

To:	BHS Contracted and County-Operated Providers
From:	Behavioral Health Services
Date:	December 23, 2025
Title	Important Information: Client Data in Legacy CCBH System

The Behavioral Health Services (BHS) Electronic Health Record (EHR) Support Team is diligently working to ensure the EHR solutions used by our Behavioral Health Programs are updated and optimized.

As communicated in previous forums, we wanted to share some important information and key dates.

- The legacy solution, Cerner Community Behavioral Health (CCBH) will be retired after January 1, 2026. Access will no longer be available to this system.
- Several programs have saved documents within the CCBH solution. **Please ensure that you have an alternate version of these documents available.** If needed, reach out to the support mailbox at BHS_EHRSupport.HHSA@sdcounty.ca.gov by **January 1, 2026**.
- All client demographic information from the legacy systems (CCBH & SanWITS) has been made available in the current SmartCare solution.
- Most clinical documentation starting from 2022 is available in the SmartCare solution. This includes Continuity of Care documents, Medications, Diagnosis, recent Progress Notes and Assessments.
- Future projects will include additional sources and solutions for potential access to clients' Continuity of Care Documents (CCD) and shared data within the Health Information Exchange (HIE).
- **A new process for requesting client charts and ROI's will be available through the Optum Help Desk at 800-834-3792.** Look for additional information, including the request form to be shared soon.

Additional information will be shared in future forums and communications.

Thank you,

BHS EHR Support Team

For More Information:

- Contact your Contracting Officer's Representative (COR) or
- BHS_EHRSupport.HHSA@sdcounty.ca.gov