

SmartCare Help Desk Support



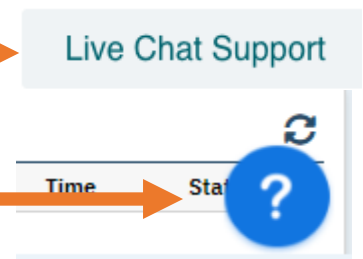
Beginning September 7, 2024, SmartCare support for system issues is offered by CalMHSA during normal business hours (in order of preferred contact):

Monday – Friday, 7:00am – 7:00pm

1. Connect via Live Chat

Live Chat can be accessed in one of three ways:

- Go to 2023.calmhsa.org and click on “Live Chat Support” at the top of the screen
- Click on the blue question mark on the bottom right corner of the screen when logged in to SmartCare
- Use this URL:
https://crbeta.Buchanan.com/teamsccmes_senger/calmhsa.html



2. Submit a Ticket

A ticket can be created in one of two ways:

- Emailing calmhsa.sandiego@Buchanan-mail.onbmc.com
- Submitting a ticket via 2023.calmhsa.org



CalMHSA Learn (LMS System)

Live Chat Support

Check/Update Existing Issues

3. Call (833) 686-6801

- Available during normal business hours

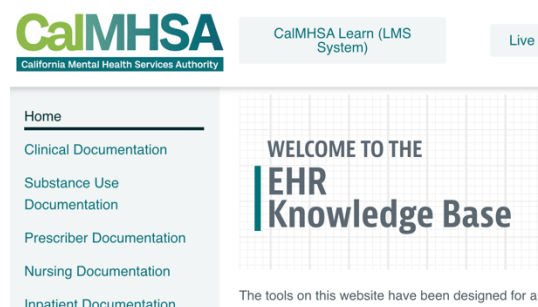
**Note: After normal business hours,
the only support available is for system outages.
Call (916) 214-8348**

Numerous SmartCare resources are available to assist you 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:

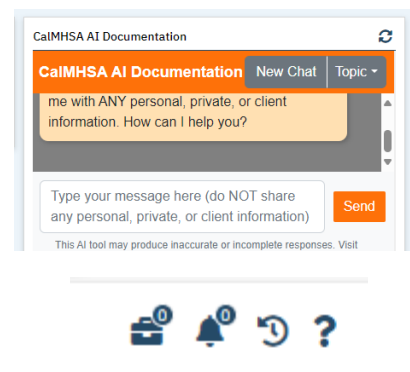
- Use the **search box** on the bottom of the navigation links to search the entire CalMHSA library, or
- Use **Ctrl + F** on your keyboard to search for key words within the **Documentation** sections.



2. Access help from within SmartCare

Once you are logged in to SmartCare, you can access help in the following ways:

- Use the CalMHSA **AI Documentation chatbot** to ask direct questions about workflow and documentation, or
- 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 either the [MHP Provider Documents](#) or [Drug Medi-Cal Organized Delivery System](#) pages of the **Optum website** and click on the **SmartCare tab**.

Optum San Diego

