



<b>To:</b>	<b>BHS Contracted Service Providers</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>January 14, 2025</b>
<b>Title</b>	<b>SmartCare – Preparation to Turn on Billing on 1/27/25</b>

This memo provides an update to behavioral health contracted providers that SmartCare billing will be turned on **January 27, 2025**.

**Immediate Actions Needed**

In preparation for the new billing function, all mental health and substance use providers need to immediately review services and correct service errors in the system, wherever feasible, **by January 27, 2025**. BHS encourages programs to focus on internal errors and performing Quality Assurance review of services between now and this date. For assistance with clearing these errors, see attached *SmartCare Correction Process\_Services in Show.pdf* document.

It is important to correct as many of these billing errors in ‘Show’ status as possible prior to turning the billing function on within SmartCare because once billing is functional, many of these services will move to ‘Complete’ status and the process to correct them **will likely be more time intensive**. Thank you to providers that have already been submitting error corrections; County staff is addressing these.

**Billing & Error Correction Timeline**

The table outlines the proposed timeline to correct billing errors, pre- and post- billing functionality.

Phase	Activity	Due Date*	Status
Phase 1	Correct QA and internal Errors ( <i>Pre-Billing Functionality</i> )	By January 26, 2025	Underway
<b>Phase 2</b>	<b>Turn On SmartCare Billing</b>	<b>January 27, 2025</b>	<b>Pending</b>
Phase 3	Correct September 2024 Errors	By February 14, 2025	Pending
Phase 4	Correct October and November 2024 Errors	By March 14, 2025	Pending
Phase 5	Correct December 2024 and January 2025 Errors	By April 11, 2025	Pending

\* Anticipated dates, subject to change

Once the billing function in SmartCare is turned on, contractors will need to correct other types of errors, mainly the errors that present on the ‘*Services Needing Attention Widget*’ and the ‘*COSD Service Error Report*’. Instructions for clearing these errors will be sent forthwith. Contractors will need to work these errors **from oldest to newest date of service**, until all errors are corrected. BHS acknowledges that there is limited visibility on the full scope of the errors due to reporting limitation until billing is turned on, and that the full breadth of errors will not be known until the nightly billing report is functional.

**Attachment**

- *SmartCare Correction Process\_Services in Show.pdf* instructions

**Questions and Comments**

**For More Information:**

- Contact your Contracting Officer’s Representative (COR)
- Contact the CalMHSA Help Desk at [2023.calmhsa.org](https://2023.calmhsa.org) (SmartCare technical issues or support needs)



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Please continue to communicate questions and concerns to **Contracting Officer’s Representative (COR)**. For SmartCare technical or support issues, please contact the **CaIMHSA Help Desk** at [2023.calmhsa.org](https://2023.calmhsa.org).

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