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SmartCare Policy Memo

Date Issued	September 12, 2023
Number	2023-02
Topic	SUD Residential Authorization
Applicability	<input type="checkbox"/> DMC-ODS SmartCare Providers – Full Clinical Functionality Only <input type="checkbox"/> DMC-ODS SmartCare Providers – Billing and Reporting Functionality Only <input checked="" type="checkbox"/> All DMC-ODS SmartCare Providers (Residential Only)
From	Jordan Hall, BHRS Program Manager

Policy

- Effective October 1, 2023, All DMC-ODS Providers who offer residential treatment services or clinicians that complete assessments for out of county residential treatment shall use the CA ASAM form for assessments, which is embedded in SmartCare, and shall continue to use the PDF/Word version of the Treatment Authorization Request (TAR) form.
- Once complete, Providers shall email securely (encrypted) the TAR to BHRS Auth SUS BHRSAUTHSUS@marincounty.org and advise Quality Management (QM) that the ASAM is complete and ready for review in SmartCare.
- QM staff shall access ASAM via SmartCare and complete their authorization review within 24 hours.
- Once a determination has been made, QM will update the TAR form accordingly (sign, date, time, and status – approved, pending, denied) and securely (encrypted) email it back to the provider and copy SUD Admin and care team members included on the original submission.
- Provider shall review the TAR and if approved, save the TAR as a PDF and attach to the client profile in SmartCare utilizing the following naming convention: **TAR-YYYY.MM.DD** and initiate admission. The date should correspond with the day the TAR was signed by QM.
 - If denied, save the TAR as a PDF, and attach to the client profile in SmartCare utilizing the following naming convention: **TAR-YYYY.MM.DD** and support the client with accessing appropriate treatment services. The denial NOABD will be completed in SmartCare by QM and mailed to the client by Access staff.
 - If pending, save the TAR as a PDF and attach to the client profile in SmartCare utilizing the following naming convention: **TAR-YYYY.MM.DD**, initiate corrections and advise QM via encrypted email once complete. This must be done within 24 hours or a NOABD will need to be completed.
- If a NOABD is required, the person making the determination shall be tasked with completing the required NOABD embedded in SmartCare. Examples of when NOABDs may be required include a TAR being denied by QM, therefore QM would complete the NOABD in SmartCare and Access would print and mail to the client. Or, if a Provider fails to respond to a pending TAR within 24 hours, then QM staff would complete the NOABD in SmartCare and Access staff would then print and mail to the client.



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Background

DMC-ODS Counties shall provide prior authorization for residential and inpatient services (excluding withdrawal management services) within 24 hours of the prior authorization request being submitted by the provider. DMC-ODS Counties will review the DSM and ASAM Criteria to ensure that the beneficiary meets the requirements for the service. [Reference: [BHIN 23-001](#)]

Resources

Although the TAR form and ASAM Criteria remain the same, the CA ASAM Form has some variance from the Assessment tool that DMC-ODS providers have been using. We encourage clinical staff to review the updated tool with their applicable staff in addition to the TAR form and NOABD information. Additional resources include:

- CalMHSA SmartCare ASAM Assessment: CA ASAM Form – [Accessing in SmartCare](#)
- [Initial TAR form \(PDF\)](#)
- [Continuing TAR form \(PDF\)](#)
- Notice of Adverse Beneficiary Determination – [Templates, Policies, Trainings and Resources](#)
- CalMHSA: [How to Complete a NOABD](#)