

# Client Insurance Entry into SmartCare



This resource offers guidance to providers who currently enter insurance information for clients into either CCBH or SanWITS.

**Providers who currently enter insurance plans into CCBH and SanWITS will NOT be responsible for entry into SmartCare at go-live, September 1, 2024.**

## Update to Process

In preparation for the SmartCare electronic health record (EHR) go-live for the Behavioral Health Services (BHS) System of Care (SOC), the BHS Fiscal Billing Unit would like to inform our contract providers of a process change in the way 3<sup>rd</sup> party coverage in CCBH for Mental Health (MH), and Payor Group Enrollment/Benefit Plans in SanWITS for Substance Use Disorder (SUD) will be handled in the new system.

Due to access restrictions in SmartCare billing functionality, the BHS Fiscal Billing Unit will be responsible for entry and management of Client Insurance Plans (Benefit Plans) in SmartCare. Effective at go-live on September 1, 2024, contract providers must submit a **SmartCare Client Insurance Plan Request** form for new or existing clients (MH and SUD) who have other healthcare coverage besides Medi-Cal, that needs to be added or updated in SmartCare.

At the beginning of each month, the Monthly Medi-Cal Eligibility File (MMEF) will be processed and Medi-Cal MH and Medi-Cal DMC plans inserted or updated in the Client Account in SmartCare for those clients who are Medi-Cal eligible. MH and SUD contract providers will have read-only access to the MMEF. Real-Time 270/271 Medi-Cal Eligibility Verification and Response will also be available in SmartCare.

Completion of the (Uniform Method for Determining Eligibility to Pay) UMDAP Financial Assessment and Billing of 3<sup>rd</sup> party coverage or other healthcare and Medicare will still be the responsibility of contract providers. Copies of Explanation of Benefits (EOBs) from 3<sup>rd</sup> party payers should still be forwarded to the billing unit for clients who are also covered by Medi-Cal.

It is important that contract providers obtain a signed "Assignment/Release of Information" document from the client to avoid any issues when billing other healthcare providers or Medicare.

A copy of **SmartCare Client Insurance Plan Request** form is attached for your reference and available for download from the Optum website. Please direct any questions or assistance with the new form/process to the designated BHS Fiscal Billing Units.

### For MH Clients:

Email and E-Fax:

[MHBillingUnit.HHSA@sdcounty.ca.gov](mailto:MHBillingUnit.HHSA@sdcounty.ca.gov)

Billing Main Line: 619-338-2612

### For SUD Clients:

Email and E-Fax:

[ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)

Billing Main Line: 619-338-2584