**

- Check the SmartCare tab on the Optum website under [MHP Provider Documents](#) for the MH SOC or [DMC-ODS Provider Documents](#) for the SUD SOC.
- Contact your Contracting Officer’s Representative (COR) or [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)



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- Site leads are experienced EHR users who will act as the “go-to” person on-site during go-live to support staff and answer questions, facilitate communication, and assist in reporting issues.
- The number of site leads will depend on the size and type of facility, hours of operation, and roles represented.
- BHS will provide additional guidance as project planning continues.

**4. Review the SmartCare FAQs.**

- Several questions have been asked and answered via SmartCare town halls and other venues.
- Please review these FAQs, available on the SmartCare tab of the [MHP Provider Page](#) or [Drug Medi-Cal Organized Delivery System](#) on the Optum website.

**5. Visit the EHR Knowledge Base on the [CalMHSA website](#).**

- Numerous tools are available on the website for your review to begin familiarizing yourself with the SmartCare product. You will find training guides, videos, at-a-glance workflows, FAQs, and more.
- Providers are strongly encouraged to begin reviewing these materials.

**TIMELINE**

SmartCare is currently on schedule for implementation on September 1, 2024.

<b>Feb – Jun 2024</b>	Project Planning, Analysis, System Configuration <b>**CURRENT PHASE**</b>
<b>Apr 2024</b>	Testing (Mock Data to Review Workflows) <b>**CURRENT PHASE**</b>
<b>May 2024</b>	Data Conversion (First Round)
<b>Jun 2024</b>	Testing (Converted Data, Ensure Data Conversion is Effective)
<b>Jul – Aug 2024</b>	Training
<b>Sep 2024</b>	GO-LIVE – The new system is “turned on”!

**SOC REPRESENTATION**

More than 70 subject matter experts (SMEs) from both the MH and SUD SOC are participating in the SmartCare implementation through the review of workflows, testing, and development of training recommendations. SMEs support this work by reviewing specific areas of functionality, including billing, clinical documentation, reporting and outcomes, intake and registration, and State reporting, as well as global functionality to understand and advise on how all components work together.

**For More Information:**

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**KEY UPCOMING DATES**

**Mental Health SME Review Meetings (In-person, BHS Camino La Jolla Room)**

- April 8, 2024 | 9:00am – 11:00am
- April 22, 2024 | 9:00am – 11:00am
- May 6, 2024 | 9:00am – 11:00am

**Substance Use Disorder SME Review Meetings (In-person, BHS Camino La Jolla Room)**

- April 19, 2024 | 1:30pm – 3:30pm

**Mental Health SOC Town Hall (Virtual)**

- April 30, 2024 | 1:00pm - 2:00pm [Click here to join this meeting.](#)
- May 21, 2024 | 1:00pm – 2:00pm [Click here to join this meeting.](#)

**Substance Use Disorder SOC Town Hall (Virtual)**

- April 10, 2024 | 11:00am - 12:00pm [Click here to join this meeting.](#)
- April 29, 2024 | 1:00pm – 2:00pm [Click here to join this meeting.](#)

Contact Heather Rey at [Heather.Rey@sdcounty.ca.gov](mailto:Heather.Rey@sdcounty.ca.gov) for more information on any of the above meetings.

**For More Information:**

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