



To:	BHS County-Operated Providers & BHS Contracted Service Providers- Mental Health & DMC-ODS
From:	Behavioral Health Services
Date:	March 21, 2025
Title	SmartCare – Additional Time Allotted for Programs to Edit Services

Summary:

On Monday, March 24, a 3-day delay of the SmartCare overnight billing job will be implemented, giving programs 3 days instead of 1 day to perform quality assurance (QA) tasks and make routine edits. This functionality will allow for those providing services in residential programs to easily update a client’s billing procedure (e.g. marking the client ‘non billable’ or on a ‘bed hold’).

Functionality:

The overnight billing job checks all services in ‘show’ status for requirements (e.g. billing diagnosis, able to find matching rate, etc). If all requirements for a service are met, then the overnight billing job marks the service as ‘complete’ and creates the charge. When the service is marked as ‘complete,’ the service is ‘locked down’ and the program loses the ability to edit. During this three-day window, a \$0.00 charge will be noted on the services screen. Once the status moves to ‘complete’ the dollar amount will populate.

Key Information:

- The overnight billing job runs off the *date of service*, not date of entry.
- Examples:
 - Service provided and documented on 3/17/25, the overnight job will lock down that service the morning of 3/20/25.
 - Service entered on 3/17/25 for a provider with date of service 3/10/25. The overnight job will lock down the service the morning of 3/18/25.
- Residential bed days will be created same day, but services will not lock down for 3 days.
- Examples:
 - Bed Day entered and documented on 3/17/25, the overnight job will create bed day 3/18/25 but the service will not be locked down until 3/20/25. The bed day will still be created but the claim has not been made yet.
 - Bed Day entered on 3/17/25 with a date of 3/10/25. The overnight job will create the bed day and lock down the service on 3/18/25.
- There is a difference between delaying the overnight job and the recent “pending” status availability in the system:
 - Overnight billing job is automatic and requires no further action from the provider. Once the 3 days have passed, the service will move through the checks and move from ‘show’ to ‘complete’, barring any errors, and the service will thus be locked.
 - Services set to ‘pending’ status *must* be manually updated to ‘show’ status for the service to be captured in the overnight job and claimed.
 - Providers are encouraged to leverage the new functionality and review necessary notes within 3 days.

For More Information:

- Contact the CalMHSA Help Desk at 2023.calmhsa.org (SmartCare technical issues or support needs)