

CCBH Training and Documentation Guidance



This document outlines how to navigate the use of CCBH for new hires and current CCBH users after CCBH training ceases and before the SmartCare go-live in September 2024. If you have any questions, please email QIMatters.hhsa@sdcounty.ca.gov. A formal communication regarding SmartCare training plan will be released within the next two weeks.

CCBH Training

CCBH training ended on June 26, 2024. **The table below summarizes program actions for both new hires and current CCBH users after June 26, 2024.**

WHO	START	STOP	CONTINUE
For New Hires	<p>Using CCBH paper downtime forms on the Optum website</p> <ul style="list-style-type: none"> Data entry is still required in CCBH, the current service note templates must continue to be used. <p>New hires will be registered with View Only accounts which will allow program Administrative staff to enter services.</p> <p>For those hired after 7/1/24 who have previously had activity into CCBH within the last 6 months, the account can be created to allow these staff to enter into CCBH. Staff who had an account but did not log in during the last 6 months would not be eligible for reactivation.</p>	<p>Attending CCBH training: it is no longer required for onboarding.</p>	<p>Using Administrative staff to enter all information required for billing, such as the demographics form, open assignment, and insurance into CCBH.</p> <ul style="list-style-type: none"> BHS will have the ability to offer trainings to programs who have a staffing issue with no other viable options for data entry at their program. <p>Directing prescribers to use the Doctor's HomePage (DHP) self-training in lieu of Optum's DHP training dates. Prescribers hired after 6/26/24 will still be required to e-prescribe.</p>
	<p>N/A</p>		