



# **SmartCare User Group**

County of San Diego

Health and Human Services Agency

Behavioral Health Services

July 16, 2025

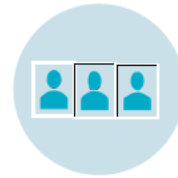
# Meeting Goals



Transparency



Engagement



Inclusion

# Meeting Agenda



- Meeting Goals
- Clinical Updates
- MIS
- Data Sciences
- Billing Unit
- Q&A



## **UPDATE:** Mode of Delivery: PCIT (Parent-Child Interaction Therapy)

- CalMHSA has attached a modifier to this mode of delivery option in SmartCare
- As of July 15<sup>h</sup>, the rates were live in SmartCare
- Services that have been claimed with Mode of Delivery PCIT by providers who are not certified in PCIT for non-PCIT services must be corrected via the *My Reported Error* process

\*\* No final BHIN has been released by DHCS at this time, additional guidance will be released by BHS QA when final

# Clinical Updates



## FY 25-26 Rate Release in SmartCare

- Communication being released
  - Rates & Credential changes
- Urgent communication was sent out 7/8
  - Noted CoSD Error Report: unable to find matching rate was occurring due to the release not yet in SmartCare Live environment
  - As of 7/15, the rates were published, those errors should drop off the report



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# **SmartCare User Group: MIS**

Rebecca Ferry-Rutkoff, Adrian Escamilla

# My Reported Errors



All through Feb completed



DOS of March on track to  
be completed end of July



Template for programs  
submitting bulk errors



Additional resources  
engaged to support

# Services Clean Up



- **No** Services should be entered in SmartCare with a date prior to **9/1/24**
- These **will NOT be billed** and **will be errored** out of the system beginning **8/1/25**
- Programs are expected to:
  - Run the “CoSD Client Services Report” regularly to identify if they have any of these services
  - Then ensure they have been billed in the legacy system or are corrected if appropriate





# IT Security Updates



## Multifactored Authentication (MFA) Duo – Monday 7/14/25

**Who:** Any Users that continue to access CCBH (while it remains available)

**What:** This solution will require users to provide two verification factors

- Using a mobile phone or additional device
- Registration email will include the link and how to register – sent 7/8/25

**Why:** Boosts security by verifying users through two different authentication factors

- Protect accounts from unauthorized access
- Enhanced Security - Protects Personal Data - Layers Defense
- Helps meet compliance for data privacy regulations

**When:** Enrollment Emails last week – Go Live: Monday July 14th



# Support Desk



## CalMHSA

- SmartCare support for system issues
- Hours: M-F 8 am – 5 pm
- Live Chat or Submit a Ticket

## Optum Support Team

- Password Resets & Account Unlocks
- 7 Days a week (including Weekends & Holidays), 4:30 am – 11 pm
- Call (800) 834-3792

## MIS Access Team

- ARF Submission & Access Issues
- [BHS\\_EHRAccessRequest.HHSA@sdcounty.ca.gov](mailto:BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov)
- 4-5 Business Days

## MIS Support Desk

- [BHS\\_EHRSupport.HHSA@sdcounty.ca.gov](mailto:BHS_EHRSupport.HHSA@sdcounty.ca.gov)



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# **Reporting in the SmartCare Era**

Derek Kemble – Data Sciences

# Report Training and Resources



- Current Efforts
  - Optum SmartCare Training
  - SmartCare Help Desk Support
  - SmartCare ARF: Treatment Programs
  - Centralized E-mail support:  
[BHS-DataScience.HHSA@sdcounty.ca.gov](mailto:BHS-DataScience.HHSA@sdcounty.ca.gov)
- Future Efforts
  - ~~SmartCare Reports Manual~~
  - ~~SmartCare Report Development Tracker~~
  - Additional Trainings

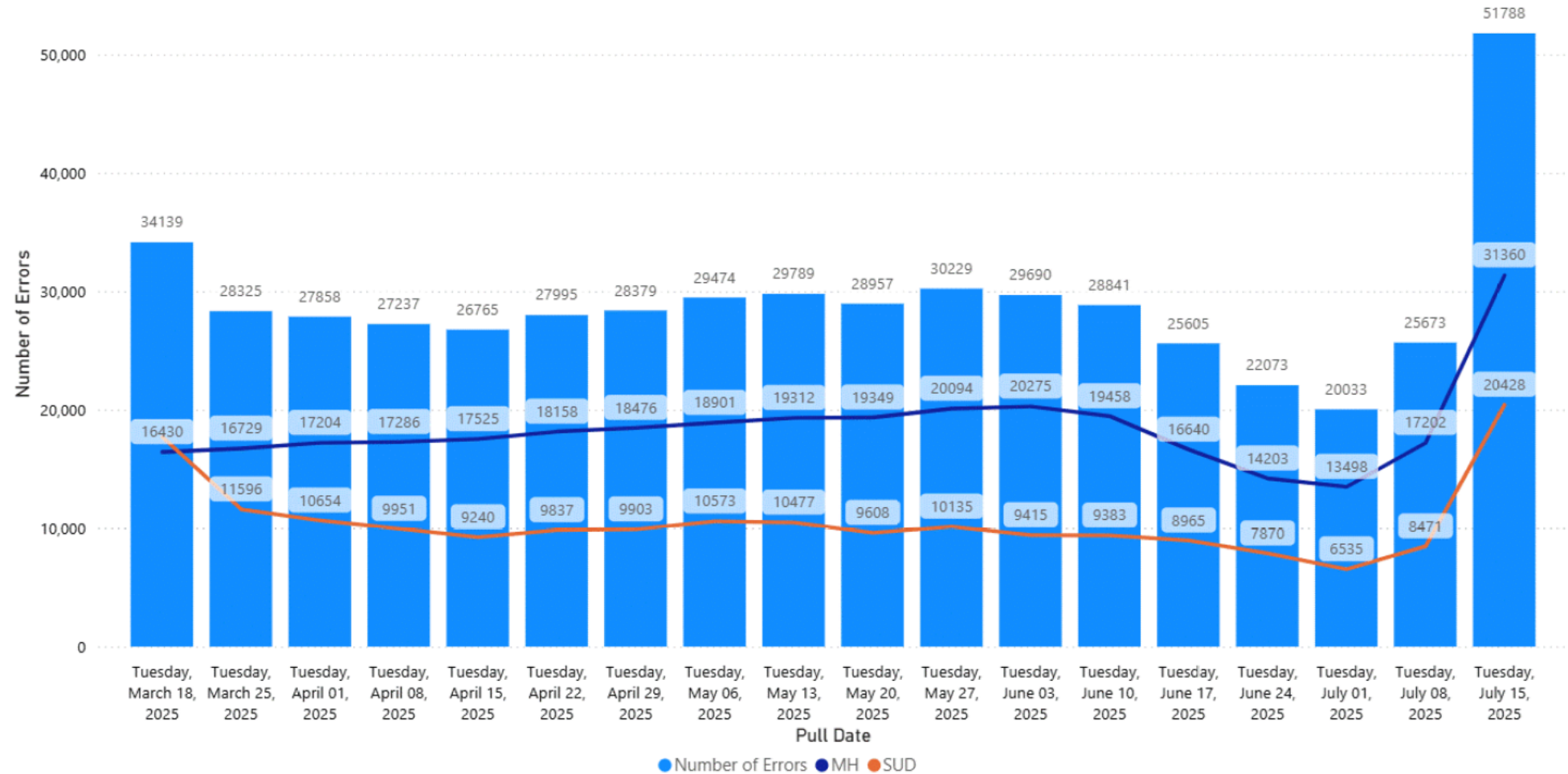


# Service Error Data



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Service Errors by Service Area



# Reported Errors and Bulk Errors



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23,386

Total Tickets

16781

All Resolved

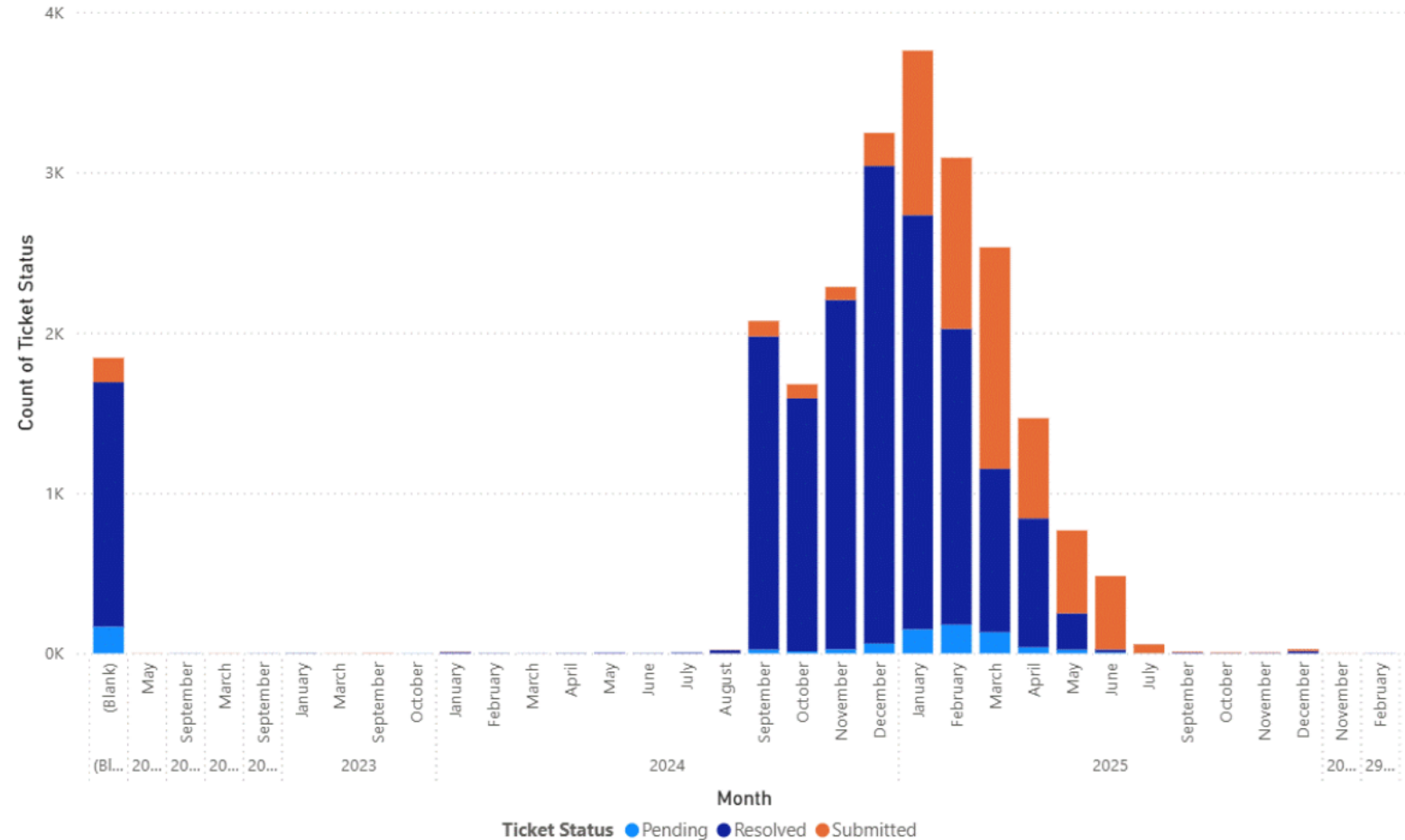
5786

All Submitted

819

All Pending

Number of Tickets by Date of Service

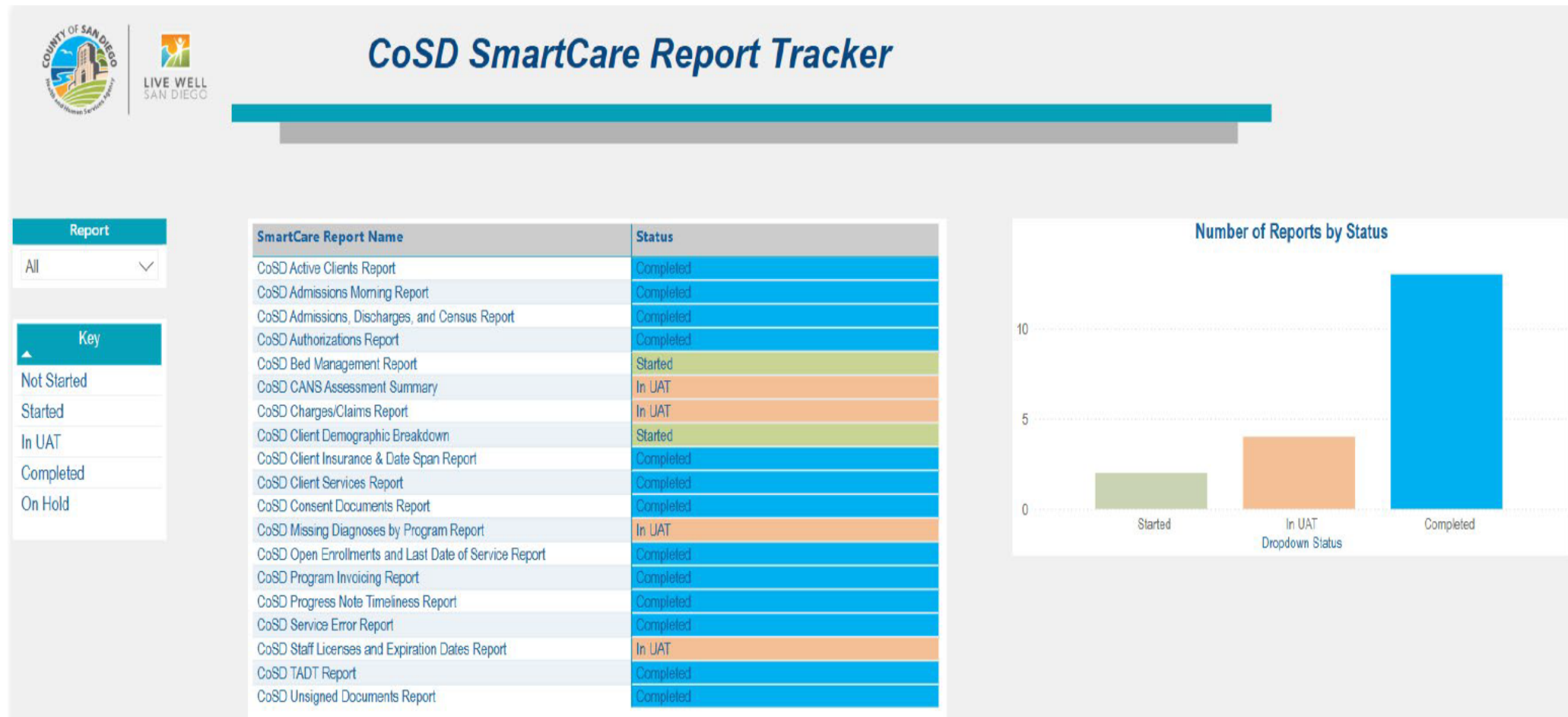


# CoSD SmartCare Reports



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## CoSD SmartCare Report Tracker





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# **BHS Billing Announcements/Reminders**

Tess Bugay and Carmen Saline

07/16/2025



# Medi-Cal Provider Portal



## Medi-Cal Provider Portal Implementation Delayed – July Office Hours to be Provided

DHCS is moving the migration date of the Medi-Cal Provider Portal for Specialty Mental Health, Substance Use Disorder Health, Behavioral Health Providers and Non-Provider Users to ~~July 21, 2025~~. Four more Open Office Hour sessions have been added in July to address questions.

**Aug 4, 2025**

- Use link [Upcoming Medi-Cal Provider Portal Office Hours for July 2025](#) to register for July Office Hours.
- Office Hours will be virtual via Microsoft Teams. Pre-enrollment on the Medi-Cal Learning Portal (MLP) is not required to participate in Office Hours.

Office Hours	Dates	Microsoft Teams Registration Link
<del>10-11a.m.</del>	<del>July 1, 2025</del>	<del><a href="#">Medi-Cal Provider Portal Office Hour</a></del>
<del>10-11a.m.</del>	<del>July 8, 2025</del>	<del><a href="#">Medi-Cal Provider Portal Office Hour</a></del>
<del>10-11a.m.</del>	<del>July 15, 2025</del>	<del><a href="#">Medi-Cal Provider Portal Office Hour</a></del>
10-11a.m.	July 22, 2025	<a href="#">Medi-Cal Provider Portal Office Hour</a>

# Medi-Cal Provider Portal



## Two Ways to Request Tokens for Registration to the Portal

1. If your organization accesses or used to access current portal but could not remember your user id or PIN, please email [providerportalsupport@gainwelltechnologies.com](mailto:providerportalsupport@gainwelltechnologies.com) and include the following information:
  1. Org Name
  2. Provider ID – 4-digit Medi-Cal provider id (i.e., 37XX) or Program NPI
  3. County Association
  
2. CoSD Representative to send attestation letter to DHCS and request tokens be sent to contract providers. Please email the following information to [mariateresita.bugay@sdcounty.ca.gov](mailto:mariateresita.bugay@sdcounty.ca.gov) by July 21, 2025.
  1. Organization Name
  2. Provider ID
  3. EMail Address of the Representative
  4. Phone number

# Service Errors Affecting Billing



## Required authorization for the same program missing for Medi-Cal MH/Medi-Cal DMC:

Please run/use the **CoSD Authorizations Report** when you are working this service error. You can use the search field from the report to find the specific client you are working on. If no authorization was found, system prompts with "The search text was not found".

## Before Contacting Optum:

- Please verify if you have the correct procedure code for the service. Authorization requested might have been for a different procedure code than the service recorded in the system.
- Verify if authorization request was submitted to Optum for the specific date(s) of service. It's possible that authorization on file might have expired or have been exhausted. This means, it's time to request a new authorization to cover the date(s) of service currently held in SHOW status with required authorization service error.

# Service Errors Affecting Billing



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## CoSD Service Error Report

Errors: 5

Error Message (1)- Required authorization for the same program missing for Medi-Cal MH-[REDACTED]

Program	Service ID	Client ID	Date of Service	Units	Procedure	Status	Staff ID	Staff Name	Location
[REDACTED]	[REDACTED]	[REDACTED]	10-22-2024	1	Crisis Residential Day	Show	[REDACTED]	BedDay,System	Psychiatric Residential Treatment Center

sdmhsc.smartcarenet.com says

The search text was not found.

OK

Authorization Date From 10/1/2024

Authorization Date To 10/31/2024

Authorization Status All Statuses

Program Code [REDACTED]

1 of 1

Find

Next

## CoSD Authorizations Report

Auth Doc Id	Client Id	Client Name	Coverage Plan	Auth Code	Auth Status	Auth #	From	To	Requeste
3565	[REDACTED]	[REDACTED]	Medi-Cal MH	Crisis Residential	Approved	[REDACTED]	10/31/2024	11/06/2024	7

# Service/Charge Errors Affecting Billing



## Billing diagnosis required for completing the service:

As of 06/25/25, there are 1900 MH services and 877 SUD services in SHOW status with DOS ranging from 09/2024 - 02/2025. Once the service completes and a charge is generated, the service goes through billing rules that may either mark the service "ready to bill" or generate a charge error if rule is violated. Analysis and resolution of charge errors takes time and has a direct impact on our ability to meet timely filing with DHCS.

## Most Common Charge Errors:

- Client Address and its components are missing; Subscriber address and its components are missing.
  - Address should be in correct format. No "out of country" address.

This is a screenshot of the "Addresses" form in a software application. It has a "Home" dropdown menu and a "Billing" checkbox which is checked. The address field contains "995 Gateway Center Way, Ste 300 San Diego, CA 92102". Below the address field, there are three buttons: "Details...", "Click on this" (with a red arrow pointing to it), and "History".This is a screenshot of the "Address Details" form. It has fields for "Street", "City", "State", and "Zip". The "Street" field contains "995 Gateway Center Way, Ste 300 San Diego, CA 92102". The "City" field is empty, the "State" field is a dropdown menu, and the "Zip" field is empty. There are "OK" and "Cancel" buttons. A large red "X" is drawn over the entire form, indicating an error.This is a screenshot of the "Address Details" form. It has fields for "Street", "City", "State", and "Zip". The "Street" field contains "995 Gateway Center Way, Ste 300", the "City" field contains "San Diego", the "State" field is a dropdown menu showing "California", and the "Zip" field contains "92102". There are "OK" and "Cancel" buttons. A large red checkmark is drawn over the entire form, indicating a correct entry.



# Service/Charge Errors Affecting Billing



## Most Common Charge Errors:

- Primary Services cannot be billed without Add-On Service

DOS	Procedure Name	Code + Modifier(s)	Units	Charge	Balance	Unbilled	Warning List
<a href="#">11/04/2024 03:...</a>	<a href="#">Interpretation...</a>	<a href="#">NOMIN</a>	1.00	<a href="#">\$0.00</a>			
<a href="#">11/04/2024 10:...</a>	<a href="#">Interpretation...</a>	<a href="#">NOMIN</a>	1.00	<a href="#">\$0.00</a>			
<a href="#">11/04/2024 03:...</a>	<a href="#">Medication Tr...</a>	<a href="#">H0034:SC</a>	1.00	<a href="#">\$180.40</a>	\$180.40	180.40	Primary Services cannot be billed wit...
<a href="#">11/04/2024 10:...</a>	<a href="#">Medication Tr...</a>	<a href="#">H0034:SC</a>	1.00	<a href="#">\$180.40</a>	\$180.40	180.40	Primary Services cannot be billed wit...

- Add-On Services cannot be billed without Primary Service

DOS	Procedure Name	Code + Modifier(s)	Units	Charge	Balance	Unbilled		Charge	Balance	Unbilled	Warning List
<a href="#">02/25/2025 05:...</a>	<a href="#">Family Therap...</a>	<a href="#">NOMIN</a>	1.00	<a href="#">\$0.00</a>				<a href="#">\$0.00</a>			Associated add-on charge #100743...
<a href="#">02/25/2025 05:...</a>	<a href="#">Sign Language...</a>	<a href="#">T1013:HL</a>	1.00	<a href="#">\$30.92</a>	\$30.92	30.92		<a href="#">\$30.92</a>	\$30.92	30.92	Associated charge #1007428 has an..



## Q&A

For any further questions, contact: [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)

Or go online for more information at: [Optumsandiego.com](http://Optumsandiego.com)

**NEXT MEETING: August 7<sup>th</sup>, 9:00-10:00am**