SMARTCARE EHR NEW USERS TRAINING - FRONT DESK

Description:

This is a basic SmartCare training for NEW USERS who are newly hired DBH or contracted direct service providers using SmartCare as their full EHR. This training will provide participants with the opportunity to apply CalMHSA's SmartCare training materials and review relevant SmartCare workflows as well as forms related to the life cycle of the person served.

Topics covered during this training will include:

- Navigating SmartCare
- Coverage Information set up
- Error Corrections
- Setting up Appointments
- TADT and Q&A
- Basic troubleshooting of common problems

Registration:

REGISTER NOW through Eventbrite using the link below:

https://SC-FD-111826.eventbrite.com

Pre-training requirement:

Visit the following site and complete Moodle Training Videos applicable to your role:
https://moodle.calmhsalearns.org/login/index.php

- Create a new account, if you do not have a CalMHSA account already. (Please use your work email address for your Username and contact email information)
- Enter Enrollment Code: **03127**

For support, email:

DBHStaffDevelopment@fresnocountyca.gov

County of Fresno DBH SmartCare's website link:

https://www.fresnocountyca.gov/Departments/Behavioral-Health/Providers/SmartCare

Please use the link provided in the RSVP section of this flyer to register for this training.

It is highly encouraged that you bring your laptop with a USB-C port; hands-on practice is part of the training curriculum.

You will be provided with a Wi-Fi password for the training.

SmartCare

Date:

Wednesday, November 18, 2026

Time:

1:15 - 4:30PM

Location:

Department of Behavioral Health
Palm Building, 3rd Floor Training Room
5260 N. Palm Avenue
Fresno, CA 93704

Target Audience:

This new user training is specifically designed for **Billers**, **Office Assistants**, **Admitting staff**, **Quality Assurance staff and all Mental Health** and **SUD Staff** who will be entering **person served in the system**, entering **coverage information for clients**, and **staff who complete data entry forms** like the TADT.

The County of Fresno Department of Behavioral Health