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# DMC-ODS Contractor Meeting

## October 8, 2025



# Agenda

- Welcome and Introductions
- Michelle Funez, Division Director & Emily Mann, Program Manager (15 minutes)
  - Carmelita House
  - Proposition 36 Update
- Provider Updates/Announcements
- County Updates/Announcements
- Focus Group – Strategic Plan Evaluation

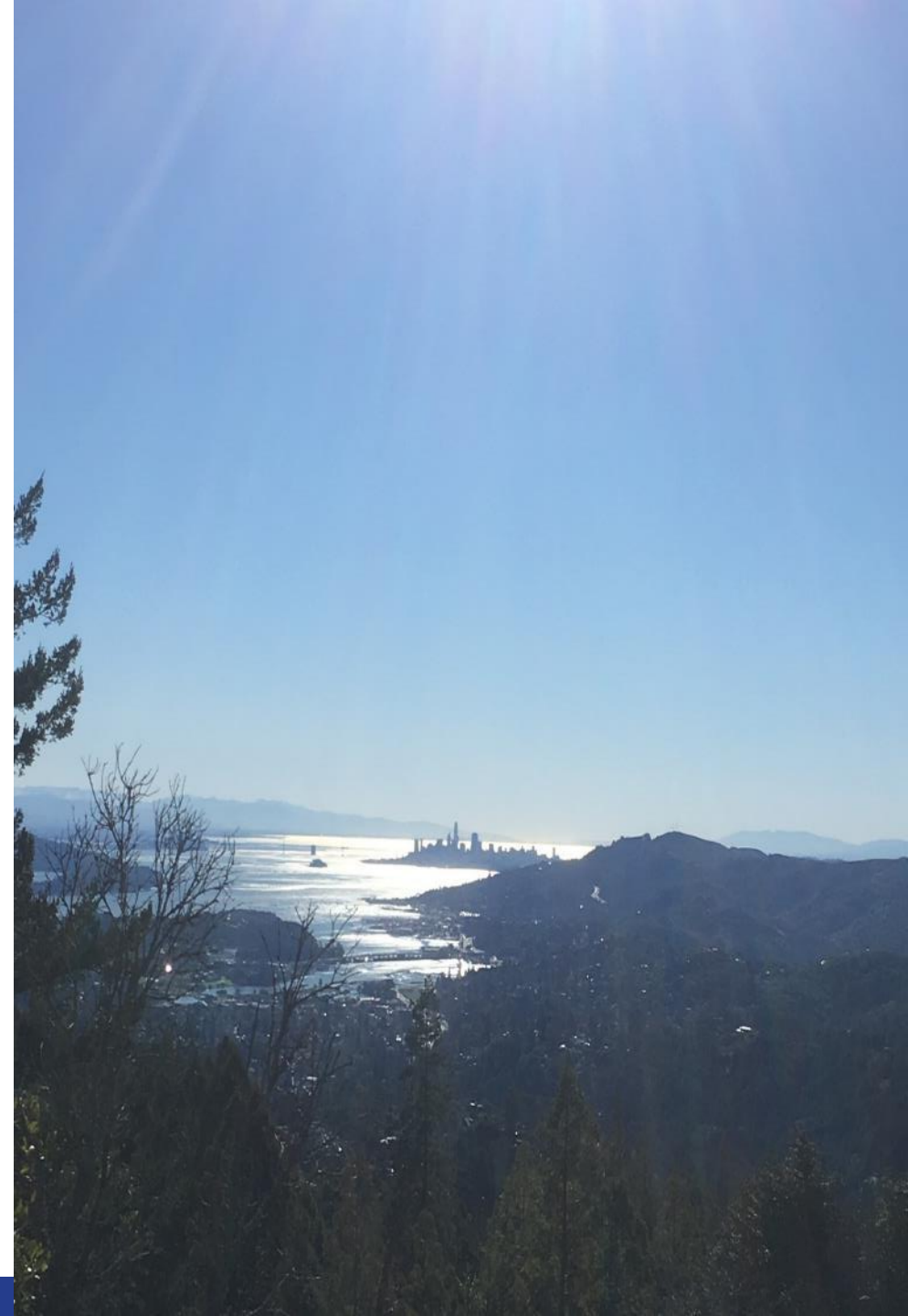
# Program Spotlight – *Carmelita House*

**Michelle Funez, LCSW**

BHRS Division Director,  
Criminal & Justice Involved Services

**Emily Mann, LMFT**

BHRS Program Manager  
Criminal & Justice Involved Services



# Proposition 36

- BHRS doing SU/MH evaluations for Marin Medi-Cal members and Marin low income uninsured
- If individual agrees to engage in medically necessary treatment, Probation will assist with next steps and is primary liaison between Courts, treatment providers and other justice partners
- Questions for BHRS:  
[BHRSPop36@MarinCounty.gov](mailto:BHRSPop36@MarinCounty.gov)

## UNDERSTANDING PROP 36 AND OUR ROLE IN BHRS



### What is Proposition 36?

Passed by California voters in 2024, Proposition 36 — The *Homelessness, Drug Addiction, and Theft Reduction Act* — increases penalties and allow felony charges for certain crimes.

One part of Prop 36 creates a new category of offenses called “treatment-mandated felonies” for certain drug possession cases. Under this approach:

- After two prior drug convictions, prosecutors have the discretion to charge a new drug possession as a felony.
- Defendants charged with these treatment-mandated felonies are offered the option of participating in a court-ordered drug treatment program.
- If they successfully complete treatment, the drug charges are dismissed.

For details, see California Health and Safety Code § 11395.



### What does this mean for BHRS?

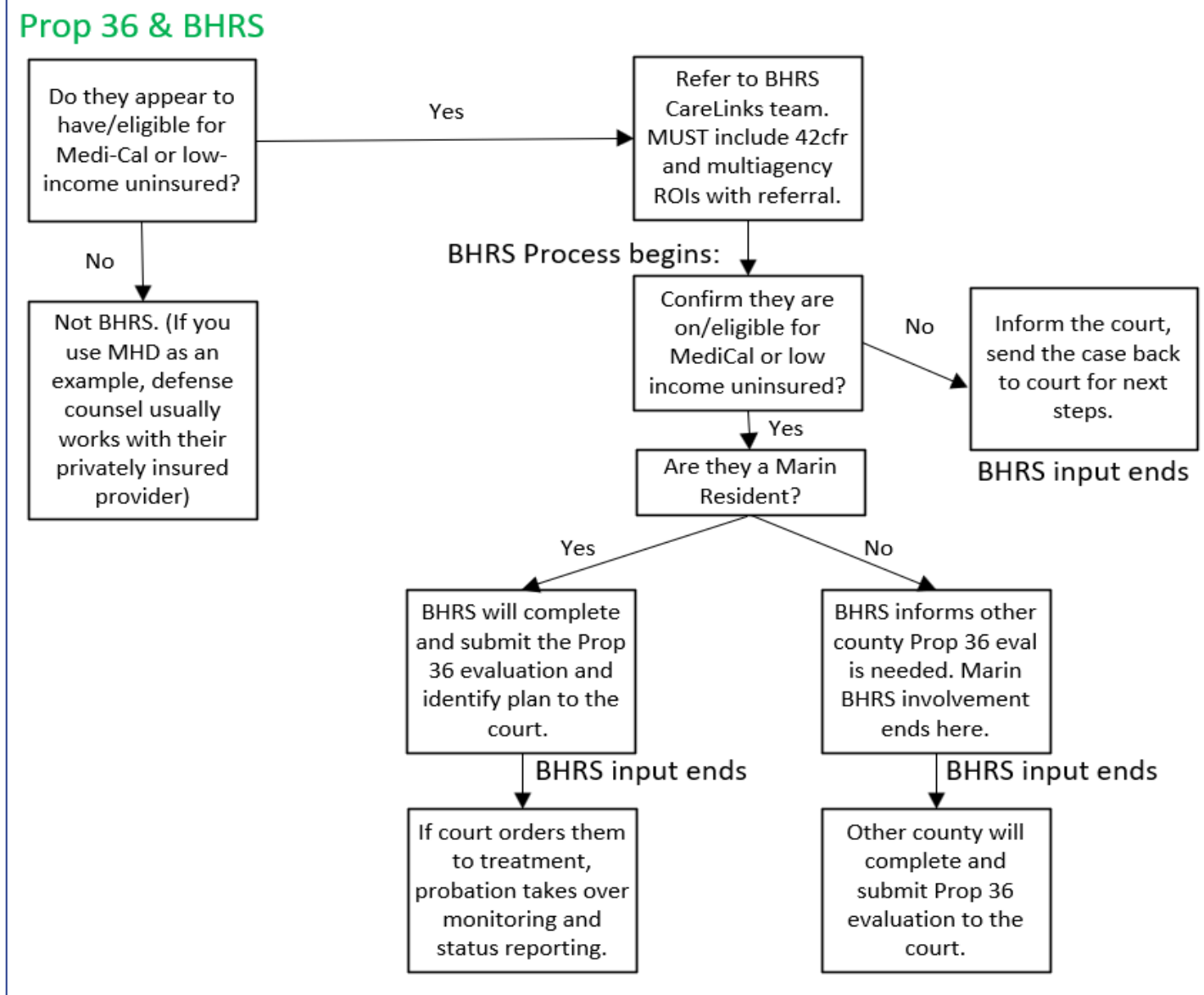
- In cases filed in the Marin Superior Court, for individuals who are MediCal or are low-income uninsured, the Crisis and Justice Involved Division’s Justice CareLinks team will be completing (or referring for) the required Substance Use and Mental Health evaluations. The evaluation is voluntary and signed ROIs must be obtained.
- If the individual agrees and is court ordered to engage in treatment, Probation will assist the individual with next steps.
- Treatment might be to residential or outpatient Substance Use Disorder services (BHRS & Contracted Providers), depending on the evaluation findings, and could also include a referral to ACCESS / Specialty Mental Health Services (BHRS) and/or Mild-to-Moderate Mental Health services, as clinically indicated.
- Once the court orders treatment, Probation is the primary liaison between the Court, Probation, justice partners and treatment providers. The Justice CareLinks team may liaison as needed also.
- If you are a service or contracted provider in BHRS you may have existing clients ordered to Prop 36-related treatment or may have new clients coming into treatment related to a Prop 36 case.



QUESTIONS FOR BHRS?

Contact: [BHRSPop36@marincounty.gov](mailto:BHRSPop36@marincounty.gov)

# Proposition 36 (continued)



# Provider Updates



# Updates and Announcements

- **Treatment Perceptions Survey: October 20 – 24**
- **FY 2025-26 Self-Audits and Site Visits**
- **Annual DMC-ODS/SUBG Training – 11/12/25 @ 10am – 11am** (*in lieu of regular Provider meeting*)
- **Partnership Health Plan:** De-delegated member facing responsibilities from Carelon, including telephonic screening and referral to services.
  - Phone # remains: 855-765-9703
  - Access E-mail: [BH-Access@partnershiphp.org](mailto:BH-Access@partnershiphp.org)
- **Feedback:** Training/Resources for Staff on Supporting Resiliency and Reducing Burnout



# Updates and Announcements

- **Federal Shutdown Impacts**
- **Update: AB 2473 – Training Requirements**
- **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

Link to [Practice Guidelines](#)



# Behavioral Health Services Act (BHSA) Update

## Behavioral Health Services Act (BHSA) Integrated Plan FY26/27 - FY28/29

*30-day public comment period from October 3 to November 4, 2025*

**Read the plan:** [BHSA 2026 - 2029 Integrated Plan](#)

**Submit your comment:** [Public Comment Form](#)

### **Public Hearing Details:**

- Tuesday, November 4, 2025 @ 6:00 PM
- Point Reyes Conference Room - 20 North San Pedro Rd., San Rafael, CA

**Or join via Zoom:** [[Zoom Link](#)]

Meeting ID: 892 8195 5591 | Passcode: 813893

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# Updates and Announcements

## Report: SUD Clients Missing Data:

- Please run this new report monthly
- It identifies required data missing for clients 14 days after enrollment in a program (from 9/1/25 on)
- Email only listed as missing if something else is also missing
- The previous timeliness report didn't show all situations where timeliness data was missing but this one does
- Instructions to resolve are at the bottom here under SUD clients missing data and Timeliness:

<https://www.marinbhrs.org/providers/substance-use-providers/electronic-health-record-resources>



# Transition to Focus Group

## *Resource Development Associates*

### Reminders

- In-Person Only
- One (1) Representative from each Agency and Recovery Coaches
- Reminder: Please complete and share the brief Survey





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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	<b>Add</b>
<u>Medi-Cal DMC</u>				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	DMC	<b>Add</b>
<u>Medi-Cal DMC</u>				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	DMC	<b>Add</b>
<u>Medi-Cal MH</u>				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	MH	<b>Add</b>

# Resource Reminder: Medi-Cal Eligibility Re-determinations

## Who:

- Public Assistance (PA) Contact for SUD Providers: **Peter Funk** ([peter.funk@marincounty.gov](mailto: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 the following columns: Plan Name, Insured Id, Co-Pay, Start Date, End Date, COB, and Service Area. There are four rows of plans listed: Marin County, Medi-Cal DMC, Medi-Cal MH, and SABG. Each row has an 'Add' button to its right. A blue arrow points from the text in the list to the 'Start Date' and 'End Date' columns of this table.  
Below the 'Client Plans' table, there are filters for 'Show Current Plans Only' (checked) and a dropdown menu set to 'DMC'. A 'Maximize Time Spans' button is also present.  
The 'Plan Time Spans' panel shows a list of spans for the date '07/01/2023 - No End Date'. It includes a 'Change COB Order...' button and three entries: Medi-Cal DMC, SABG, and Marin County. Each entry has a 'Set End Date' button and a printer icon to its right.

*\*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
- 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 'Service Detail' tab in the SmartCare system. It includes the following sections:

- Service Detail:** Contains fields for 'Documentation Time' (with a 'Days' label), 'Evidence Based Practices' (a dropdown menu), and 'Transportation Service' (a dropdown menu currently set to 'No').
- Authorization(s):** Includes checkboxes for 'Override Charge Amount', 'Override Errors', and 'Interpreter Services Needed'. There are also 'Overridden By' fields with input boxes.
- Warnings / Errors:** A table with columns '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 radio buttons for 'Interpreter has been scheduled' (Yes/No) and a 'Language' dropdown menu. Below this is a field for 'Interpreter Agency Scheduled'.

# 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](http://www.marinbhhs.org/providers))

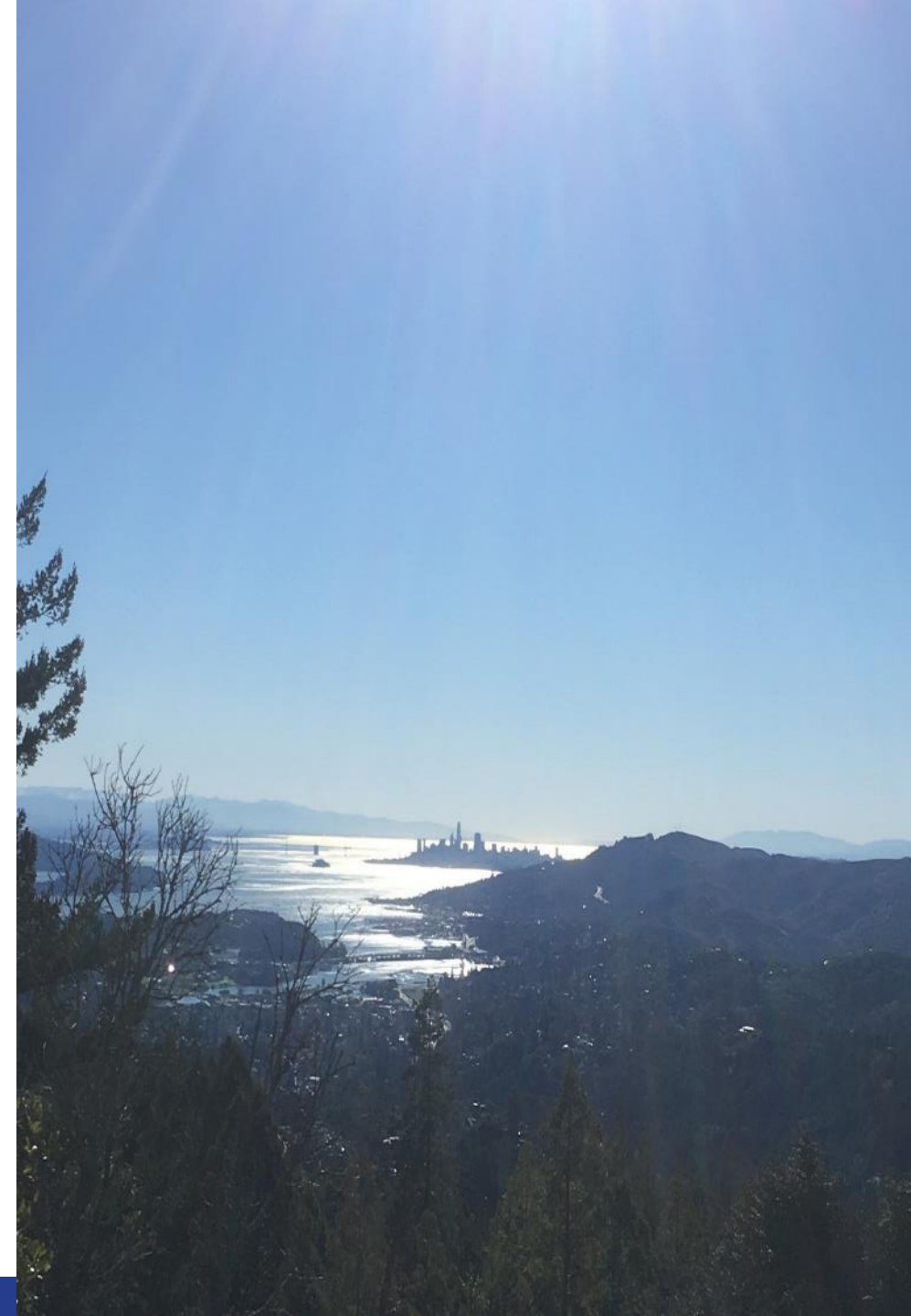
## SmartCare - Seeking Help

### 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](mailto: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:

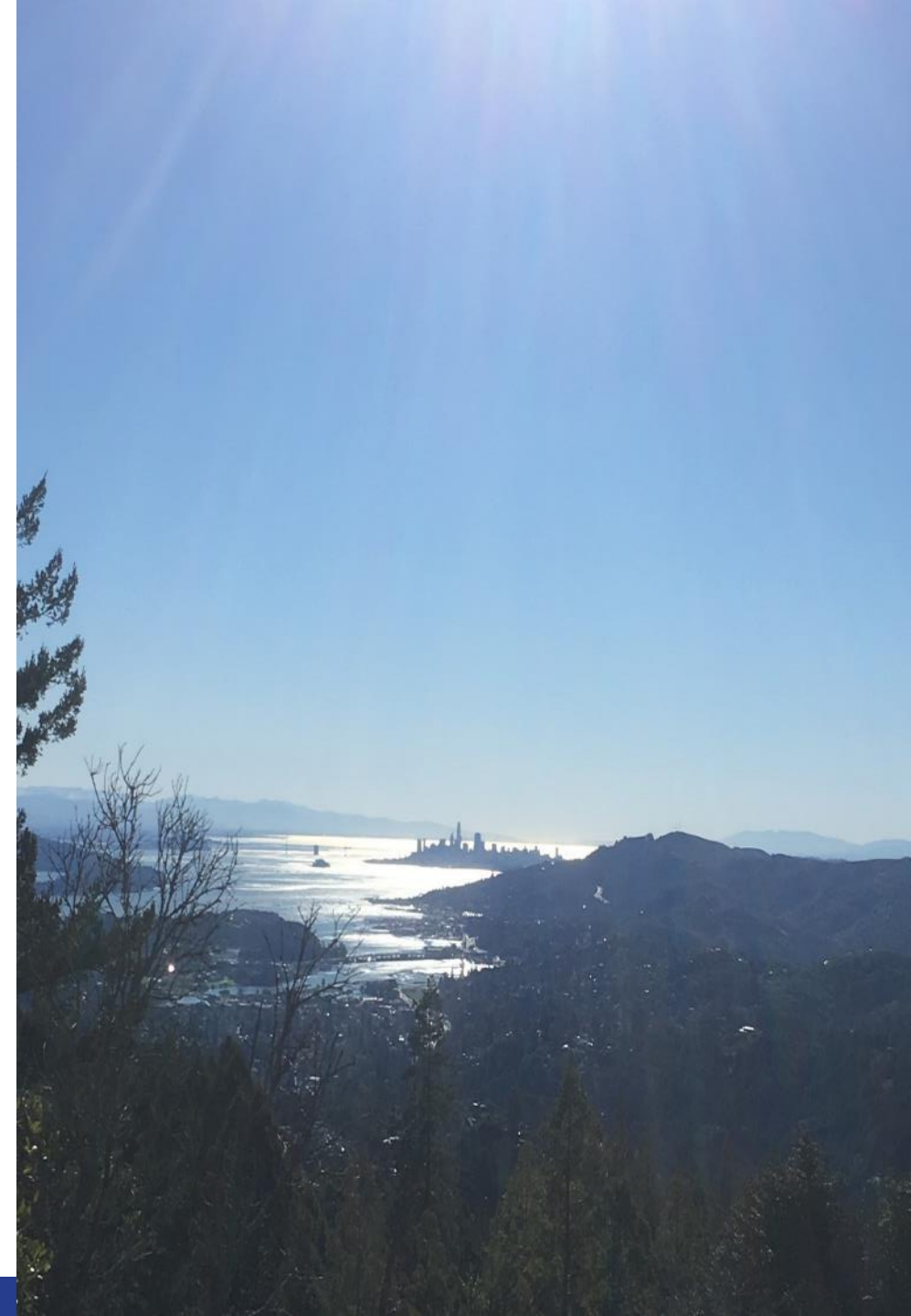
Use the [Marin BHRS EHR Support Request](#) /ticketing system to submit all new inquiries. The BHRS EHR support email should be used to respond to additional EHR requests to previously submitted tickets.

*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

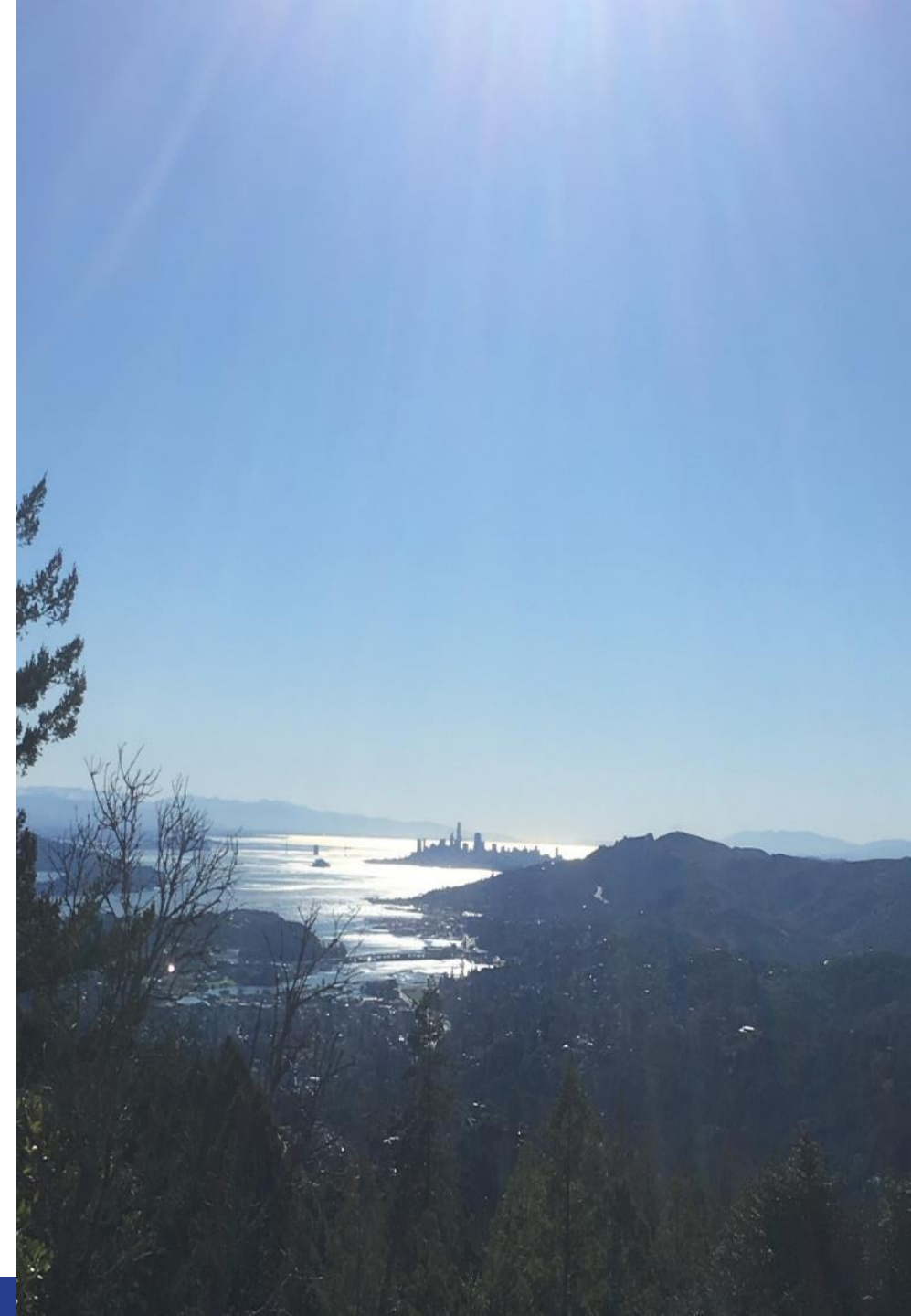
### Ongoing Clinical Support:

[BHRSQM@MarinCounty.org](mailto: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.



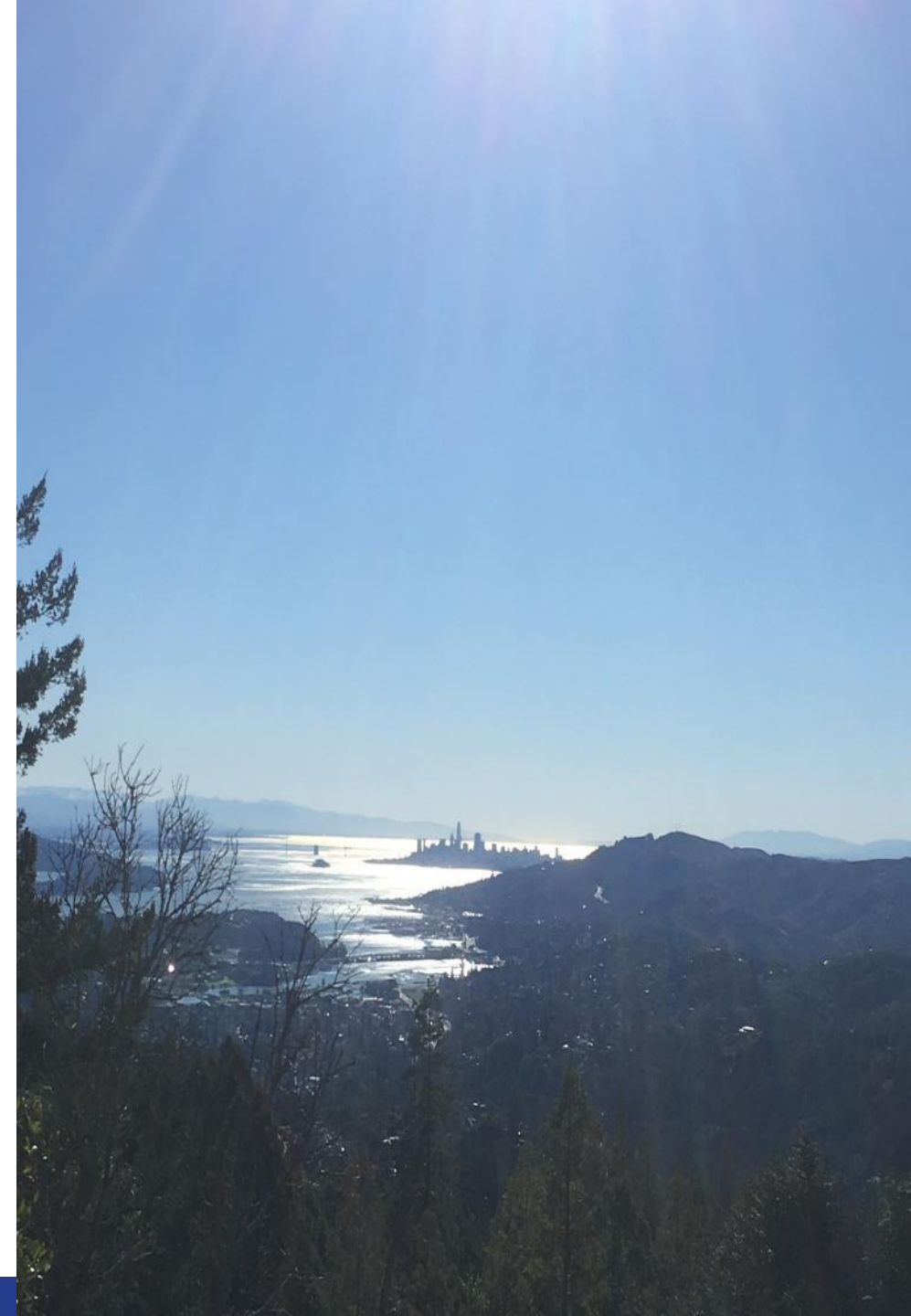
## SmartCare - Seeking Help

### 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 2<sup>nd</sup> 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.





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