



SUPPORT



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DMC-ODS Contractor Meeting

February 11, 2026



Agenda

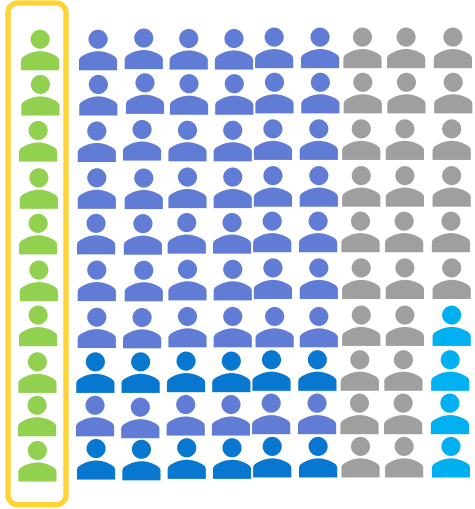
- Welcome and Introductions
- Discussion – Services in Spanish
- Provider Updates/Announcements
- County Updates/Announcements

Discussion: Services in Spanish



Data: Spanish Speakers - Access to Services

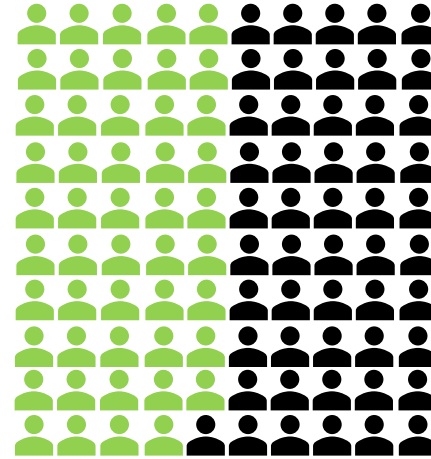
Clients Served - Substance Use Services



Primary Language:

- 10% Spanish
- 60% English
- 26% Not reported, 4% Other

Marin Medi-Cal population



Primary Language:

- 49% Spanish
- 51% Other languages

Spanish speakers make up nearly half of Marin's Medi-Cal population, yet represent only 10% of clients served in substance use services. This gap highlights an opportunity to strengthen culturally and linguistically responsive access across the provider network.

Data: Call to Action

- **Language access as a gateway to treatment engagement**
- **Preferred language needs to be coded in SmartCare**
- **Outreach and referral pathways for Spanish-speaking communities**
- **Program design informed by client language needs**

Client Experiences & Service Barriers

- **Mikey Lamorte, Recovery Coach**
- **Octavio Barajas, Recovery Coach**



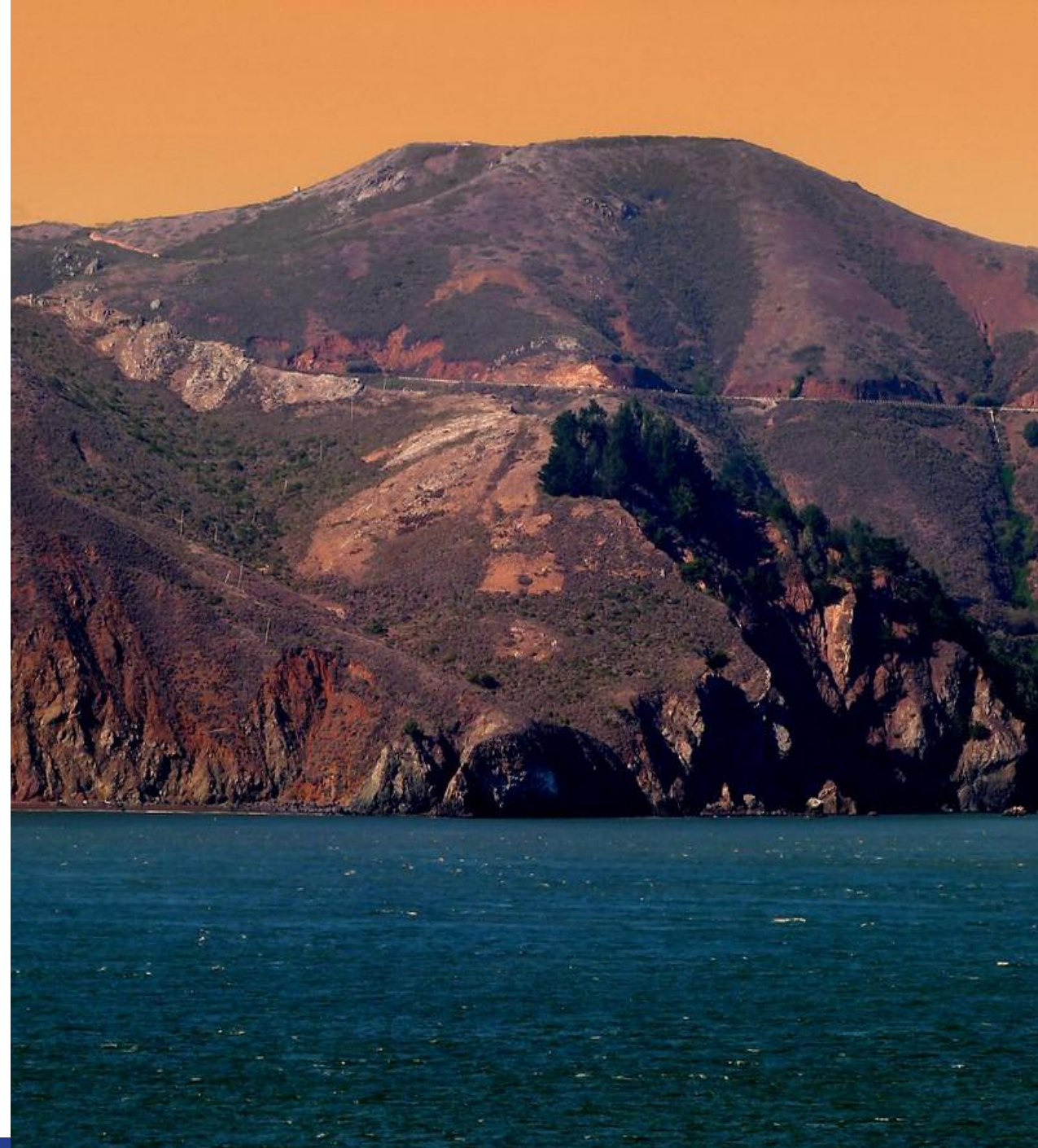
What Services Are Clients Currently Receiving In Spanish?

- **Monolingual Spanish Groups & Individual Therapy?**
- **Assessments?**
- **In Person Services?**
- **Care Coordination?**



Breakout #1

What do you as an individual see as the most significant barriers to serving Spanish speaking clients?





Breakout #2

What can you and/or your agency do to reduce these barriers?

“I would change the entire language of the program. I would have the entire program run in Spanish. That way we would all know what’s going on without issues.”

– Client

“My ideal [SUD program] would have a translator. If we were to arrive at a program with only English speakers, I wouldn’t know what was going on. It gets confusing.”

- Client

Provider Updates



Updates and Announcements

- **Staff Updates**
- **March Provider Meeting Cancellation**
- **Reminder: New Member Handbook:**
<https://www.marinbhhs.org/clients-caregivers/member-handbook>
- **County's Living Wage Ordinance (LWO):** Rate from \$18.70/hour to \$18.95/hour, effective January 1, 2026 (or \$17.45 if health benefits are provided)



Updates and Announcements

- **Seeds of Hope**
 - Please Share Flyer
 - Interested in Volunteering - Email: seedsofhope.marin@gmail.com



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Seeds Of Hope Lunch Celebration

Monday, March 2nd 11 AM - 1:30 PM

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

FUN STUFF

Haircuts, acupuncture, 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 available 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

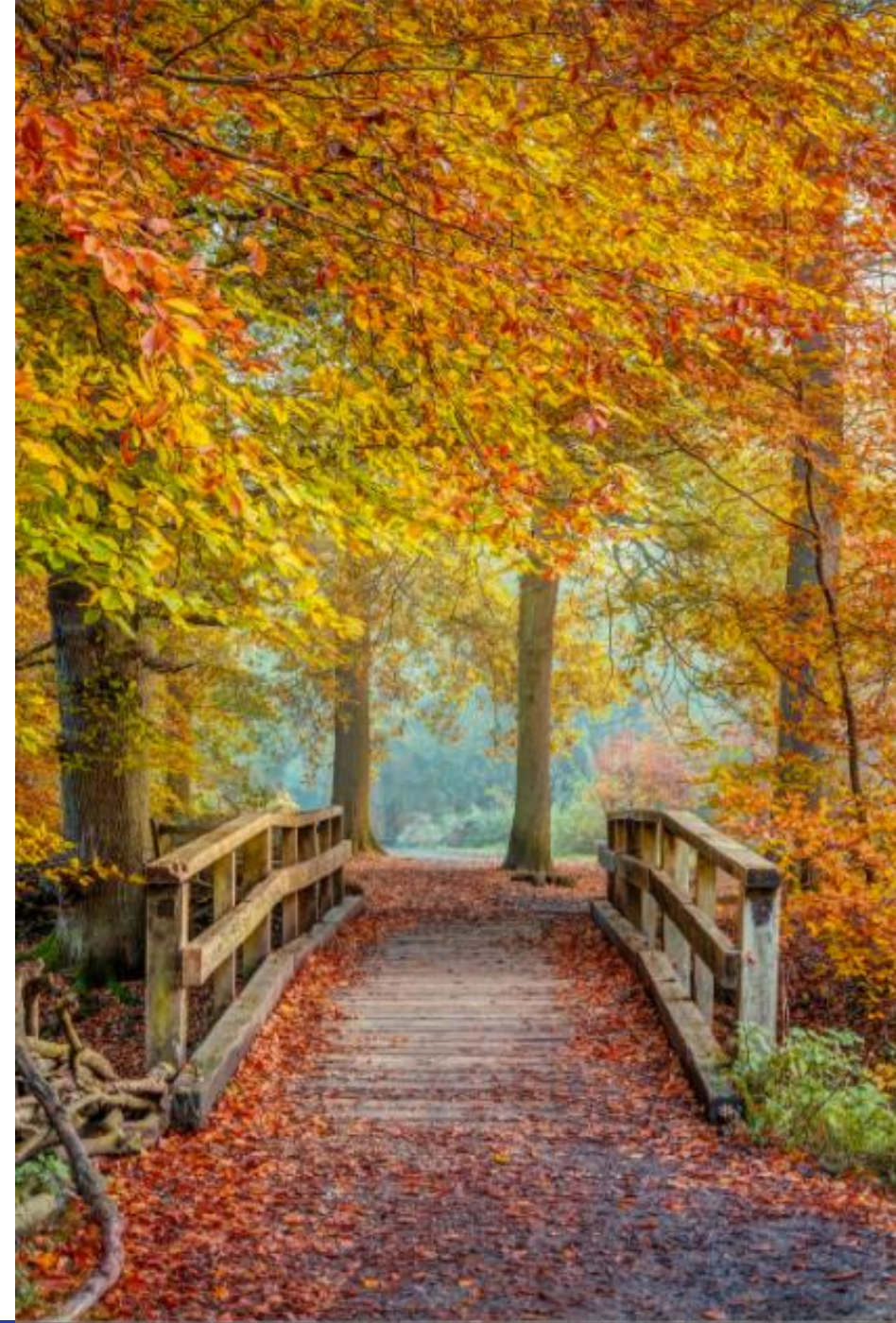
Marin Humane will NOT be attending

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



Updates and Announcements

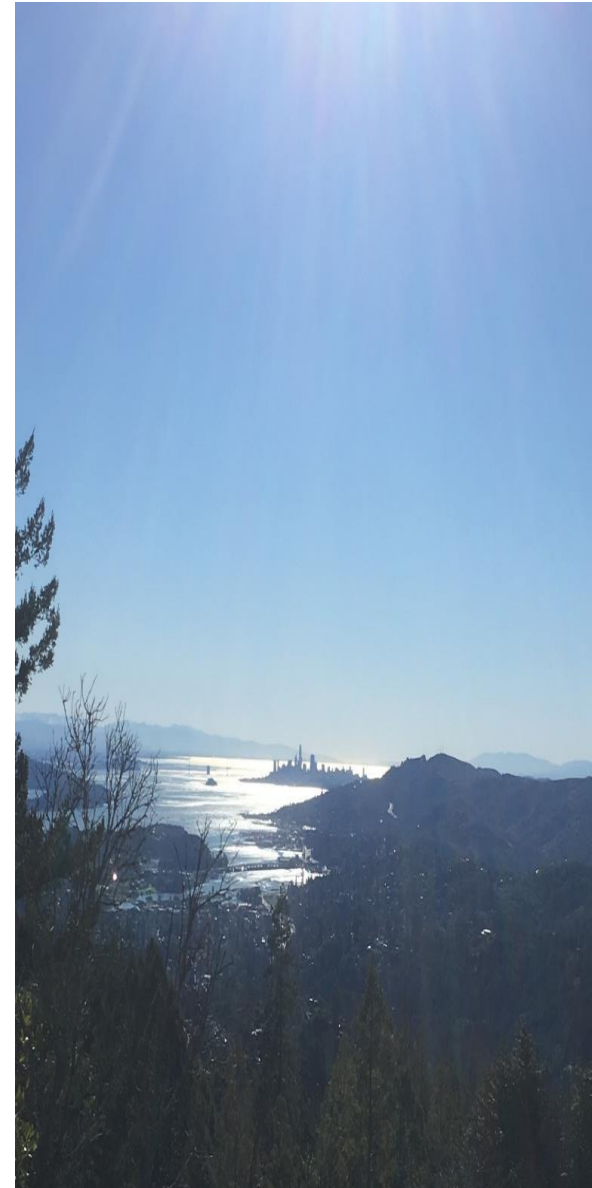
- **SB 43 Update**
- **Reminder: RFPs now posted here:**
Contracting Opportunities | Marin County
- **DHCS BH Information Notices**
 - BHIN 26-007: Reporting Requirements Related to Death of a Resident
 - BHIN 26-006: Admission Agreement and Return to Use Plans
- **AB 2473 (BHIN 25-029): SUD Counselor Core Competencies**
 - CADTP and CCAPP accepting free UCSD ASCEND 80-Hour Course



Strategic Plan Evaluation – Overarching Recommendations

(Excerpted)

- Improve **outreach and service options for Spanish-speaking** population
- Launch targeted **SUD awareness campaigns** in both English and Spanish
- Ensure the availability of **bilingual and culturally responsive services**
- Strengthen efforts to **gather input** from diverse community members
- Further explore the **disparity between the proportion of female clients** with a SUD diagnosis and the proportion receiving treatment
- **Deepen relationships and referral pathways** with locations where potential clients might reside (e.g., jails, homeless encampments)
- Continue to host more **open and welcoming events** like Seeds of Hope
- Formalize **alumni engagement programs** to create peer support systems
- Improve **communication and information flows** to ensure providers are aware of the latest learnings, processes updates, and recommendations
- Explore **creative ways of reaching clients**





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RESOURCE SLIDES

Please share with applicable staff

Navigating Medi-Cal Changes



Navigating Medi-Cal Changes:

Link: [BenefitsCal.com](https://www.BenefitsCal.com)

- New Medi-Cal changes require more frequent re-certifications
- Clients without mailing addresses face challenges receiving notices
- BenefitsCal.com offers a secure online option for updates and messages
- Providers can help clients stay informed and reduce stress



Reporting Reminders

Update: Client Missing Data Report

Reminder: SmartCare 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.marinbhhs.org/providers/substance-use-providers/electronic-health-record-resources>



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

- **Next Seeds of Hope event on March 2nd**
 - New email:
seedsofhope.marin@gmail.com
 - Call for volunteers
 - Please bring your clients!



Seeds Of Hope Lunch Celebration

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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 the SmartCare system. It is divided into two main areas: 'Client Plans' and 'Plan Time Spans'.
The 'Client Plans' section 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 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 'Medi-Cal DMC' and 'Medi-Cal MH' rows.
Below the 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' section shows a list of plans for the date '07/01/2023 - No End Date'. It includes a 'Change COB Order...' button and three rows: 'Medi-Cal DMC', 'SABG', and 'Marin County'. Each row has a 'Set End Date' button and a trash 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 SmartCare Electronic Health Record interface, specifically the 'Service Detail' tab. The interface is divided into several sections:

- Service Detail:** This section contains various input fields and checkboxes. It includes a 'Documentation Time' field with a 'Days' label, an 'Evidence Based Practices' dropdown menu, and a 'Transportation Service' dropdown menu currently set to 'No'. There are three checkboxes: 'Override Charge Amount', 'Override Errors', and 'Interpreter Services Needed'. To the right, there are two 'Overridden By' fields, each with a text input box.
- Warnings / Errors:** This section features a table with columns for 'Date', 'Error Type', 'Error Message', and 'Next Step'. The table is currently empty, displaying the message 'No data to display'.
- Custom Fields:** This section is titled 'Interpreter Service' and contains two rows of information. The first row has a label 'Interpreter has been scheduled' followed by radio buttons for 'Yes' and 'No', and a 'Language' dropdown menu. The second row has a label 'Interpreter Agency Scheduled' followed by 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)

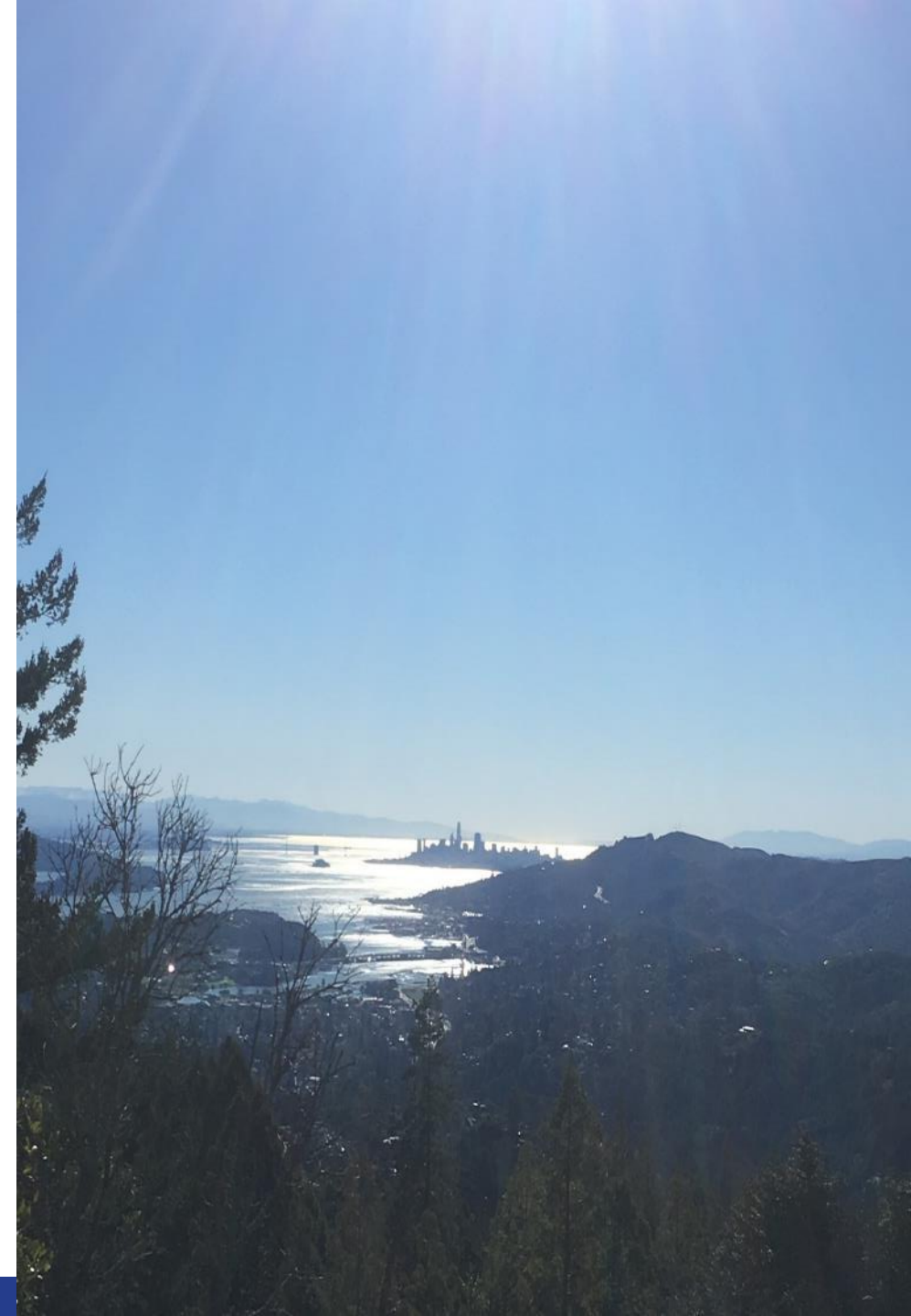
SmartCare - Seeking Help

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:

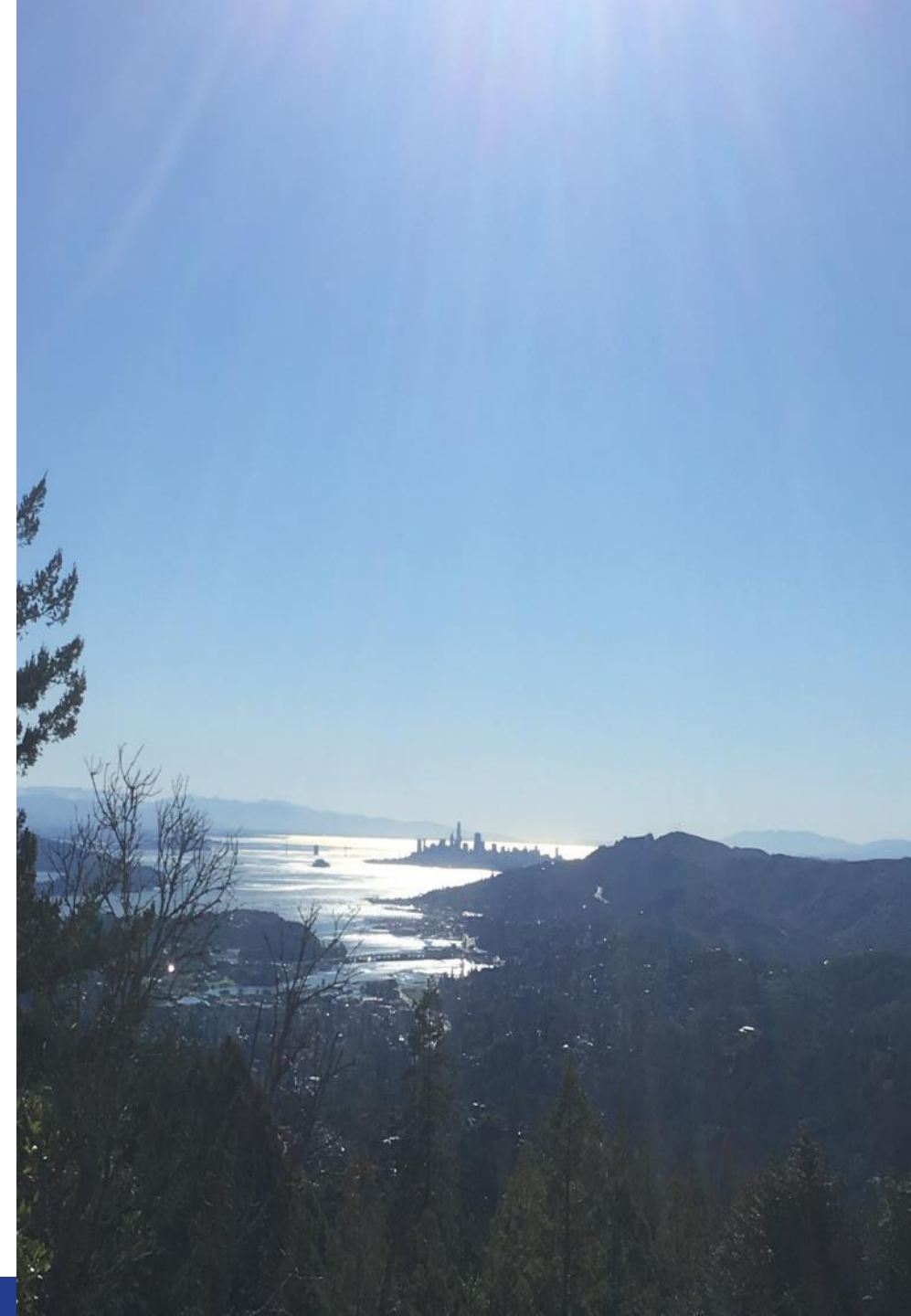
Use the [Marin BHRS EHR Support Request](#) /ticketing system to submit all new inquiries. The BHRS EHR support email should be used to respond to additional EHR requests to previously submitted tickets.

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

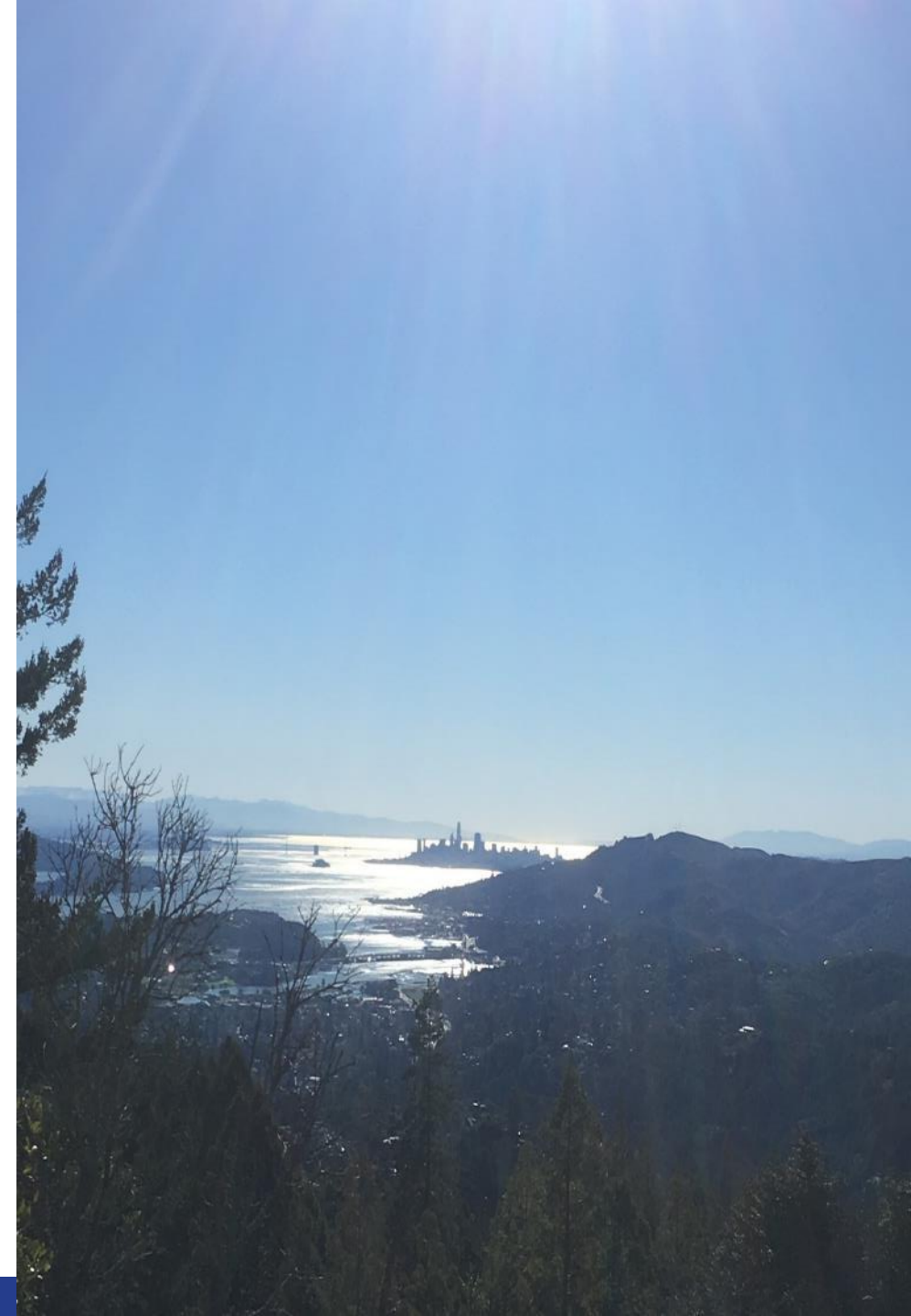
Ongoing Clinical Support:

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.





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