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DMC-ODS Contractor Meeting

September 10, 2025



Agenda

- Welcome and Introductions
- Mark Vanderscoff, Public Guardian (10 minutes +Q&A)
 - Conservatorships
- SB 43 Overview (10 minutes + Q&A)
- Provider Updates/Announcements
- County Updates/Announcements
 - Updates to the Practice Guidelines

Marin Public Guardian Program Basics

MARK VANDERSCOFF, PUBLIC GUARDIAN

September 10th, 2025

PLEASE NOTE: THIS PRESENTATION CONTAINS LEGAL INFORMATION NOT LEGAL ADVICE. CONSULT
YOUR SUPERVISOR OR ATTORNEY FOR CASE SPECIFIC LEGAL QUESTIONS

Photo Credit: Jeff Wong



Marin County Office of the Public Guardian
10 North San Pedro Road
San Rafael, CA 94903
415 473 6186
<https://marinhhs.org/public-guardian>

What does the Public Guardian's Office Do?

- **Conservatorship Program**
 - LPS Conservatorship (aka “Mental Health Conservatorship”)
 - Probate Conservatorship
 - Conservatorship of Person, Estate or both
- **Representative Payee Services**
 - We manage clients' Social Security benefits on their behalf



What is a Public Guardian?

- All California counties have a Public Administrator/Public Guardian/Public Conservator
- The Public Guardian is appointed by the court to an adult unable to act on their own behalf, when there is no other less restrictive intervention to resolve their needs
- Responsibilities of Public Guardian programs are:
 - defined statutorily
 - determined by the Probate Code and/or the Welfare and Institutions Code
 - supervised by the Superior Court
 - audited by Social Security, the Veteran's Administration, and the probate examiner.



Meeting Criteria for LPS Conservatorship

SECTION 5008

- “Gravely disabled” is a condition in which a person, as a result of a mental disorder, is unable to provide for his or her basic personal needs for food, clothing, or shelter
- Note that the existence of a mental disorder does not in itself, justify a finding of grave disability

SECTION 5350

- A person is not gravely disabled if he or she can *survive safely* with the assistance of a third party

SECTION 5352

- Only the investigating officer or another county officer or employee designated by the county can act as a temporary LPS conservator



LPS CONSERVATORSHIP

Photo Credit: Jeff Wong

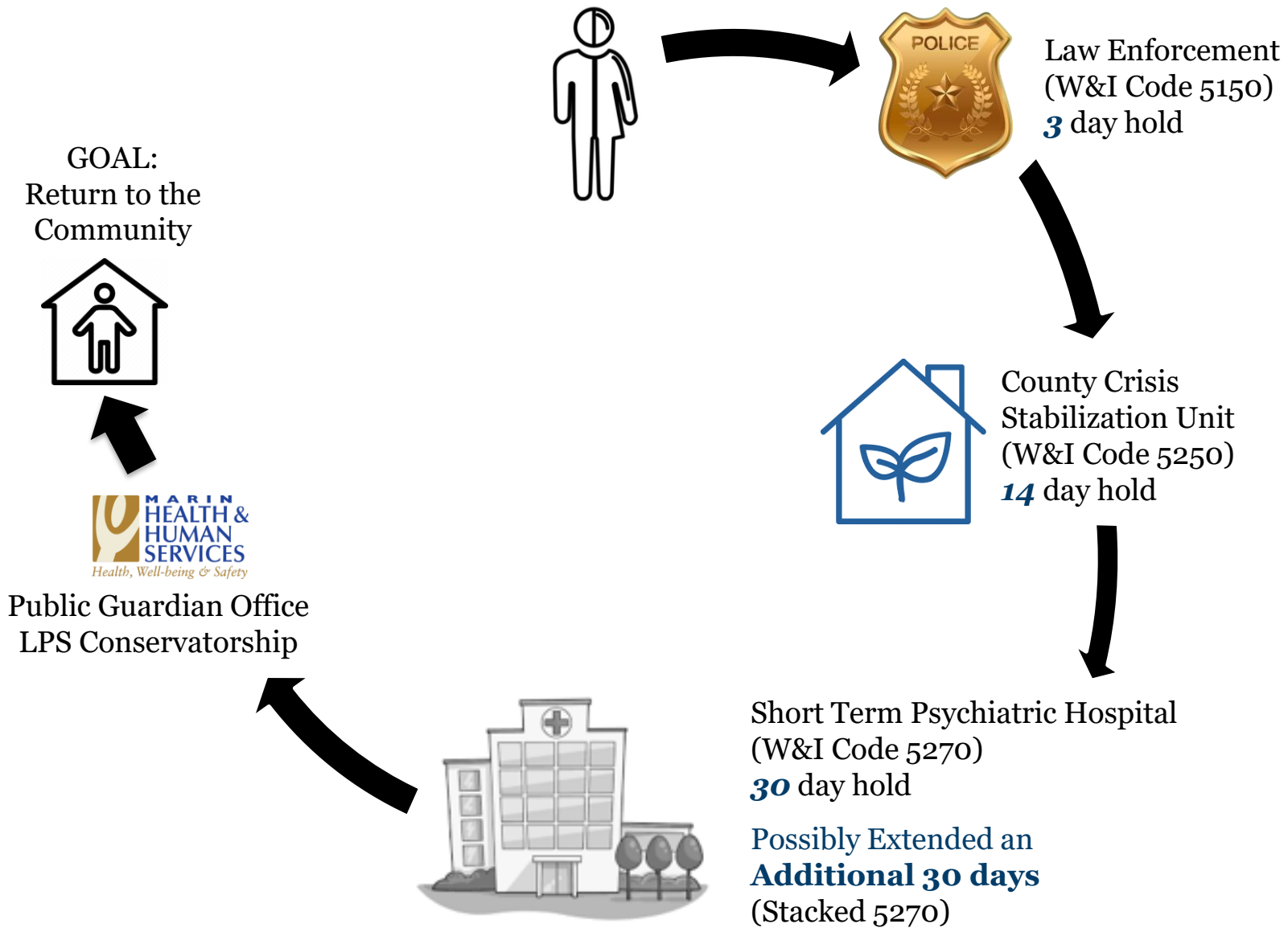


LPS Conservatorship: Key Terms and Takeaways

- T-Con = temporary conservatorship
- LPS Conservatorship – can renew annually
- Conservatorship of Person – governs placement and consent for psychotropic medications
- Conservatorship of Estate – governs ability to manage financial assets
- Representative Payee – manage clients' Social Security benefits on their behalf



LPS Conservatorship Process



Total hold time cannot exceed 77 days



LPS Conservatorship Powers

- Ability to place in a locked psychiatric setting
- Ability to administer medications
- Consent to routine medical procedures
- No ability to operate a motor vehicle
- Cannot enter into contracts of more than \$40
- Cannot be allowed to possess firearms



CONTACTS AND RESOURCES

- PUBLIC GUARDIAN'S OFFICE (415) 473-2870
- MOBILE CRISIS RESPONSE TEAM (415) 473-6392
- ADULT PROTECTIVE SERVICES 24-HOUR HOTLINE (415) 473-2774
- BEHAVIORAL HEALTH & RECOVERY SERVICES ACCESS LINE (888) 818-1115
- CRISIS STABILIZATION UNIT (UNIT B) (415) 473-6666



Photo Credit: Jeff Wong



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BHRS SB 43 Update

September 10, 2025



Marin County Health & Human Services

20 N San Pedro Rd Ste 2028

San Rafael, CA 94903

415-478-3696 T

<https://www.marinhhs.org/>



Lanterman-Petris-Short (LPS) Act

The LPS Act of 1967 sought to, “end the inappropriate, indefinite, and involuntary commitment of persons with mental health disorders,” regulating involuntary civil commitments in California

- SB 43 is the most significant reform to the LPS Act since it was enacted.

To place a person on an involuntary psychiatric hold, they must meet one or more of the following 3 Criteria:

- Danger to Self
- Danger to Others
- Gravely Disabled*

*SB 43 only impacts Grave Disability criteria for adults, NOT Danger to Self or Danger to Others

What is SB 43?

Passed in 2023, this bill updates the definition of **Grave Disability** for adults in two ways:

- Adds severe substance use disorder as diagnostic criteria
- Adds inability to provide for one's personal safety or necessary medical care

New Definition of Grave Disability

A condition in which a person, as a result of a mental health disorder, **a severe substance use disorder, or a co-occurring mental health disorder and a severe substance use disorder**, is unable to provide for their basic personal needs for food, clothing, shelter, **personal safety, or necessary medical care.**

SB 43 Statewide Implementation

Earliest counties went live Jan 1, 2024

- San Francisco
 - 2024: 4.1% increase LPS cases from 2023
 - 2025: Volume decreased but still up 2.9% from 2023
- San Luis Obispo
 - Reported a 14% increase in Grave Disability holds

More Counties went live in 2025- Sacramento, San Diego, San Bernardino, Santa Barbara, Stanislaus- No reported data so far

Marin, along with all other CA counties, goes live on Jan 1, 2026

Anticipated Impacts in Marin

- Potential increase in initial crisis assessments & holds, though not necessarily resulting in significant increases of long-term hospitalizations or conservatorships
- Need to bridge substance use & mental health crisis services, including cross-training providers & developing clearer pathways between systems
- Greater attention to substance induced conditions in crisis settings, increasing opportunities for SUD intervention & engagement with patients during crisis
- Need for county crisis teams to adapt to managing more SUD related holds, requiring enhanced training & updated intervention protocols

Implementation Efforts

July 2025



Jan 2026

Planning	Stakeholdering	Operations	Communication
<p>Bi-weekly workgroup</p> <p>Consultant support</p>	<p>Initial small group meetings</p> <p>Community presentations & webinars</p>	<p>Internal procedural & policy modifications</p> <p>Internal & external partner trainings</p>	<p>Internal & external partner communications</p> <p>Media strategy & Community education</p>

SB 43 Resources

- [DHCS FAQ](#)
- [BHIN 24-011](#)
- [LPS Facility Designation Interim Regulations \(draft\)](#)
- [Disability Rights CA](#)
- Coming soon – SB 43 page on HHS Website

SB 43 Workgroup Members

Todd Paler todd.paler@marincounty.gov

Dr. Rajparia amit.rajparia@marincounty.gov

Jordan Hall jordan.hall@marincounty.gov

Mark Vanderscoff mark.vanderscoff@marincounty.gov

Michelle Funez michelle.funez@marincounty.gov

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Thank
you!

Photo Credit: Jeff Wong



Questions?

Provider Updates



Updates and Announcements

Practice Guideline Updates

- **Updated Reporting and Submission table**
 - Enhanced information to include technical assistance components/SmartCare reports
- **Revised discharge protocols**
 - Clarified and expanded discharge expectations to ensure care coordination between providers
- **DHCS BHIN 25-029**
 - AOD Counselor education requirements per AB 2473



Updates and Announcements

- **Recovery and Suicide Prevention Month**
- **Helen Vine Annual Recovery Month Celebration**
 - Friday, September 26th @ 5 – 8pm | San Rafael Community Center at Albert Park



Celebrate RECOVERY

Free Event || BBQ • Music • Raffle • Resources

Friday, September 26th 5–8 pm

San Rafael Community Center • 618 B Street, San Rafael

Celebrate your journey!

Come enjoy BBQ, music, and community. Raffle prizes, resource information, photo booth and more!

Will you be there?

RSVP: Development@Buckelew.org

Recovery Community Partners Welcome!

Reserve your table today and share information about your organization. Contact:

LadyS@Buckelew.org

415.464.7664

by Wednesday, September 17th.

Questions? Call 415.492.0818

Sponsored by:



Updates and Announcements

- **SUD Strategic Plan Annual Evaluation**
 - Focus Group: 45 minutes of October Provider meeting
- **Treatment Perceptions Survey: October 20 – 24**
- **Reminder: Care Coordination Incentive**
 - Brief Plan due 9/30
 - SmartCare Report – See Resources slides



MAT Grant: Reports in SmartCare

As part of the **Behavioral Health Services Oversight and Accountability Commission (BHSOAC) SUD Pilot Project Quarterly Data Reporting**, we developed two reports in SmartCare for our MAT Grant participating providers:

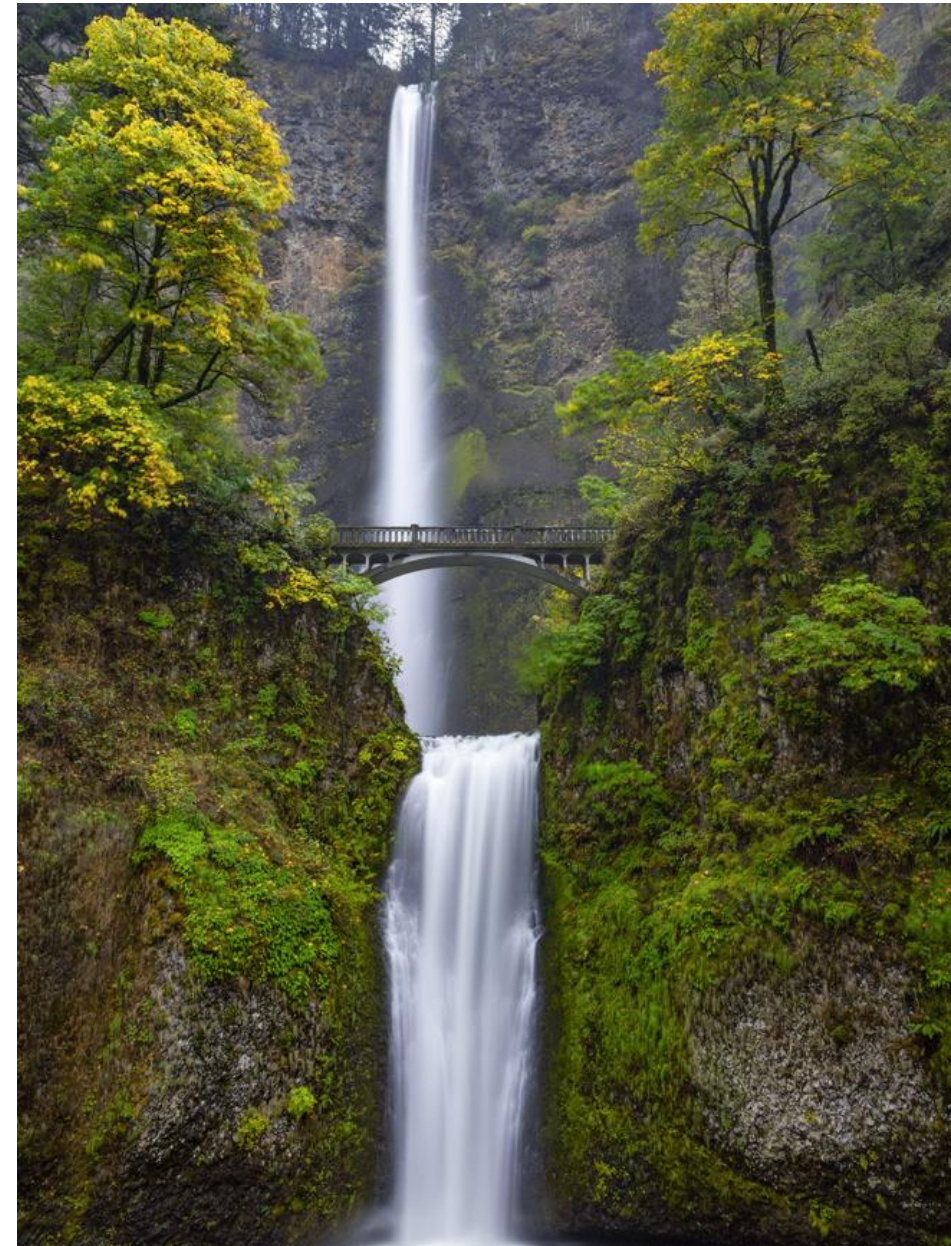
Report 1 – MAT Grant: Monthly Counts

- Tracks client counts, MAT-specific client counts, and medication counts.
- Provides a monthly snapshot of MAT participation and utilization trends.

Report 2 – MAT Grant: Telehealth Data

- Captures service counts and percentages delivered via telehealth.
- Helps assess access, engagement, and service delivery methods.

Together, these reports support ongoing monitoring of MAT services and ensure accurate data submission for quarterly reporting.



MAT Grant: Reports in SmartCare

Report 1 – MAT Grant – Monthly Counts

This report will provide you with the needed data to answer the questions: *(except for the ~~strikethrough~~)*

Complete the chart below using agency-wide patient data from this quarter:

Please only count if [this service] was or will be billed through your county's Drug Medi-Cal program

Please enter zero "0" if there were no patients in a given category.

	Month		
	Month1	Month2	Month3
Number of total patients provided any services each month (DMC funded)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of all patients served who were diagnosed with opioid use disorder (OUD)	<input type="text"/>	<input type="text"/>	<input type="text"/>

	Month1	Month2	Month3
Number of patients with opioid use disorder (OUD) were NEW patients (regardless of whether they are prescribed MOUD each month during the reporting period)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of patients your agency (or affiliated agency) provided with a prescription for MOUD each month	<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of patients with opioid use disorder who began taking MOUD each month in the quarter. "Began taking" is defined as the first time a patient received a dose from a prescription written by a medical clinician (either telehealth or in-person).	<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of all patients served who were diagnosed with alcohol use disorder (AUD)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Of patients with a diagnosis of alcohol use disorder, number that were NEW AUD patients each month	<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of patients your agency provided with a prescription for alcohol use disorder (AUD) each month	<input type="text"/>	<input type="text"/>	<input type="text"/>

MAT Grant: Reports in SmartCare

Report 1 – MAT Grant – Monthly Counts

This report will also provide you with the breakdown of patients treated with the following medications →

	Approximate #		
	Month1	Month2	Month3
Sublingual buprenorphine	<input type="text"/>	<input type="text"/>	<input type="text"/>
Transdermal buprenorphine	<input type="text"/>	<input type="text"/>	<input type="text"/>
Injectable extended-release buprenorphine	<input type="text"/>	<input type="text"/>	<input type="text"/>
Oral naltrexone	<input type="text"/>	<input type="text"/>	<input type="text"/>
Injectable naltrexone	<input type="text"/>	<input type="text"/>	<input type="text"/>
Methadone	<input type="text"/>	<input type="text"/>	<input type="text"/>
Naloxone (via prescription)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Acamprosate	<input type="text"/>	<input type="text"/>	<input type="text"/>
Disulfiram	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other (write-in) <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

MAT Grant: Reports in SmartCare

Report 1 – MAT Grant – Monthly Counts

The results will be displayed by reporting-question and month.

*****for all the questions highlighted pink, only MTC is currently displaying counts greater than 0 – once providers begin prescribing in SmartCare, the report will be updated to also include counts from there.***

Questions?

Marin - MAT Grant - Montly Counts					
Question	Billing Group	July 2025	August 2025	September 2025	October 2025
All AUD Clients	Buckelew Residential				
All AUD Clients Prescribed Meds	Buckelew Residential				
All Clients	Buckelew Residential				
All OUD Clients	Buckelew Residential				
All OUD Clients Prescribed Meds	Buckelew Residential				
New AUD Clients	Buckelew Residential				
New OUD Clients	Buckelew Residential				
Prescribed Acamprosate	Buckelew Residential				
Prescribed Disulfiram	Buckelew Residential				
Prescribed Methadone	Buckelew Residential				
Prescribed Naloxone	Buckelew Residential				
Prescribed Oral Naltrexone	Buckelew Residential				
Prescribed Sublingual buprenorphine	Buckelew Residential				

MAT Grant: Reports in SmartCare

Report 2 – MAT Grant – Telehealth Data

This report will also provide you with the counts and percentages of MOUD visits done via telehealth by quarter.

Fiscal Year	Fiscal Quarter	Billing Group	Total Visits	Telehealth Visits	Telehealth Pct
2025	Q1	Buckelew Residential			
2025	Q1	Centerpoint Men's Residential			
2025	Q1	Centerpoint Outpatient			
2025	Q1	Centerpoint Women's Residential			
2025	Q1	MTC OTP			

In the last quarter, what percentage of MOUD visits were conducted via tele-medicine?

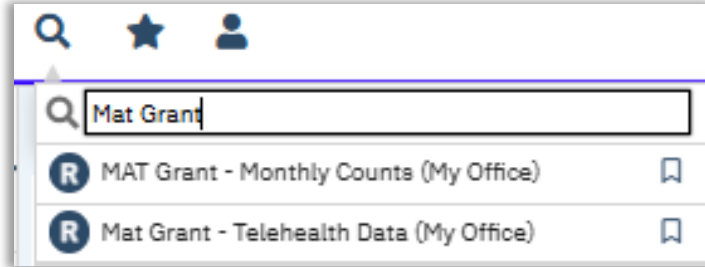
0 1-10 11-20 21-30 31-40 41-50 51-60 61-70 71-80 81-90 91-100 Not sure/ Don't know



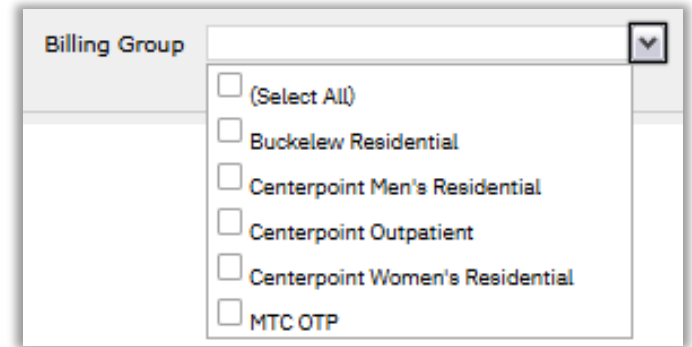
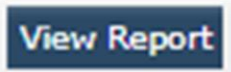
MAT Grant: Reports in SmartCare

Running Reports - Step by Step

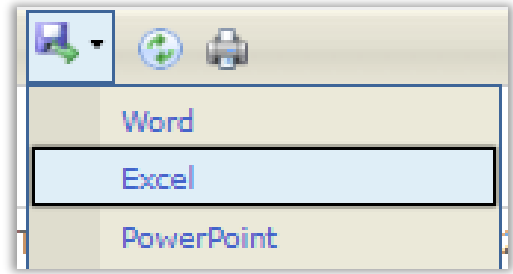
1. Log in to SmartCare
2. Type “**MAT Grant**” in the report search area
3. Select needed report:
 - a: *MAT Grant – Monthly Counts (My Office)*
 - b: *MAT Grant – Telehealth Data (My Office)*



4. Select your “Billing Group” from dropdown and click



5. *Optional*- Export data: click the Export icon and select the desired exporting format.





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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)

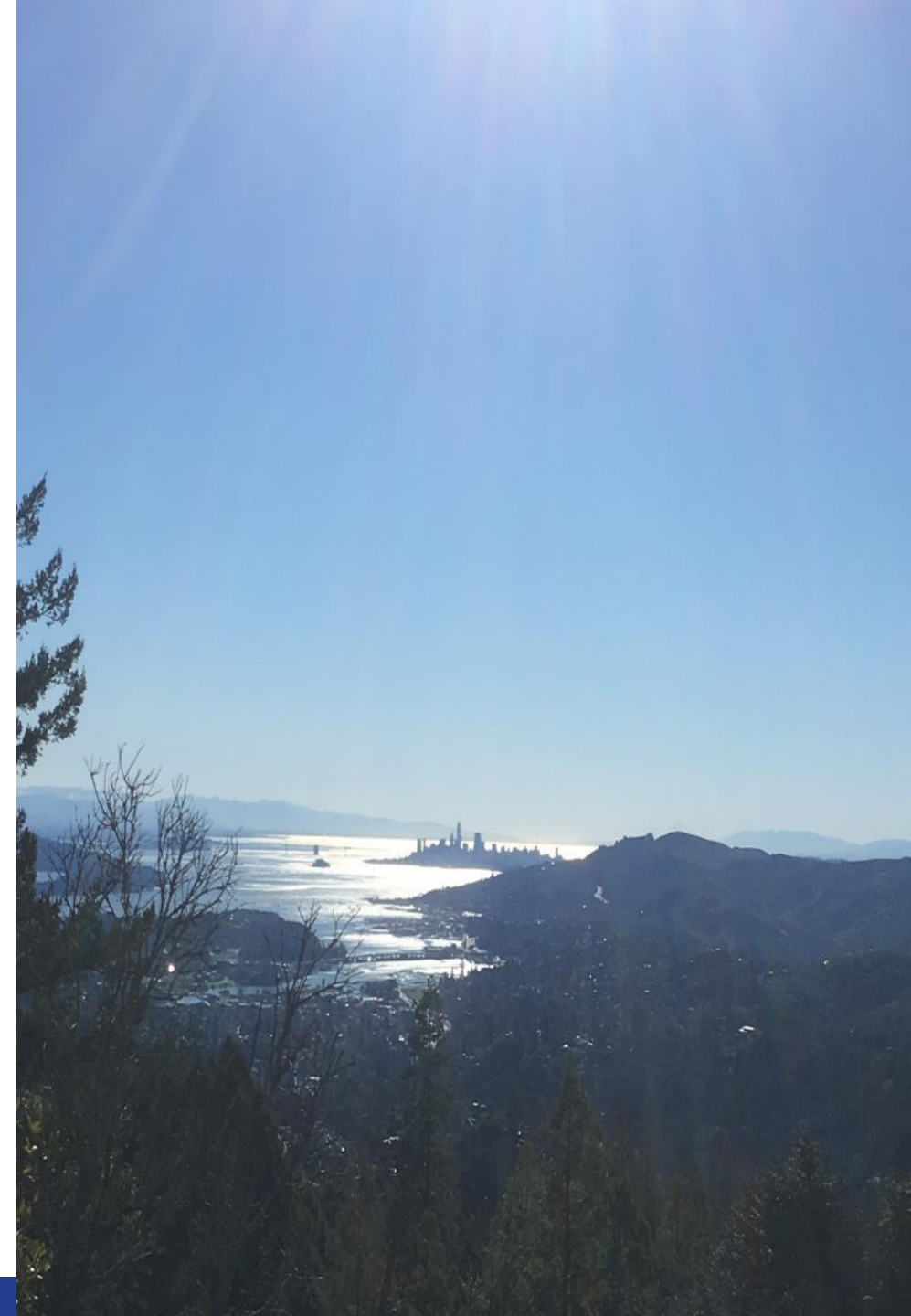
SmartCare - Seeking Help

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:

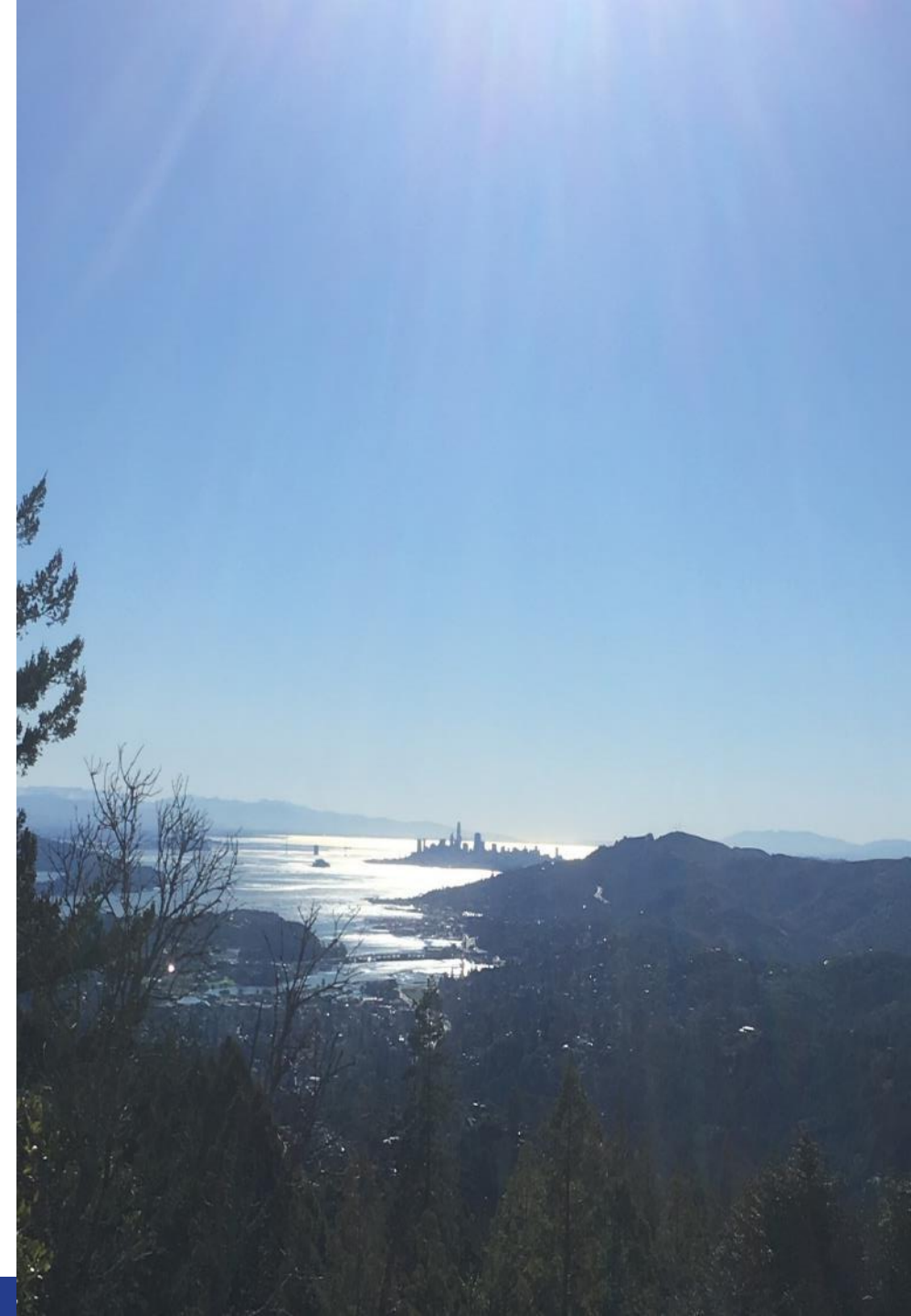
Use the [Marin BHRS EHR Support Request](#) /ticketing system to submit all new inquiries. The BHRS EHR support email should be used to respond to additional EHR requests to previously submitted tickets.

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

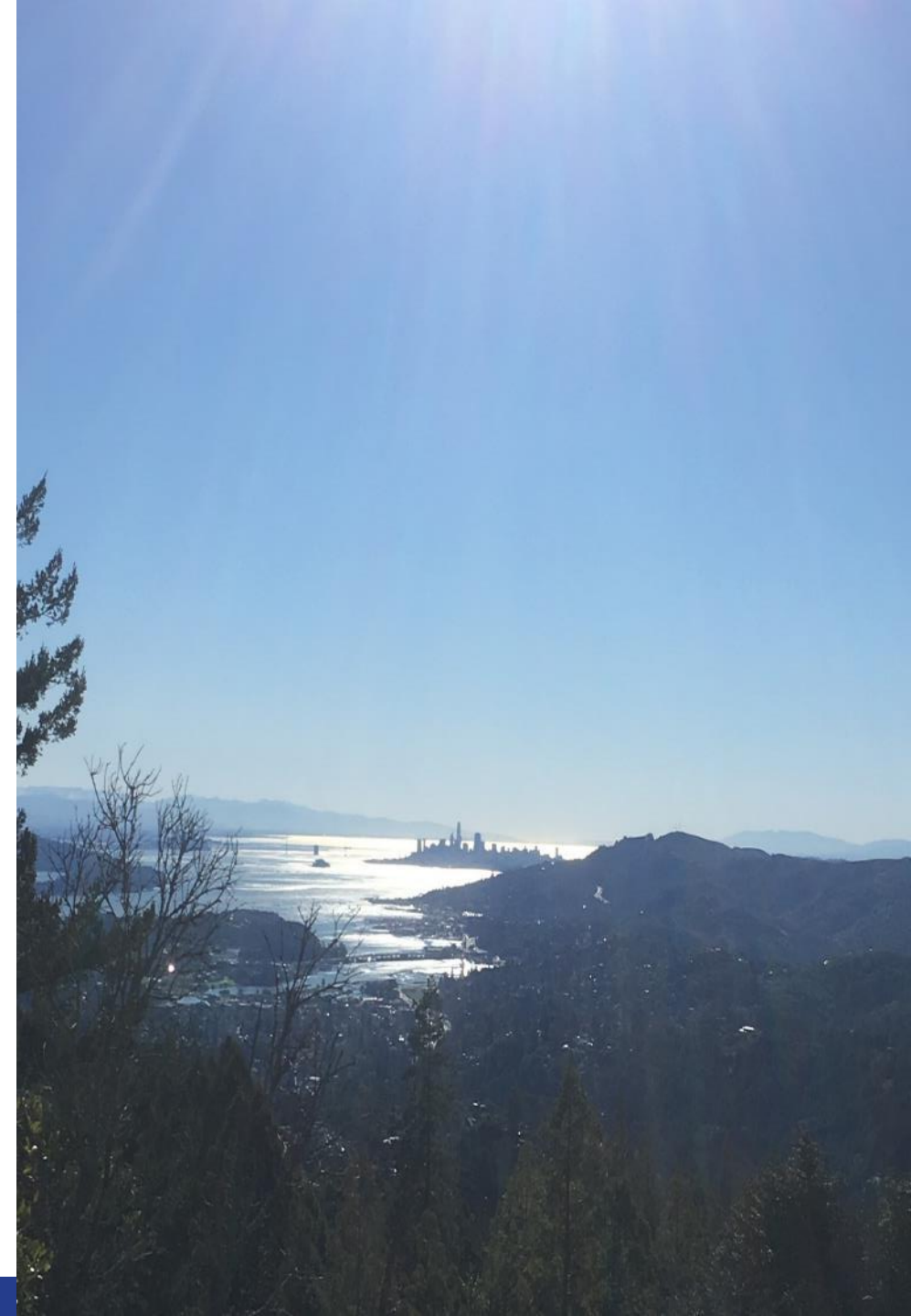
Ongoing Clinical Support:

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.



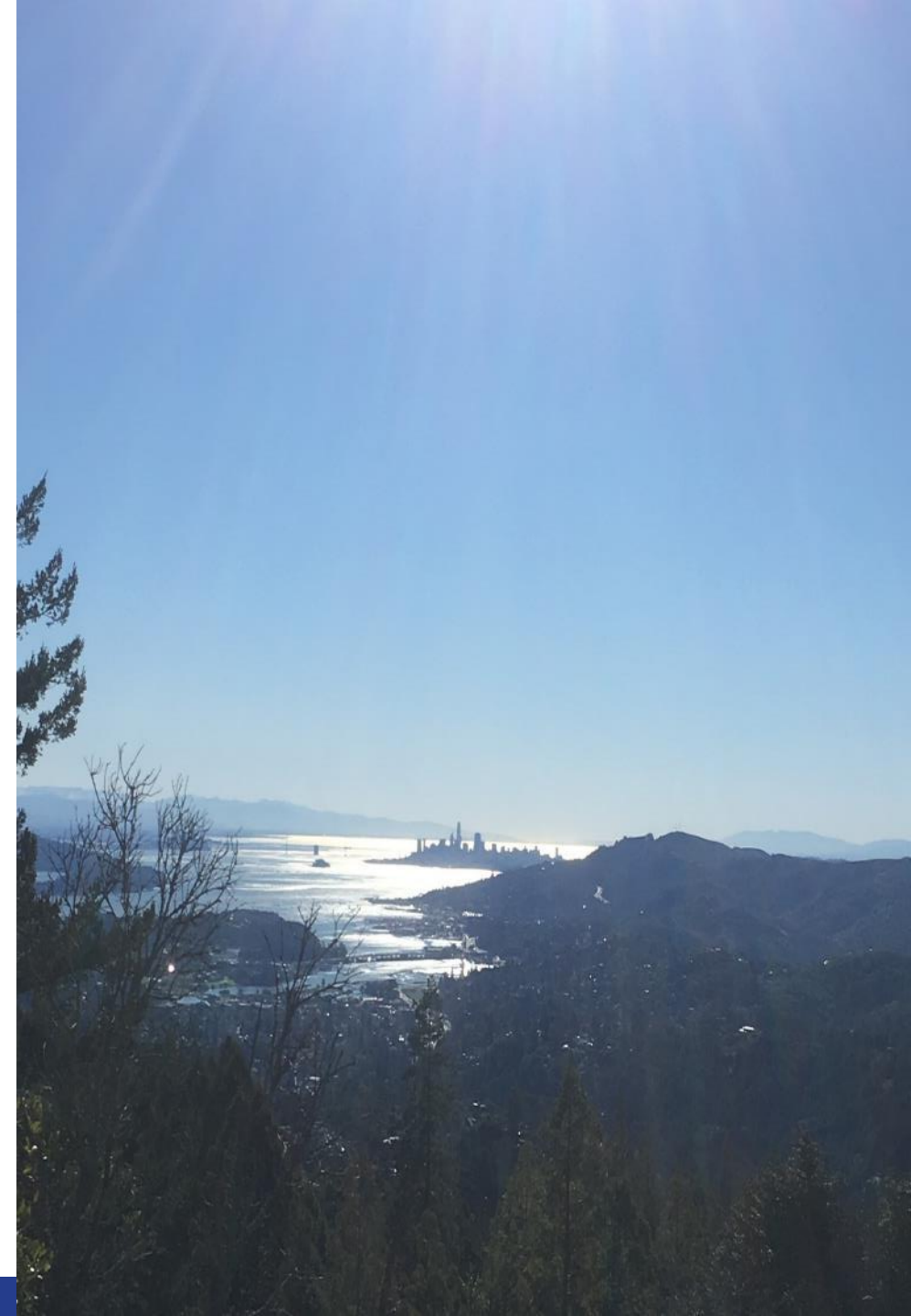
SmartCare - Seeking Help

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.*

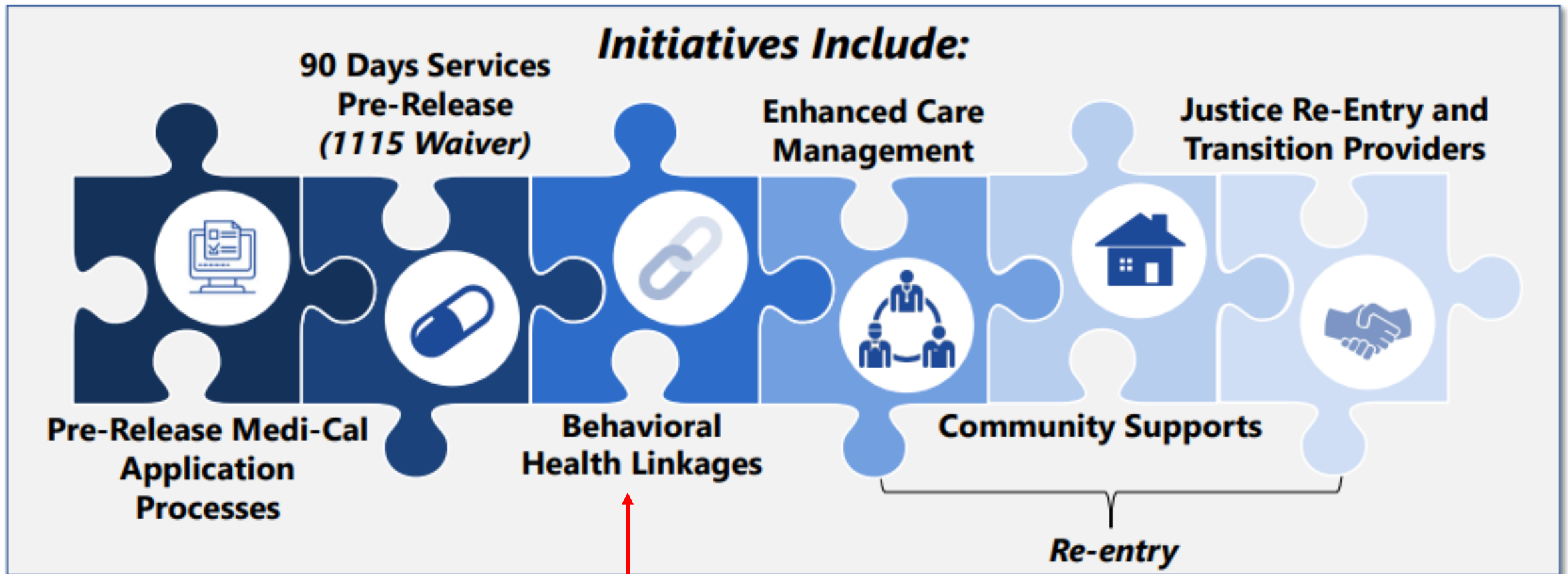
SUD Office Hours:

- 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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