

<b>To:</b>	<b>BHS All Staff, BHS Contracted Providers</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>July 21, 2025</b>
<b>Title</b>	<b>SmartCare – Ongoing Billing Timelines</b>

### Billing & Error Correction Timeline

In order to ensure timely billing, align with payment reform, and ensure provider invoicing is accurate, an updated cadence for billing and the correction of errors in SmartCare is outlined below.

- In order to meet end of year fiscal activities,
  - FY 24/25 Quarter 3 service errors showing on the CoSD Service Error Report (My Office) must be corrected no later than July 31, 2025.
  - FY 24/25 Quarter 4 service errors showing on the CoSD Service Error Report (My Office) must be corrected no later than August 15, 2025.
- All errors submitted via My Report Errors must be corrected by July 31st for all services for FY 24/25.
- Review all services in “Pending” status to move to “Show” to be billed by July 31st for all services for FY 24/25. Ongoing, review all services in “Pending” status by the 15<sup>th</sup> of each month.

**As of August 1, 2025**, all service errors for each month must be addressed by the 15<sup>th</sup> of the following month.

Ex. Billing cycle July 1-July 31<sup>st</sup>, errors must be corrected by August 15<sup>th</sup>

Note: it is understood that corrections identified during the various County audits may not follow this requirement.

### Updates to Clearing CoSD Service Error Report

The Clearing CoSD Service Error Report Guide has been updated and is attached. The updates give guidance on new reports to use, specifically the CoSD Client Insurance and Date Span Report and the CoSD Authorizations Reports.

### Attachments

- *Clearing CoSD Service Error Report (MyOffice)\_072125.pdf*

### Questions and Comments

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

#### For More Information:

- Review Guidelines on Optum website for clearing service errors
- Contact the CalMHSA Help Desk at [2023.calmhsa.org](https://2023.calmhsa.org) (SmartCare technical issues or support needs)