To:	**BHS County Operated and Contracted Service Providers**
From:	**Behavioral Health Services – SmartCare EHR Project Team**
Date:	**February 23, 2026**
Title	**Prescriber Notification: New Process for "Home Medications Prescribed Elsewhere" Entry and Reconciliation Requirements**

SD Home Medications Role/Permission

Effective **March 2, 2026**, a new role in SmartCare has been designed to allow for the addition of home medications to a client's chart by non-prescribers through SmartCare RX. This role is limited to LPHA (licensed/waivered/registered clinicians) and LVNs.

Providers who are given this new permission will enter client's home medications via SmartCare Rx, they will **not** have access to CalMHSA RX.

Medications entered into SmartCare RX will appear on the CalMHSA Client Medication Reconciliation page, Medications Widget and in the Psych/Med Note but will **not** flow into CalMHSA RX.

CalMHSA RX access will remain limited only to prescribers and the following LPHA-level staff: NPs, PAs, and RNs. Medications entered into CalMHSA RX will appear on the CalMHSA Client Medication Reconciliation page and in the Psych/Med Note but will **not** flow into SmartCare RX.

Important Note: Prescribers will need to regularly reconcile these lists to avoid duplication of reported medications.

Prescribers should follow the Prescriber Workflow that is provided in the **SmartCare Home Medication Entry/Reconciliation Workflow** to reconcile medications between CalMHSA RX and SmartCare RX to ensure all medications reported by the client are entered into CalMHSA RX and then discontinued in SmartCare RX.

If home medications are added in both CalMHSA RX *(recommended that all medications/prescriptions are added in through this platform by the prescriber)* and SmartCare RX *(only for limited use by non-prescribers assigned this new role)*, they will appear as duplicates in the psych medical note, widgets, screens and various reports.

Open CalMHSA RX and reconcile medications with what may have been entered into SmartCare RX.

    a. If medications are the same and each only appears once on the CalMHSA Client Medication Reconciliation List Page, then no further action is required. Medication Reconciliation is considered complete.

For More Information: • QIMatters.HHSA@sdcounty.ca.gov • BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov

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b. If any medications appear twice on the CalMHSA Client Medication Reconciliation List Page, navigate to Medication Management (Rx) (Client) to discontinue medications entered in SmartCare RX while keeping the CalMHSA RX window open.

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c. If there is a medication in SmartCare RX which is not in CalMHSA RX, enter it into CalMHSA RX either as a client reported medication or as a new prescription if you will be managing this medication. After entering in CalMHSA RX, discontinue it in SmartCare RX to prevent duplication.

Additional Resources

The SmartCare Home Medication Entry/Reconciliation Workflow Guide has been developed and will be available on the Optum Website by 2/27/2026 →SMH & DMC-ODS Health Plans Page → SmartCare Tab → WorkFlows & Documentation dropdown. The CalMHSA website provides additional video tutorials:

1. Navigate to CalMHSA Client Medication Reconciliation List Page: How to Complete a Medication Reconciliation
2. Navigating to SmartCare RX Medication Entry Screen and Looking up Client: First Way: Rx Screen to Patient Search
3. Deleting Home Medications in SmartCare RX: How to Discontinue a Medication

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