

To:	All Applicable BH-CONNECT Service Providers
From:	Behavioral Health Services
Date:	September 28, 2026
Title	BH-CONNECT Bundled Rate Structure Implementation (ACT, FACT, MST CSC, IPS)

This notice provides guidance for the new invoicing process under the BH-CONNECT bundled rate structure. Due to differences in how BH-CONNECT bundled services are recorded and reported in SmartCare, the existing Service Time Generator does not capture all information needed for bundled-rate invoicing. BHS has therefore developed a Service Time Generator specifically for applicable BH-CONNECT bundled services.

- A new Service Time Generator-Program Invoicing with Bundled Services (ACT, FACT, MST, CSC, IPS) will be posted in BHS Technical Resource Library (TRL). Begin using this generator for BH-CONNECT Programs only starting with July 2026 services. If invoices are already submitted and processed by COR Team, utilize the new generator in the next invoice to reconcile YTD claims.
- If billable services entered with Mode of Delivery set to as BHC Monthly Bundle do not meet the minimum required encounters, or exceed the maximum encounters, update the Mode of Delivery in SmartCare and rerun the Program Invoicing Report before entering into the new Service Time Generator.
- The Bundle Summary tab in the new generator will provide the list of Client ID numbers who did not meet or exceeded the encounters requirements. This will help identify which SmartCare entries need corrections. Accurate and timely updates on your Mode of Delivery will ensure proper and timely payment processing.
- Table below provides the time based or number of encounters to qualify for bundling.

Program	Service Type	Qualifying Service Requirements
ACT, FACT, MST	Bundled – Partial Month	4 - 5 qualifying encounters; at least 3 must be face-to-face (FTF)
	Bundled – Full Month	6 or more qualifying encounters; at least 4 must be FTF
ACT, FACT	Unbundled Services	For eligible ACT/FACT services exceeding 12 encounters, change the Mode of Delivery to allow the additional services to be paid as unbundled services.
CSC-FEP / IPS	Bundled – Partial Month	2 – 3 qualifying encounters, including at least 1 FTF
	Bundled – Full Month	4 or more qualifying encounters, including at least 3 FTF

Note: Each qualifying encounter must be at least 15 minutes. Up to two encounters per day may count when one is FTF and one is collateral; collateral encounters do not satisfy the FTF requirement. Refer to the DHCS BH-CONNECT EBP Policy Guide and applicable billing guidance for additional bundled and unbundled claiming requirements.

Thank you for your patience as we transition to this new process and address changes impacting invoicing. If you have any questions, please contact your COR or assigned Fiscal Analyst.

For More Information:

- Contact your Contracting Officer's Representative (COR)