County of San Diego

Behavioral Health Services (BHS) – Internal Memo

To:	BHS Contracted Service Providers
From:	Behavioral Health Services
Date:	May 4, 2026
Title	Systemwide Rollout of Eleos, AI Ambient Listening, and Documentation Platform

The County of San Diego Behavioral Health Services (BHS) is pleased to announce plans for an upcoming systemwide rollout of **Eleos**, an AI-supported ambient listening platform designed to enhance efficiency, improve documentation quality, improve member experience, and support provider well-being. While BHS awaits DHCS approval and next steps, we are moving forward with the development of operational items to ensure a timely roll out.

This implementation aligns with our ongoing commitment to reduce administrative burden, strengthen compliance, and create additional capacity for clinicians to spend more time delivering direct services.

Overview of Eleos Platform

Eleos integrates directly with the SmartCare EHR and provides AI-generated summary of sessions and real-time compliance support. Reported benefits from organizations currently using Eleos include:

- Time savings for clinical documentation
- Higher client engagement and fewer no-shows
- Increased capacity for direct services
- Improved documentation quality and accuracy
- Improved clinician experience and reduced burnout
- Opportunities for increased Medi-Cal revenue through more complete and timely documentation

Key Features

In addition to extracting risk factors, goals and interventions from the session and incorporating them into a summary for review, Eleos also includes **Live Quality Assist**, a real-time quality and compliance tool that provides immediate feedback for clinical documentation. Providers can use Live Quality Assist to ensure notes meet quality, completeness, and audit standards. Feedback is provided on:

- Client Response
- Completeness of documentation
- Alignment with the client's care plan
- Intervention used
- Client progress

Each user will have access to this tool, and the BHS Quality Assurance team will also leverage this functionality to support systemwide consistency in documentation practices.

Prepared by: BHS, HPO - EHR Project Team

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Fiscal Considerations

Eleos is priced on a per-user, per-month model. BHS has identified funding for the first year of implementation and the efficiencies gained through improved documentation and increased Medi-Cal claims are expected to offset the cost of the platform over time. To determine fiscal sustainability, BHS will evaluate systemwide efficiencies, provider experience, and revenue trends to inform if any future cost-allocation adjustments will need to be considered. If that occurs, advance communication and collaborative discussions with contractors will occur to identify a plan for any changes.

AI Policy Requirement

Contracted providers will need to develop an internal AI policy that aligns with San Diego County Board Policy A-140 governing the ethical and compliant use of artificial intelligence. The AI Policy should outline how the organization will ensure appropriate human oversight, protect client privacy, and maintain adherence to County standards when using AI tools such as Eleos.

Implementation Support

BHS is committed to supporting providers throughout this implementation. Support will include training, technical assistance, resource materials, and ongoing evaluation.

Additional details regarding rollout timelines and training will be provided in the coming weeks.

We appreciate your continued partnership and dedication to serving our community.

Informational Resources:

- **CalMHSA Demo**
- **CalMHSA SmartScribe**
- **CalMHSA SMARTComply at a glance**

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