

residential, crisis residential, and crisis stabilization unit users, live in-person training is required for access to SmartCare, also provided by Optum. See the [Optum SmartCare Training](#) webpage for training dates and registration. For questions, contact sdu_sdtraining@optum.com.

Please refer to the [SmartCare Help Desk Support Hubspot](#) for more information.

The Billing Unit

The Billing Unit provides trainings by request or as needed to individual legal entities/facilities to ensure the curriculum is appropriate to the unique needs and objectives of each program and that confidential handling of all protected health information (PHI) is observed. Before trainings are scheduled, the Billing Unit requires trainings to be completed first.

Topics covered:

- Troubleshooting billing errors
- Medi-Cal eligibility verification
- Post-billing processes
- Void or disallowance processes
- Late billing

SanWITS billing-related trainings and troubleshooting billing error trainings are provided virtually via Microsoft Teams at the request of the provider. These trainings are available for existing users. For SanWITS training requests or specific billing data correction assistance, contact the SUD Billing Unit at ADSBillingUnit.HHSA@sdcounty.ca.gov.

The billing guides, tip sheets, and training plans are currently in progress, and an email announcement will be sent to all programs as soon as they become available. SUD Billing Unit can be contacted directly for any SUD-specific billing questions or rules.

Please note: Programs should NOT enter any services into SanWITS for dates of service after 8/31/2024. Any services entered in SanWITS with dates of service 9/1/2024 or later will need to be re-entered into SmartCare to avoid billing impacts. BHS will be contacting programs to fix services entered incorrectly. Services entered in the wrong system will not be paid.