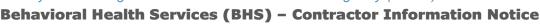
# County of San Diego – Health and Human Services Agency (HHSA)







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

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 (Pre-Billing Functionality)	By January 26, 2025	Underway
Phase 2	Turn On SmartCare Billing	January 27, 2025	Pending
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 <u>2023.calmhsa.org</u>.

#### For More Information:

- Contact your Contracting Officer's Representative (COR)
- Contact the CalMHSA Help Desk at 2023.calmhsa.org (SmartCare technical issues or support needs)

1 of 1 2025-01