



<b>To:</b>	<b>BHS Contracted Service Providers</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>January 24, 2025</b>
<b>Title</b>	<b>SmartCare – Billing to be Turned On 1/27/25</b>

This memo is a reminder to behavioral health contracted providers that SmartCare billing will be turned on **January 27, 2025**.

**New Billing & Error Correction Process (Beginning 1/27/25)**

Beginning **January 27, 2025**, the nightly billing job will run quality checks. During this time services will either pass the initial phase and the status of the service will move to “*Complete*,” or they will pull an error and will remain in “*Show*” status and then be visible on the ‘*Services Needing Attention Widget*’ and the ‘*COSD Service Error Report*’.

Please utilize the attached instructions to correct service errors.

Contractors will need to correct errors **from oldest to newest date of service**, following the timeline below, until all errors are corrected.

Please note that County staff is addressing items that have previously been submitted by providers.

**Billing & Error Correction Timeline**

The table outlines the proposed timeline to correct billing errors, pre- and post- billing functionality.

Phase	Activity	Due Date*	Status
Phase 1	Correct QA and internal Errors ( <i>Pre-Billing Functionality</i> )	By January 26, 2025	Underway
<b>Phase 2</b>	<b>Turn On SmartCare Billing</b>	<b>January 27, 2025</b>	<b>Pending</b>
Phase 3	Correct September 2024 Errors	By February 14, 2025	Pending
Phase 4	Correct October and November 2024 Errors	By March 14, 2025	Pending
Phase 5	Correct December 2024 and January 2025 Errors	By April 11, 2025	Pending

\* Anticipated dates, subject to change

**Attachments**

- *Clearing CoSD Service Error Report (MyOffice)\_012425.pdf*
- *SmartCare Services How To Guide\_012425.pdf*

**Questions and Comments**

Please continue to communicate questions and concerns to **Contracting Officer’s Representative (COR)**. For SmartCare technical or support issues, please contact the **CalMHSA Help Desk** at [2023.calmhsa.org](https://2023.calmhsa.org).

<p><b>For More Information:</b></p> <ul style="list-style-type: none"> <li>• Contact your Contracting Officer’s Representative (COR)</li> <li>• Contact the CalMHSA Help Desk at <a href="https://2023.calmhsa.org">2023.calmhsa.org</a> (SmartCare technical issues or support needs)</li> </ul>
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