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DMC-ODS Contractor Meeting

August 13, 2025



Agenda

- Welcome and Introductions
- Provider Updates/Announcements
 - Maurice Lee, CEO, Center Point
- Behavioral Health Bridge Housing Grant
 - Lisa Henry, Senior Program Coordinator, Marin BHRS
- County Updates/Announcements

Provider Updates

- **Maurice Lee, CEO**
Center Point, Inc.
- **Other Provider Updates**



DSC SERVICES	SUD SERVICES	SUPPORT SERVICES	OTHER SERVICES
Rehabilitative Services; Group & Individual Counseling Services; Information & Referral Services; GED Preparation; Job Assistance	Residential Women and Children's SUD Program; Residential Men's SUD Program; Outpatient SUD Programs	Certified Community Behavioral Health Clinic MH Services; Medical Services; MAT Case Management; MAT Services	Transitional Housing; Mentoring Program; Contingency Management

ABOUT THE PROGRAM

Marin DSC is now accepting referrals! Our program supports individuals with Substance Use Disorders (SUD) and/or Mental Health (MH) challenges through personalized, compassionate, and evidence-based services.

WHO WE SERVE

Justice-involved individuals struggling with:

- Substance use or mental health disorders
- Repeat offenses
- Homelessness or housing instability
- Unemployment or lack of job readiness

MAKE A REFERRAL TODAY

We are currently accepting agency and provider referrals.

✉ **Email Referrals To:** marindsc@cpinc.org

☎ **Call:** (415) 446-1934

WHAT WE OFFER

Participants will receive:

- ✓ Comprehensive needs assessment
- ✓ Individualized service plan
- ✓ Rehabilitative and counseling services
- ✓ Residential & outpatient SUD treatment
- ✓ GED and job assistance
- ✓ Life skills, and relapse prevention
- ✓ Mental health services, MAT, and primary care
- ✓ Transitional housing and mentoring

Services are delivered by professionals with lived experience and grounded in evidence-based practices tailored for criminal justice populations.

Together, We Can Support Lasting Change.

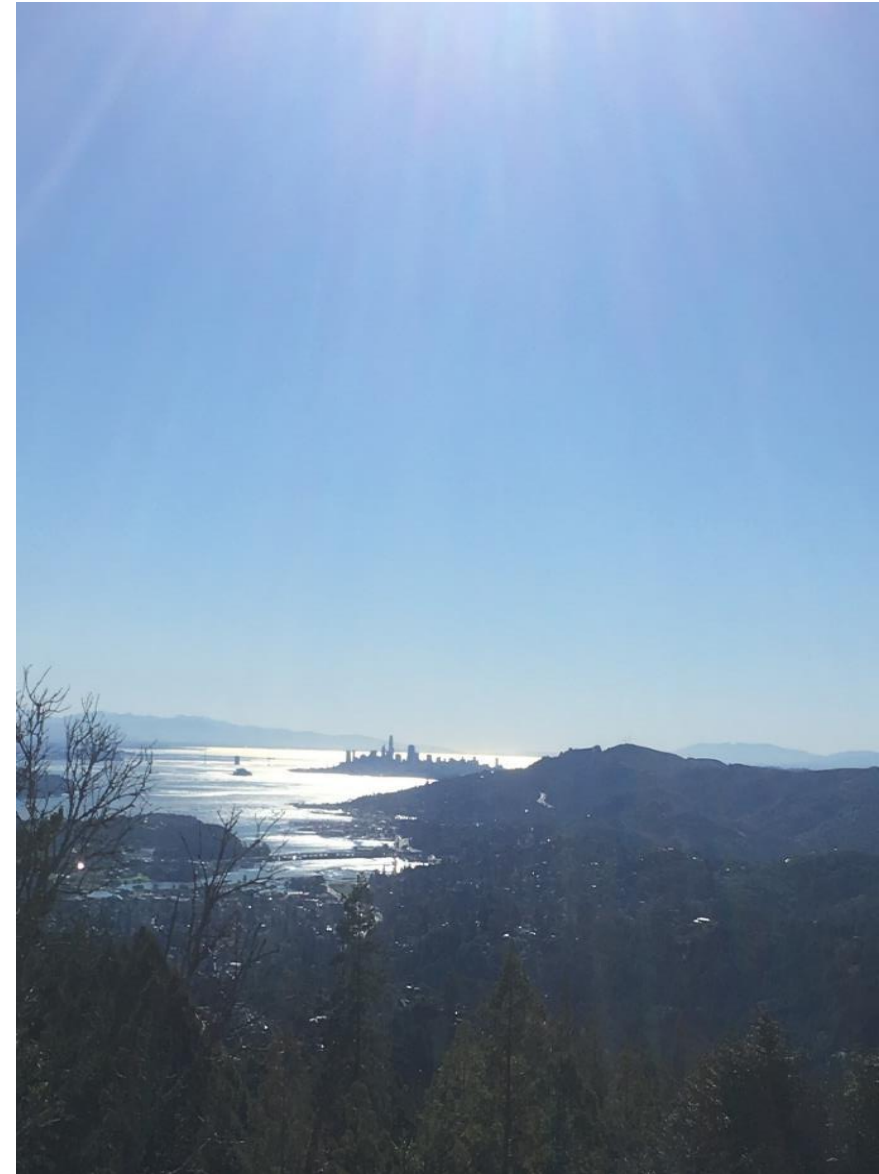
Help clients and loved ones build a healthier, more hopeful future.

Behavioral Health Bridge Housing Grant (BHBH)

Lisa Henry, PsyM

Senior Program Coordinator

Marin BHRS | Housing & Supportive Employment





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Behavioral Health Bridge Housing (BHBH) Grant

Funds to Assist BHBH Participants to Attain/Maintain
SLE Housing

Lisa Henry, PsyM – BHBH Senior Program Coordinator



Behavioral Health Bridge Housing (BHBH) Grant

Funds to Assist BHBH Participants to Attain/Maintain SLE Housing

- **To access these BHBH Funds, client MUST be enrolled in the BHBH Program**
 - Experiencing homelessness (BHBH definition- NOT stricter HUD definition)
 - Experiencing Behavioral Health and/or Substance Use that causes functional impairment
 - Funds will be approved and disbursed by BHRS/BHBH staff
 - Participant themselves does NOT have to be enrolled in a BHRS program
- **Landlord Incentives Fund**
 - Security, Pet Deposits & Holding Fees
- **Landlord Mitigation Fund**
 - Damage reimbursement outside normal wear-and-tear
 - Vacancy payment if tenant leaves early
 - Eviction prevention costs
 - Landlords will request reimbursement for costs by submitting a written application for reimbursement to the Housing Navigator BEFORE the repair is initiated
- **There are MAXIMUM amounts of funds for both Landlord Incentives & Mitigations to be discussed with BHBH Staff BEFORE requesting/promising funds**

Behavioral Health Bridge Housing (BHBH) Grant

Funds to Assist BHBH Participants in Attaining/Maintaining SLE Housing

- **Participant Assistance Funds (PA)**
 - Funding available to defray costs, address barriers and facilitate housing for BHBH participants
- **These costs may include:**
 - Identification & other vital documents (CDL, requesting birth certificate)
 - Housing application and holding fees
 - Credit reports
 - Up to one month of back rent if facing imminent eviction
 - Court or filing fees to apply to expunge criminal records that prevent housing or employment access when other resources are not available
 - Transportation, food, hygiene, and cleaning supplies if no other resources are available
 - Storage unit for up to 90 days if need for storage is a significant barrier to accessing housing
 - Pet support, if meeting pet needs is required for accessing housing
 - Move-In supports & moderate furnishings
- **There are MAXIMUM funding amounts associated with the PA funds, to be discussed with BHBH Staff BEFORE requesting/promising funds**

Behavioral Health Bridge Housing (BHBH) Grant

Funds to Assist BHBH Participants in Attaining/Maintaining SLE Housing

For more information, contact:

Lisa Henry, PsyM

BHBH Senior Program Coordinator

Lisa.Henry@MarinCounty.gov

Behavioral Health Bridge Housing Grant (BHBH)

Opportunity to Expand Recovery Residence/SLEs – *Expanded Eligibility and Additional Funding*

- General Eligibility: Individuals experiencing homelessness and serious behavioral health issues, which include SUD – with or without co-occurring mental health/SMI conditions (see previous slides)
- Currently available for FY 25-26 and FY 26-27
- Step schedule, rates and authorization process same as SUBG requirements (though does not require concurrent engagement in SUD services)
- **Next Steps:** If interested in adding BHBH funding to your contract, contact Cameron with proposed beds available.

Updates and Announcements

- **Federal and State Updates**
 - **DHCS Behavioral Health Information Notices**
 - [BHIN 25-025](#): Treatment Perceptions Survey (10/20-10/24)
 - [BHIN 25-029](#): AB 2473 AOD Counselor Requirements
 - Note: DHCS is sponsoring no cost courses, which will be available in early 2026
 - **Other Federal and State Updates**
 - Federal funded programs as federal public benefits
 - 1115 and 1915(b) Waiver Renewals



Updates and Announcements

- **Save the Date! Seeds of Hope Lunch and Service Fair**
 - Monday, August 25th @ 11am – 1:30pm | San Rafael Community Center at Albert Park
- **Reporting Reminders: Timeliness Form in SmartCare (TADT)**
- **OD Free Marin [Treatment Locator](#)**
 - Please provide feedback/updates to info@odfreemarin.org



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Seeds Of Hope Lunch Celebration

Monday, August 25th 11 AM - 1:30 PM

San Rafael Community Center Albert Park | 618 B Street, San Rafael

FUN STUFF

Haircuts, photo booth, massage, integrated health and plenty more!
Lunch by **Dee Wagner Catering**

HOUSING/HOMELESSNESS

Homelessness assessments and information about housing status and housing programs available

SUBSTANCE USE/MENTAL HEALTH

Learn about residential and outpatient treatment options, as well as mental health and peer support programs; behavioral health van available for limited on site services

MEDICAL

Appointments and information available from local providers; basic medical services on site

LEGAL/IMMIGRATION

Legal aid services and information available for immigration, drug court, unpaid fines, housing, and employment issues

BENEFITS ASSISTANCE

MediCal and CalFresh representatives available for sign up assistance

Scan the QR Code for a full list of providers and their offerings



4 EASY STEPS TO BECOME A SUPERHERO PHARMACY



**OD
FREE
MARIN**

Behind every prescription, there is a person.

This is your roadmap to supporting patients taking Medications for Addiction Treatment.

1

TRAIN ALL STAFF TO UNDERSTAND MEDICATIONS FOR ADDICTION TREATMENT USING OD FREE MARIN'S ONLINE TOOLKIT



2

TRAIN ALL STAFF TO HAVE SUPPORTIVE INTERACTIONS WITH PATIENTS TAKING MEDICATIONS FOR ADDICTION TREATMENT USING OD FREE MARIN'S ONLINE TOOLKIT



3

MAKE YOUR SUPPORT VISIBLE BY HANGING OD FREE MARIN'S SUPERHERO PHARMACY POSTER WHERE IT CAN BE VIEWED BY PATIENTS



4

KEEP UP TO DATE AS MORE TOOLS AND RESOURCES ARE ADDED TO THE ONLINE TOOLKIT



OD Free Marin – MAT stigma

- Clients picking up MAT prescriptions may face stigma at the pharmacy
- OD Free Marin's Intervention, Treatment and Recovery Action team outreach to top 10 pharmacies prescribing MAT to our clients
- Invitation to be a “superhero pharmacy” - <https://odfreemarin.org/superhero-pharmacy/>
- How can you help?
 - Let us know if you hear reports of a pharmacy treating clients especially well or poorly
 - Volunteer with us to visit pharmacies

Updates and Announcements - CalOMS

- **CalOMS:** All corrections are due monthly by the 10th
- **Error Report:** Marin – CalOMS Error Report (My Office)
 - Search CalOMS
- **Support**
 - Procedure & Training slides
 - Contract Manager



Incentives: Reports in SmartCare


Tracking Incentive Progress Throughout the Fiscal Year

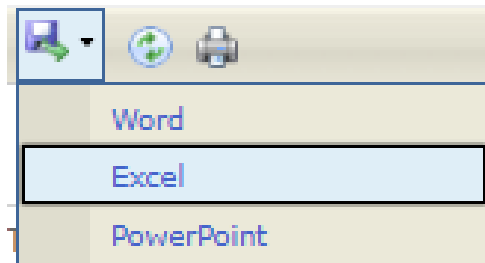
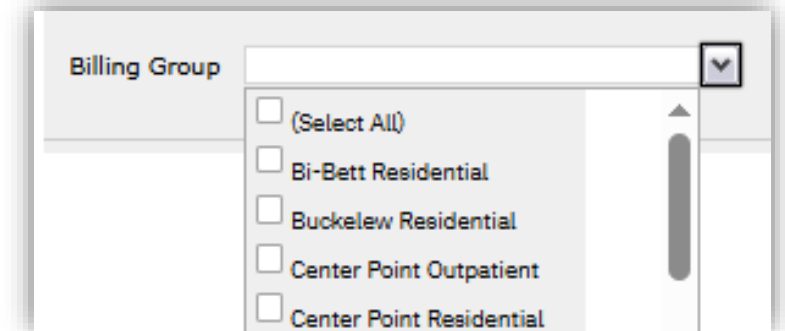
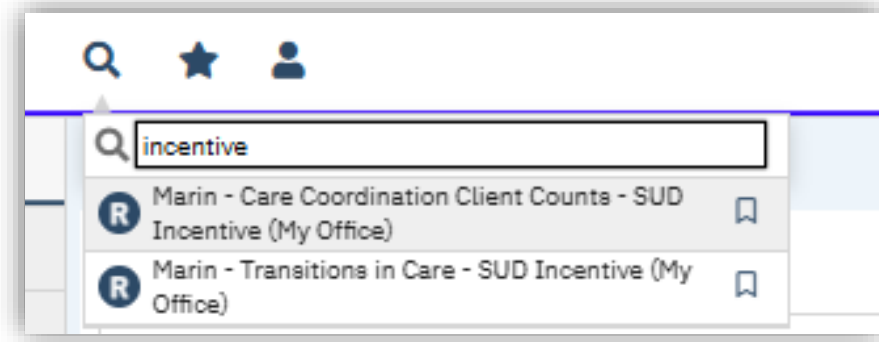
- Two Reports are now available to run in SmartCare for each of the incentive options
- Report 1:
Marin - Transitions in Care – SUD Incentive
- Report 2:
Marin - Care Coordination Client Counts – SUD Incentive
- You can run these as often as desired to measure progress throughout the fiscal year in relation to your chosen incentive



Incentives: Reports in SmartCare

Running Reports - Step by Step

1. Log in to SmartCare
2. Type “***incentive***” in the report search area
3. Select chosen incentive report:
 - a: *Marin - Transitions in Care – SUD Incentive*
 - b: *Marin - Care Coordination Client Counts – SUD Incentive*
4. Select your “Billing Group” from dropdown and click 
5. *Optional-* Export data: click the Export icon and select the desired exporting format.



Incentives: Performance Improvement Projects to improve care coordination

To earn the incentive a small Performance Improvement Project is also required

- If you don't have TPS results to use, work with your contract manager on other options for looking at client feedback
- See template sent by your contract manager
- Your plan and initial steps (part 1 of the template) is due to your contract manager **9/30/25**
- Your results (part 2 of the template) is due **4/10/26**
- Please reach out to your contract manager early for assistance



Incentives: Performance Improvement Projects to improve care coordination

Your contract manager should have sent you the Performance Improvement Project template along with background material on Care Coordination. Please request it if you don't have it.

Agency: _____

Submission date: _____

Part 1: Due 9/30/25

1. Review attached background material on Care Coordination and discuss ideas with program staff:
 - a. Date reviewed with staff:
 - b. Staff included in this review (may attach meeting roster):
 - c. Comments or ideas generated (50-200 words). What comes to mind when you read the definition of care coordination and the client quotes? What things do you think your clients would say about their coordination needs?:

2. Review TPS results for your agency, including the number of responses from your agency. Next, focus on the results for the care coordination questions (question #11-13). Discuss these with staff. You could also discuss high level themes with selected clients to get their input. *Example questions to discuss: Did you have a strong response count? Do the results match what you would expect? Why or why not?:*
 - a. Date reviewed with staff:
 - b. Staff included in this review (roles and count- may attach meeting roster):
 - c. Did you discuss TPS results with clients? (optional):
 - d. Comments or ideas generated (50-200 words):

Incentives: Performance Improvement Projects to improve care coordination

3. Identify stakeholders to include in improving care coordination (clients, front line staff, management, admin staff, others?).
 - a. Who will you include (roles):

4. Do you need more information? For instance, if you have a small number of clients who completed the TPS, and/or if need more guidance on how to improve care coordination to help them, how might you gather that information? *Examples could include: conduct a focus group or interviews with a few clients, talk to staff at the programs you refer clients TO, identify if care coordination could have avoided negative discharges in a few case studies of your clients, etc.*
 - a. Did you decide to gather more information?
 - b. If so, how did you do that?
 - c. What did you learn? (50-200 words):

Incentives: Performance Improvement Projects to improve care coordination

5. Based on what you learned in the activities above, what do you plan to do? [Reminder: The 42 CFR Part 2 privacy rule changed in 2024 to make care coordination easier. If you didn't attend our November 2024 training or need a refresher, consult with your legal/privacy/compliance team.] *If this is hard to answer, try asking a few of your clients these questions, or ask some of the services your clients need/want to be connected to how to better connect your clients to them, or ask your contract manager for help.*
 - a. What do you plan to do to improve care coordination between now and March? *If you need help thinking of ideas, contact your contract manager (100-300 words):*
 - b. How might you also increase your chance of earning the care coordination incentive payment you selected? (100-300 words):
 - c. How will you know if the change is an improvement? For example, how will you know that you did the things you planned to do? How will you know and measure if there is a difference? *This relates to how you will measure/show that you did what you planned to do and how you will determine the outcome (200-500 words):*

Incentives: Performance Improvement Projects to improve care coordination

Part 2 – Due 4/10/26

Review the background information on care coordination (attached) and your responses to Part 1 (above) with staff, then answer the following questions:

- a. Date of review:
- b. Who was present in the discussion (roles and count- may attach meeting roster):
- c. Did you do the things you planned to do (see #5.c above)? If some, which?
- d. How did it work out? What evidence do you have that the things you did improved (or didn't improve) the experience of coordinated care for clients? What do clients say when you ask them? *See your answer to #5.c above on how you planned to measure this* (200-500 words):
- e. What else are you curious about trying to continue to improve care coordination? (50-200 words):
- f. How else might our Marin system as a whole improve care coordination? (50-200 words):



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RESOURCE SLIDES

Please share with applicable staff

Immigration-Related Resources

- [Marin Immigrant Rights and Justice Workgroup](#)
- [Immigrant Legal Resource Center](#)
- [Red Card](#) (*Available in multiple languages*)
- Marin Rapid Response Network (Report ICE Activity): 415-991-4545
- You Tube Video: [Know Your Rights](#)



County Updates and Announcements

- **Service Entry and Billing Submission**

- Ensure all services in SmartCare have been moved from Scheduled and Show status each month with submission of billing.
- All services should be in Complete, Cancel, No Show or Error **status**.
- Use the Services (My Office) List page and filter the All Service Statuses dropdown by Scheduled and Show to review outstanding services.
- Services with Warnings or Errors will remain in Show status until the errors are resolved.



Services (3551)

All Services	Scheduled	Include Do Not Complete	All Programs	Financial Assignment...	Apply Filter
All Locations	All Procedure Codes	All Clinicians	All Service Entry Staff	All Service Areas	
Service Id	Entered From	Entered To	DOS From 07/01/2023	DOS To 06/30/2024	
<input type="checkbox"/> Include Services created from Claims	<input type="checkbox"/> Only include Services with Add On Codes	<input type="checkbox"/> Only show Non-Billable Services	<input checked="" type="checkbox"/> Show Only Active Clients		

County Updates and Announcements



Payer Plan Entry and Maintenance

- All services must have an active payer plan on the date-of-service.
 - Non Medi-Cal services also require an additional payer plan that is appropriate for the service.
- All payer plans must have an ID number.
 - For Marin County, SB678, AB109, ADC, etc. add the client's account number.
- All payer plans should have a “Start Date” of the first of the month that services were rendered.

County Updates and Announcements

- **Payer Plan Entry and Maintenance (cont.)**
 - Enter payer plans only once in the coverage screen
 - If the payer is already present in the “Client Plans” (top) box, use the “start/end dates” and “Service Area” fields to “Add” the payer to the “Plan Time Spans” (bottom) box.

Coverage (4) i

Client Plans Notes

Client Plans

Plan Name	△	Insured Id	Co-Pay	Start Date	End Date	COB	Service Area	
<u>Marin County</u>				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	DMC	Add
<u>Medi-Cal DMC</u>				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	DMC	Add
<u>Medi-Cal DMC</u>				<input type="text"/> 	<input type="text"/> 	<input type="checkbox"/>	DMC 	Add
<u>Medi-Cal MH</u>				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	MH	Add

Resource Reminder: Medi-Cal Eligibility Re-determinations

Who:

- Public Assistance (PA) Contact for SUD Providers: **Peter Funk** (peter.funk@marincounty.gov)

What:

To assist with continuous Medi-Cal coverage given return to regular Medi-Cal rules, this pilot was developed to provide a direct point of contact in PA for SUD Providers to inquire about Medi-Cal, including:

- Ascertaining eligibility status (active, denied, discontinued, pending)
- Troubleshooting Intercounty Transfer issues
- Troubleshooting Managed Care and access to care issues
- Receiving change reports for Medi-Cal eligibility, including but not limited to redetermination paperwork
- Navigating and remedying discontinuances and Medi-Cal restorations

How:

- For PA and SUD to discuss, the client will need to **complete the *Authorization for Release of Protected Health Information to Third Parties (DHCS 6247)* and return it to the Peter.** It can be emailed, mailed, dropped off, faxed, or completed by phone by the client with Peter.
- *Note: Peter aims to respond within 48 hours and please encrypt emails.*

SmartCare Electronic Health Record Updates and Tips

- How to Run Real Time Eligibility (270/271) Screen - 2023 CalMHSA

- Tip: If the client is not showing, you can either do an Inquiry or go back to the previous method used to check Medi-Cal eligibility.
- Reminder: Ensure you click “Update Coverage”
- Reminder: The End Date is the date of eligibility being searched for (e.g. first day of month)
- Reminder: Please verify that you are double checking the Plan Time Span start date. We are seeing more MCAL start dates of 2032 or 204. Ideally, most clients should have their MCAL start date be 7/1/23.
 - If you notice an incorrect start date, changing the end date of eligibility to 7/1/23 will solve
- Reminder: If client’s insured ID is blank, use the SSN for that field to run eligibility

The screenshot displays the 'Coverage' section in a software interface. It is divided into two main panels: 'Client Plans' and 'Plan Time Spans'. The 'Client Plans' panel contains a table with columns for Plan Name, Insured Id, Co-Pay, Start Date, End Date, COB, and Service Area. It lists four plans: Marin County, Medi-Cal DMC, Medi-Cal MH, and SABG. The 'Plan Time Spans' panel shows a list of plans for the date 07/01/2023, including Medi-Cal DMC, SABG, and Marin County, each with a 'Set End Date' button. A blue arrow points from the text in the first list item to the 'Set End Date' buttons in the 'Plan Time Spans' section.

Plan Name	Insured Id	Co-Pay	Start Date	End Date	COB	Service Area	
Marin County						DMC	Add
Medi-Cal DMC	[REDACTED]					DMC	Add
Medi-Cal MH	[REDACTED]					MH	Add
SABG						DMC	Add

Plan Name	Insured Id	Co-Pay	Start Date	End Date	COB	Service Area	
Medi-Cal DMC	[REDACTED]					DMC	Set End Date
SABG						DMC	Set End Date
Marin County						DMC	Set End Date

**The plan for SUD is Medi-Cal DMC. Please ensure that is at the bottom - the top will have both Medi-Cal DMC and Medi-Cal MH*

SmartCare Electronic Health Record Updates and Tips

- For Marin County Payor Plans (Non-Medi-Cal): Please make sure the Plan is at the top and bottom (this will happen automatically for Medi-Cal when clicking “Update Coverage”)
 - *Note: The “Marin County” Plan should only be added to the DMC service area.*
- Reminder: Coverage plans are not specific to the program – they are specific to the client. As such, if they are Medi-Cal eligible, DMC should be listed as a payor, even if the service is not Medi-Cal eligible, as the client may access DMC-eligible services elsewhere.
- Tip: If the County of Responsibility is not Marin, though the eligibility shows County of Residence is Marin, then the Medi-Cal Plan will need to be added every month. Note: You can use the 270/271 for this.

SmartCare Electronic Health Record Updates and Tips

- **Reminder: Interpreter Services (All Providers)**
 - If needed, click the box – **AND** – complete the Custom Fields
- **New:** The **CA ASAM** will now pull any responses from a CA ASAM completed for the same client in the last 180 days (EXCEPT for the LoC and Risk choices for each dimension)

The screenshot displays the SmartCare Electronic Health Record interface, divided into several sections:

- Service Detail:** Includes a "Documentation Time" field with a "Days" label, a "Transportation Service" dropdown menu (set to "No"), and checkboxes for "Override Charge Amount", "Override Errors", and "Interpreter Services Needed".
- Billing Diagnosis:** Includes "Evidence Based Practices" and "Overridden By" fields.
- Authorization(s):** Includes another "Overridden By" field.
- Warnings / Errors:** A table with columns for "Date", "Error Type", "Error Message", and "Next Step". The table is currently empty, displaying "No data to display".
- Custom Fields:** A section titled "Interpreter Service" containing:
 - "Interpreter has been scheduled" with radio buttons for "Yes" and "No".
 - "Language" with a dropdown menu.
 - "Interpreter Agency Scheduled" with a text input field.

Reminder: DMC Timely Access to Services


- Links to Instructions:
 - **For Non-OTP:** <https://2023.calmhsa.org/how-to-complete-the-dmc-outpatient-timeliness-record/>
 - **For OTP:** <https://2023.calmhsa.org/how-to-complete-the-dmc-opioid-timeliness-record/>
- This is required for State Reporting and important for assessing access to care and for continuous quality improvement
- There is a “flag” set-up in SmartCare to prompt staff to complete this form at enrollment
- **Implementation:**
 - For Outpatient and OTP LOCs: Use for all new admissions for January 1, 2024 forward (no change from guidance issued on 1/10/2024)
 - For Residential and Residential WM: Use for all new admissions for January 22, 2024 forward (updated guidance issued 1/18/2024)
 - You do not need to enter data retroactively from the above noted timeframes at this point

SmartCare Updates & Tips

- **Health Questionnaire**
 - FYI: CalMHSA added a scanned document type for this document
- **SmartCare – Addresses**
 - If the beneficiary does not have an address, enter “20 North San Pedro Road, San Rafael, CA 94903”
 - No address will trigger a DMC denial (even if services shows as Completed)
- **New Users and Staff Updates** (e.g. role change, updated certification/ licensure dates, etc.)
 - Link to: [Staff User Access Form](#) (can be found at www.marinbhhs.org/providers)

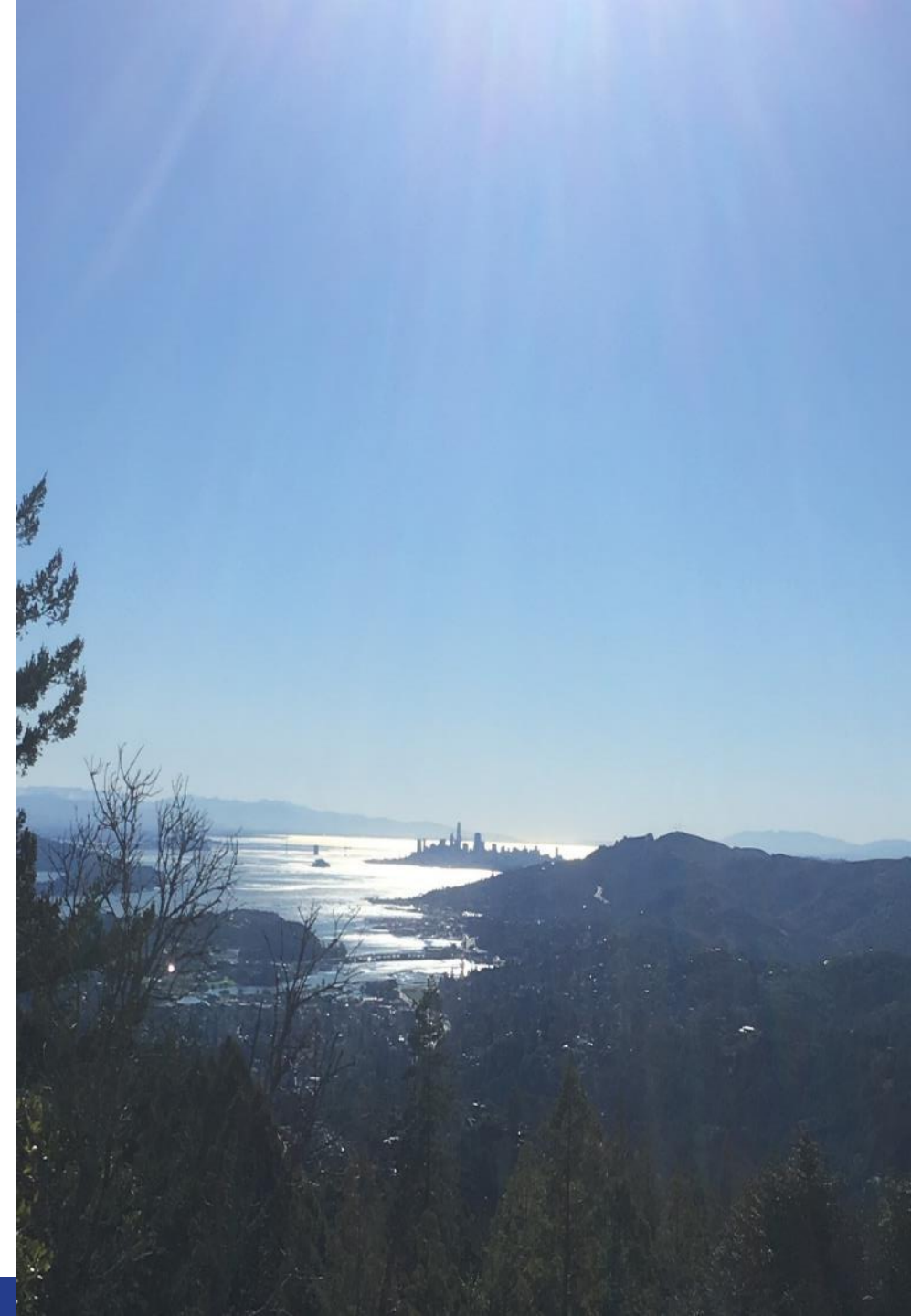
SmartCare - Seeking Help

CalMHSA Support:

- Navigating the EHR (Procedures & Workflows)
 - Use the “**Walk Me**” function by clicking the question mark icons  in the upper and lower right corners wherever you see it displayed.
 - Review Training Videos & Guides on the CalMHSA website: <https://2023.calmhsa.org/>

For additional support

- [Live Chat is available and preferred - 2023 CalMHSA Site](#)
- EHR@calmhsa.org or by phone at (833) 686-6801
 - * *This help is available from 7am – 7pm PST*
 - Additional help with procedures and workflows
 - Troubleshoot system related errors
 - Report system issues (glitches, bugs, etc.)



SmartCare - Seeking Help

Marin County BHRS EHR Support Team:

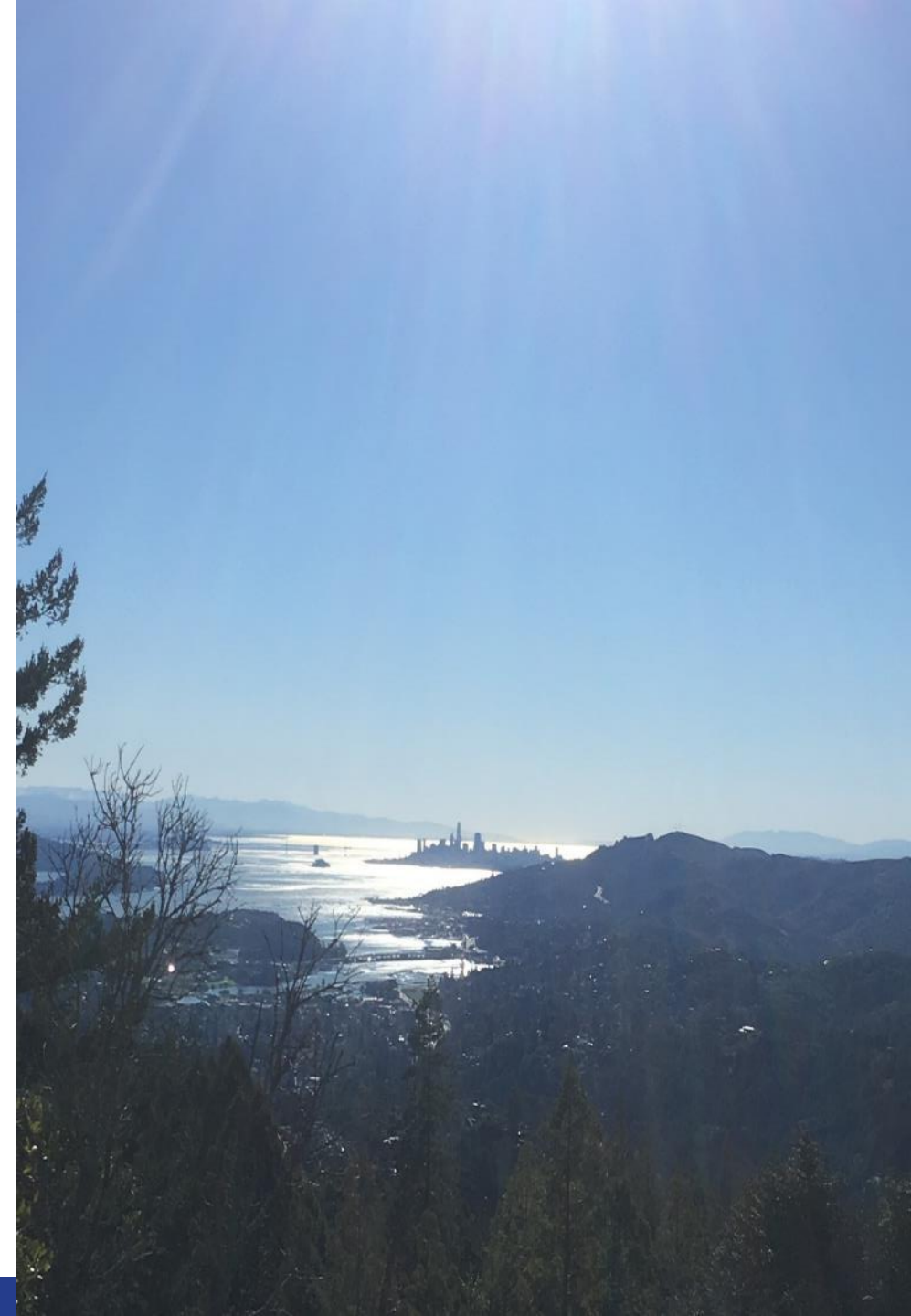
Use the [Marin BHRS EHR Support Request](#) /ticketing system to submit all new inquiries. The BHRS EHR support email should be used to respond to additional EHR requests to previously submitted tickets.

Response time in/up to 3 days

- Can't log in/locked out of account.
- There are missing programs, procedure codes or other options from drop downs.
- Can't add a problem to the problem list.
- Error messages that have to do with permissions.

Submitting a Support Request:

- Please provide the specific screens that you were on and the buttons that you clicked that led to the error and the exact error message so the EHR team can troubleshoot.
- If the inquiry is client related, please provide the client account number, DOS or other service-related info to research and recreate the issue.
- Examples:
 - *Please add the following services/programs for the providers below: Provider First/Last, Comprehensive Community Support or add counseling to program A*
 - *Services have rate errors: Client ID #555xxxx for DOS 7/1/2023 has a rate error*



SmartCare - Seeking Help

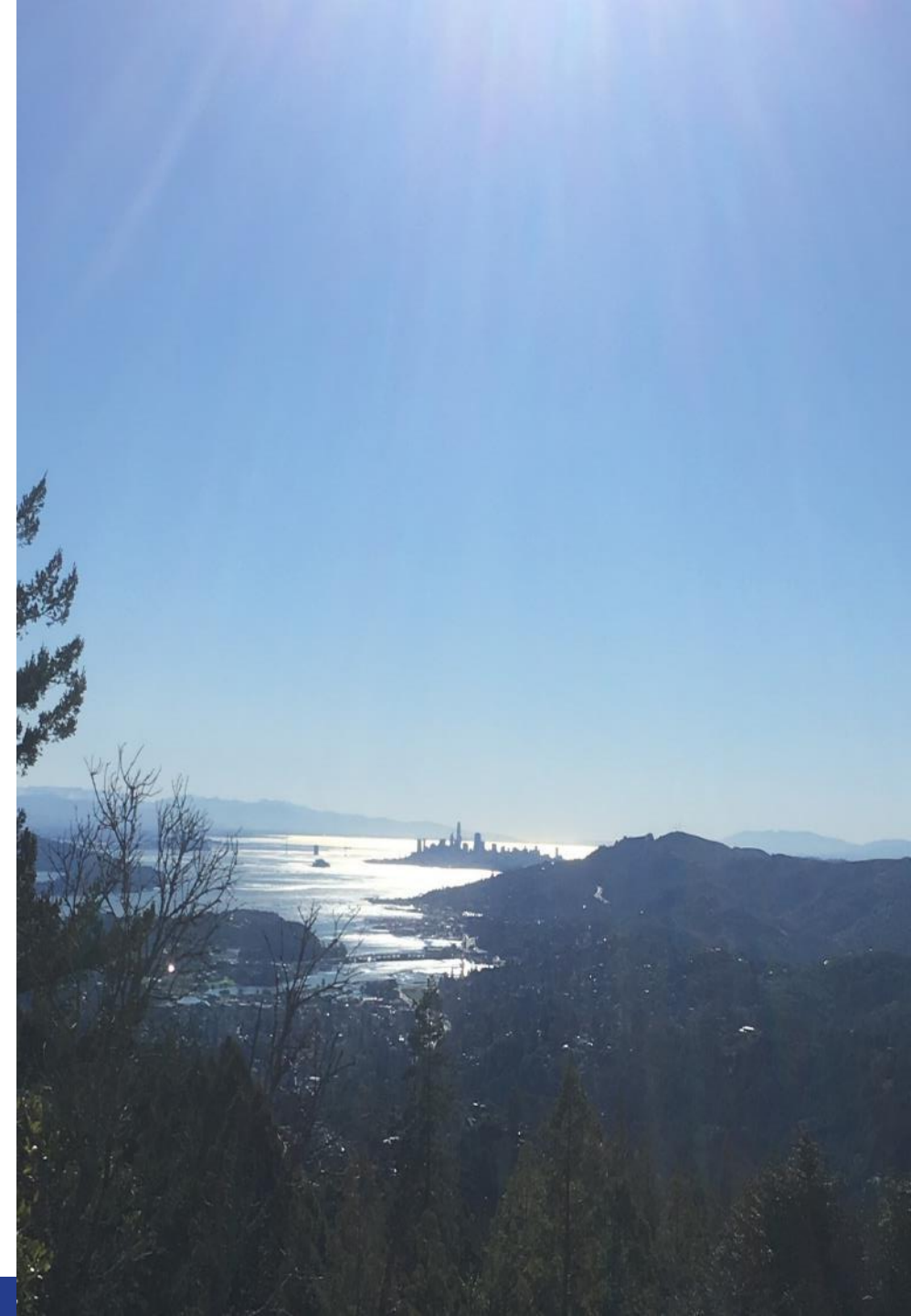
Ongoing Clinical Support:

BHRSQM@MarinCounty.org

- BHRS Quality Management provides clinical support for services and required documents, etc.

Contract Manager Support:

- Policy questions
 - CPT codes in contract
 - Which procedure codes to pick
- Billing questions
 - *Note: currently we do not have billing functionality and we anticipate possibly 3-6 months for submission. In the interim, we have plans for how to pay contractors and payment will not be delayed.*
- Barrier to time sensitive work (contact Contract Manager in addition to above resources)
- Notify them of reoccurring issues to keep them in the loop so they can provide support.



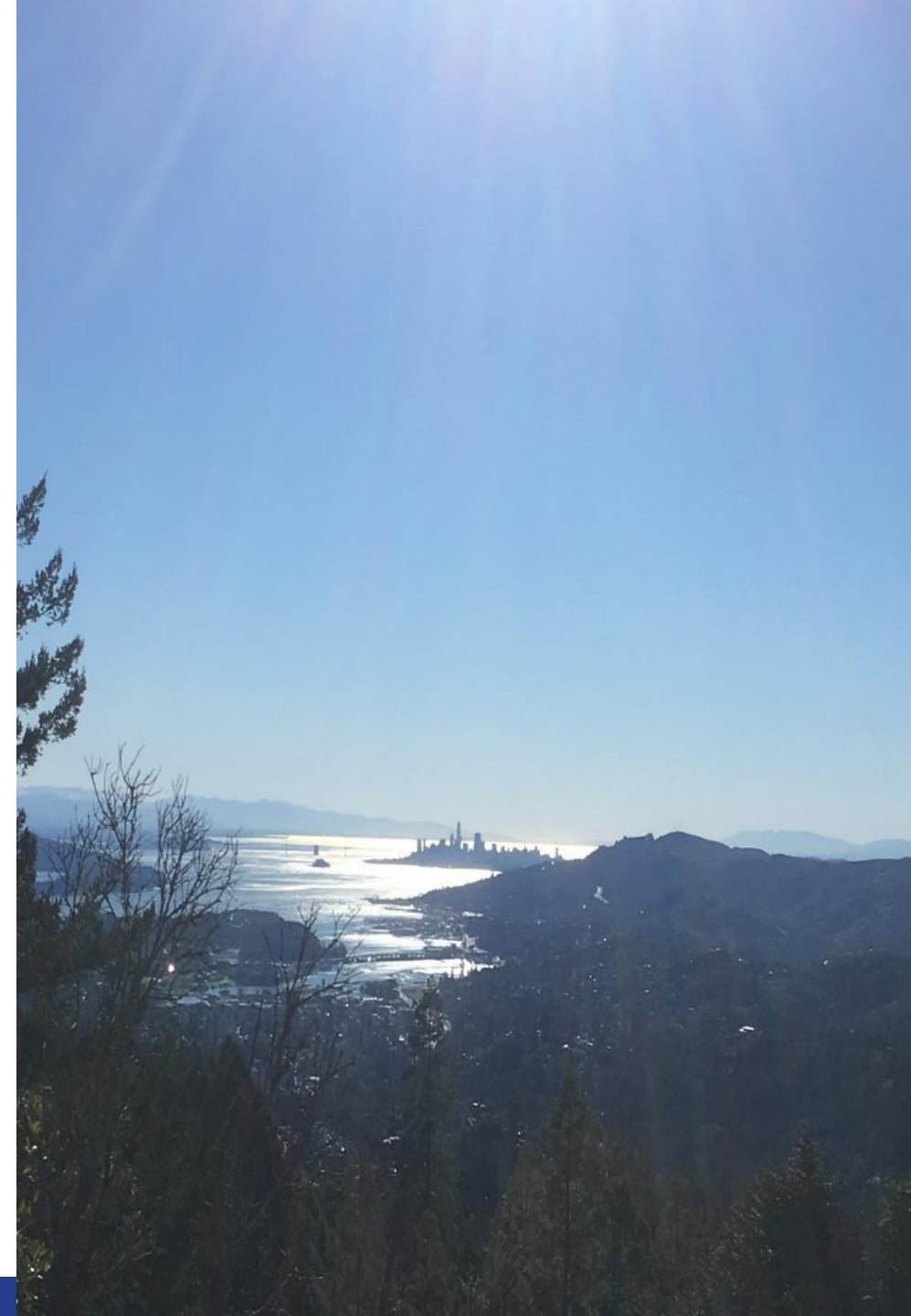
SmartCare - Seeking Help

EHR Support Resources:

- Please route inquiries to the resources provided on previous slides
- If you are unsure where to route your inquiry and are unable to find the answer to your question on the CalMHSA website/chat, please submit a ticket to BHRS EHR Support and they will coordinate with your Contract Manager and others as needed.
 - *Example: I know how to enter this service, but for this client and DOS, I am receiving this error that I haven't seen before and don't know how to resolve.*

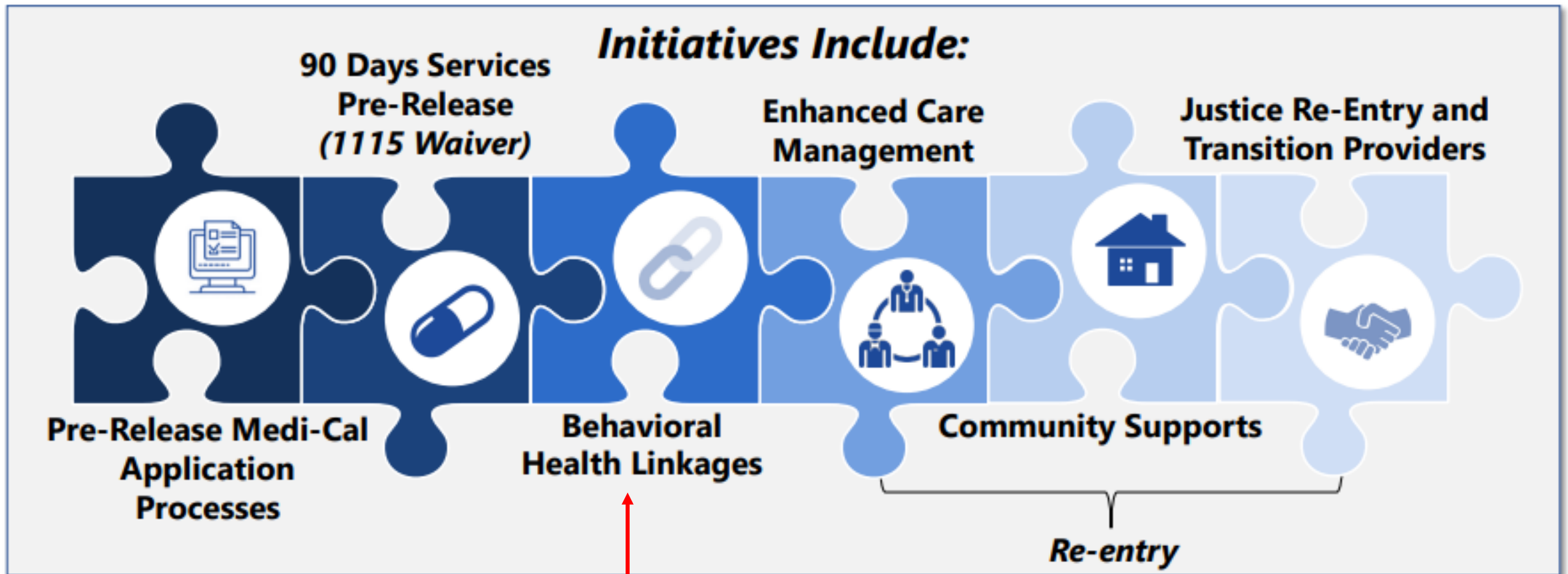
SUD Office Hours:

- We have resumed [SUD Office Hours](#) on the 2nd Wednesday of the month from 1:00-2:00 pm
- Please be prepared to share examples including screenshots, background information and specific clients, services or other details to assist in resolution during Office Hours.



What is CalAIM Justice Involved?

CalAIM justice-involved initiatives support justice-involved individuals by providing key services pre-release, enrolling them in Medi-Cal coverage, and connecting them with behavioral health, social services, and other providers that can support their re-entry.



BHRS Responsibilities for Behavioral Health Links Pre & Post-Release

- Data Sharing With Managed Care Plans (Kaiser and Partnership HealthPlan) & Correctional Facilities (CFs)
- Participating in Re-entry Planning & Warm Handoff with ECM if requested
- Participating in Professional-to-Professional Clinical Handoff 14 days prior to release
- Follow-up services Post-Release
- Behavioral Health Links Go Live: 10/1/2024
- Resources: CalAIM Justice Involved (JI) [Fact Sheet](#); CalAIM JI [Policy and Operations Guide](#)



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