



November 4, 2024

Attn: San Diego Medi-Cal Fee-For-Service (FFS) Providers

Re: New forms for immediate use (Demographics, Child and Adolescent Needs and Strengths (CANS), Pediatric Symptom Checklist (PSC))

San Diego County system of care providers for mental health and Substance Use Disorder (SUD) treatment moved in to a new electronic health record, SmartCare, as of September 1, 2024. To ease the transition, Optum Public Sector San Diego has been cross walking the content from outdated forms into the new SmartCare system and entering all needed client data on behalf of the FFS provider. Attached to this communication for your convenience are **three required forms for immediate use, that replace outdated forms**. The change to these new forms will align FFS Providers with the rest of San Diego County system of care for client data collection:

1. **NEW-Optum Demographic Form**
 - Similar to now, shall be submitted with Outpatient Authorization Requests for: All Initial requests, Continuing requests as updates occur, and annually.
2. **NEW-CANS form (replaces all previous CANS forms)**
 - “Case Name” and “Case Number” = N/A
3. **NEW-PSC form (replaces all previous PSC forms)**
 - “Client ID” = Medi-Cal number or the “Client ID” from your Optum authorization letter
 - “Program” = Provider Name

Historically, there were additional CANS/PSC forms; this lessens the forms down to only one form for each (CANS and PSC). Please continue to refer to all previous communications and direction regarding CANS/PSC requirements as outlined by the County of San Diego County and Optum. For CANS/PSC assessments completed on or after September 1, 2024, you may have noticed reports from Optum look a little different; this is the new look of SmartCare reports. You may have also noticed the new look of your SmartCare authorization letters.

Thank you for your flexibility and commitment to San Diego Medi-Cal beneficiaries, as we navigate this change together and work to align the Optum FFS provider network with the rest of the San Diego County mental health and SUD system of care. If Optum may be helpful with this change, please contact our Provider Line, Monday thru Friday, 8am to 5pm, at (800) 798-2254, Option 3, then option 4.

Sincerely,

Utilization Management Department
Optum Public Sector, San Diego
optumsandiego.com