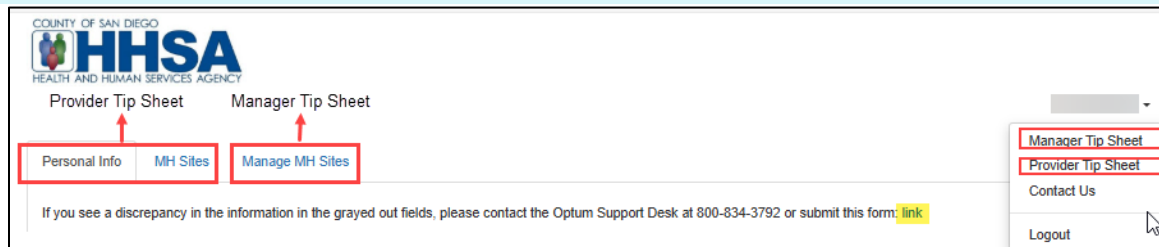


System of Care Application Tip Sheet for Program Managers

UPON LOGIN YOU SHOULD SEE THE FOLLOWING VIEW



All tabs will need to be reviewed and attested. Refer to **Provider Tip Sheet** for assistance in reviewing Personal Info and MH/SUD Sites. Please note, **hard coded** fields changes require Modification ARFs, **grayed out** field's changes can be done through Optum via link, email, or telephone, and **open fields** are editable.

SAVE YOUR ENTRIES

1. Make sure to save your data as you complete each section for each subunit. If you do not save as you go, you will time out and lose your data. The system does not provide a time out warning screen.
 - a. Require fields are marked with red asterisk.
 - b. Each time you save, you will receive a successful saved message confirming your changes were saved.

MANAGE MH/SUD SITES

1. Tab will show each site the manager manages and has SmartCare access.
 - a. Each site must be reviewed/updated.
 - i. The site is automatically selected and can be seen with a dark border and font.
2. MH/SUD – Program/Facility Information
 - a. MH – Program Information
 - i. Review and update all fields as appropriate. Certain fields are not editable, if the information is incorrect, please contact the Optum Support Desk.

b. SUD - Facility Information

- i. Review and update all fields as appropriate. Certain fields are not editable, if the information is incorrect, please contact the Optum Support Desk.

3. Treatment Location Information

- a. Review and update fields as appropriate.

Certain fields are not editable, if the information is incorrect, please contact the Optum Support Desk.

- i. Public Phone #

- The phone number that clients can use to contact the treatment site.

- ii. Private Phone #

- A phone number the county, SOC administration, and other professionals will use to contact the treatment site.
- Private Phone number could be the program manager's assigned work cell phone.

- iii. Public Email

- Site-specific work email address that will be viewable in the (public) Provider Directory [Link to Provider Directory](#)

- iv. Private Email

- The Professional email address that would be used when the County or Optum wants to contact the program through the SOC

application regarding any SOC submission requirements information.

v. Distance to Closest Public Transportation

- Select the distance to the closest bus stop, trolley, or train station.

vi. Public Address

- Check the box – Address to be displayed in the Provider Directory

4. Language Capacity

- The information displayed is from an aggregated list of languages reportedly spoken by rendering providers of the site.
- If any other languages provided at this site, please specify in Other Language Services Available.

Language Capacity	
English	Fluent
Spanish	Fluent
Tagalog	Fluent

Other Language Services Available

5. Age Groups and Hours of Operation

a. Age Group

- For **MH Programs** (0-20, 21+, or all ages)
- For **SUD programs** (0-17, 18+, or all ages)

- This is un-editable and is aggregated by all providers who work at this site.

Age Groups and Hours of Operation

Age Group: 21+ Hours per Week: 40

b. Hours per Week

- The number of hours per week the site can serve Medi-Cal clients.
 - Allows any values between 1 and 168

6. MH Provider Types and Service Types/ SUD Provider Types and Modalities

- The information displayed is from an aggregated list of Provider Types and Service Types/Modalities reported by rendering providers of the site.
 - Wrong **MH-Provider Types** can be corrected via a Modification ARF submitted to County MIS to update Licensure/Credentials.
 - Wrong **MH-Service Types** contact the Optum Support Desk.
 - Wrong **SUD-Provider Types** can be corrected via a Modification ARF submitted to County MIS to update Licensure/Credentials.
 - Wrong **SUD-Modalities** contact the Optum Support Desk.

MH / SUD

Provider Types

Associate Marriage Family Therapist
Licensed Clinical Social Workers
Licensed Vocational Nurses
Mental Health Rehabilitation Specialists
Nurse Practitioners
Registered Nurses
Other Qualified Providers

Provider Service Types

Mental Health Services
Intensive Care Coordination
Intensive Home-Based Services
Crisis Intervention
Targeted Case Management
Medication Support

Provider Types

Certified Substance Use Disorder Counselors
Licensed Clinical Social Workers
Nurse Practitioners
Registered Nurses
Registered Substance Use Disorder Counselors

Provider Modalities

Outpatient Treatment

Licensed Capacity for OTP

0

7. Other Options

a. Review and select any other treatment options available at this treatment location.

i. ADA Compliant for Physical Plant

- Is this treatment location compliant with American Disability Act (ADA) for physical plant?
 - If it is incorrect, contact the Optum Support Desk.
 - Rationale is needed if NOT ADA compliant.

ii. TDD/TTY Equipment Available

- If it is incorrect, contact the Optum Support Desk.

iii. Telehealth Services Status

- If it is incorrect, contact the Optum Support Desk.

iv. Teaching Facility

- If it is incorrect, contact the Optum Support Desk.

Other Options

ADA Compliant for Physical Plant

Yes

TDD/TTY Equipment Available

No

Telehealth Services Status

No Telehealth Services

Teaching Facility

No

Accommodations for people with physical disabilities

☐ Equipment
☐ Exam Rooms
☐ Offices

8. Medi-Cal Certification Info

- a. Confirm the Effective and Expiration dates of this site's current Medi-Cal Certification with the county.
 - i. If unsure of specific dates, please contact your COR or QIMatters.

9. Work Schedule

- a. Days and hours of work for this treatment location.
 - i. For each day select Insert New.
 - ii. Once all entries have been entered, you will be able to review the complete Work Schedule.

Day of Week	Open	Close	
MON	8:00 AM	5:00 PM	

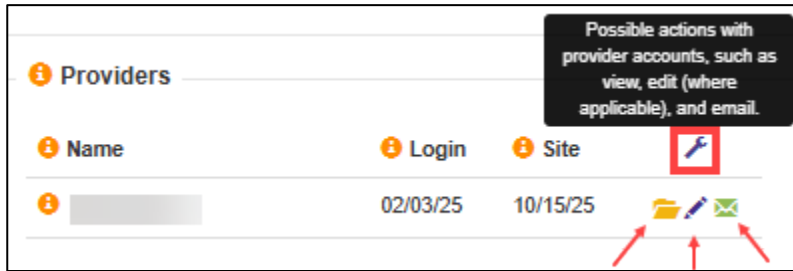
10. Providers

- a. Review all providers' actions under the specific site.
 - i. Hover over the tool tip on the left to view a summary of provider's actions.
 - ii. **Login** column shows when the provider last logged in to their SOC account. If they never signed in, the field will be empty.
 - iii. **Site** column shows the last time the site was attested to by provider/manager. Field will be empty if the provider has not made any changes or did not save or attested to their changes.

Name	Login	Site	
[Redacted]		09/12/25	
[Redacted]	09/24/24	10/11/25	
[Redacted]		10/14/25	
[Redacted]		10/11/25	

- To view the information made on the Personal Info tab, click on the folder icon for details.

iv. **Wrench** Icon indicates actions with provider accounts, such as view details from provider tabs, edit provider info (where applicable), and email the provider.



- **Yellow folder** icon will show the full info of the provider, including the Personal Info tab.
- **Pen icon is to Edit** the manager can edit and attest on behalf of prescribers and providers not available to do so.
 - This action is defaulted for prescribers.
 - To edit provider information, please contact the Optum Support Desk for access.
- **Green Envelope** icon allows managers to send emails directly to providers.
 - This option is only visible when the provider has entered their Professional Email on the Personal Info tab.
 - An email template will appear when selected, complete all required fields with asterisk and select Submit.
 - The Sender/Manager will receive a copy of the email that was sent.

CONTACT THE OPTUM SUPPORT DESK

- There are three ways to contact the Optum Support Desk. An email template will appear by selecting any of the following three options.
 - Click on the drop-down arrow next to “your name” at the top of the page and select **Contact Us**.
 - Click on the **link** after the discrepancy sentence
 - Click on the **Optum Support Desk** on the bottom of the screen.

