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## SmartCare Policy Memo

Date Issued	October 9, 2023
Number	2023-03
Topic	Use of Notice of Adverse Benefit Determination (NOABD) Functionality in SmartCare
Applicability	<input checked="" type="checkbox"/> DMC-ODS SmartCare Providers – Full Clinical Functionality Only <input type="checkbox"/> DMC-ODS SmartCare Providers – Billing and Reporting Functionality Only <input type="checkbox"/> All DMC-ODS SmartCare Providers
From	Catherine Condon, AOD Administrator

### Policy

- All DMC-ODS Providers that have opted to use the full clinical functionality of SmartCare shall use the available [NOABD functionality](#) in SmartCare.
- NOABD templates are available in SmartCare. They are required to be customized, printed and sent to clients with the required attachments when warranted.
  - As of the date of this Memo, only English version templates are available in SmartCare and Spanish versions may be available in the future. Until they become available, the templates in Spanish can be accessed [here](#).
- Unless Spanish versions are issued, this means Providers will no longer have to complete and submit the NOABD monthly log to Marin BHRS as the required data will be collected via SmartCare.
- DMC-ODS Providers that have not opted to use the full clinical functionality of SmartCare shall follow the [existing procedures](#) specific to issuing NOABDs and submitting the NOABD log to Marin BHRS by the 10<sup>th</sup> of each month.

### Background

NOABDs are utilized to ensure that the rights of Medi-Cal beneficiaries are protected and shall be issued when a provider takes any action defined as an adverse benefit determination in regard to a beneficiary's DMC-ODS services. The common types of NOABDs used include:

- **NOABD Modification.** Modification of requested services. Use this template when services are modified, including reductions in frequency and/or duration of services, and approval of alternative treatments and services. NOABD would be issued within two (2) business days of the decision.
- **NOABD - Termination.** Termination of a previously authorized service. Use this template when services are terminated, reduced, or suspended. Example: No contact with client for 30 days, client would be terminated from treatment and NOABD would be issued at least 10 days before the date of action.
- **NOABD - Timely Access.** Failure to provide timely access to services. Use this template when there is a delay in providing the beneficiary with timely services, as required by the timely access standards applicable to the delayed service. Example: Client was not offered an assessment appointment within the timely access window; NOABD would be issued within 2 (two) business days of the decision.



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## Resources

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- Instructions for completing NOABDs in SmartCare: [How to Complete a NOABD - 2023 CalMHSA](#)
- Marin BHRS Website – [Marin BHRS NOABD Resources](#)
- BHRS Policy and Procedure BHRS-33: [Notice of Adverse Benefit Determination to Medi-Cal Beneficiaries](#)
- [DHCS BHIN 18-010E](#): Federal Grievance and Appeal System