To:	**BHS Contracted Service Providers**
From:	**Behavioral Health Services**
Date:	**November 9, 2026**
Title	**Systemwide Rollout of Eleos SMARTscribe and User Access Request Instructions**

The County of San Diego Behavioral Health Services (BHS) has launched the rollout of the Eleos SMARTscribe ambient documentation tool. This communication outlines the steps for requesting access for SMARTscribe moving forward.

Step One: Access Request Form
Complete the appropriate Access Request Form (ARF) to request Eleos SMARTscribe access:

- Treatment Provider Access Request Form (ARF)
- Group Access Request Form (ARF)

SMARTscribe Ambient AI is intended for use by direct-service providers who document within the SmartCare electronic health record.

Please note: Organizations must have agency-wide AI Policies and Procedures (P&Ps) consistent with the minimum requirements outlined in the BHS Organizational Provider Operations Handbook (OPOH) and the Substance Use Disorder Provider Operations Handbook (SUDPOH) prior to SMARTscribe access approval. If your organization has not submitted an AI attestation, please have authorized program/agency lead complete the Organizational AI P&P Confirmation Form here: Organizational AI Policy Confirmation

Step Two: Accessing Eleos SMARTscribe and Installing Required Tools
Providers will receive login instructions for their Eleos SMARTscribe account. This will include a unique 16-digit password (containing upper- and lower-case letters, numbers, and symbols).
Users must install the Eleos browser extension to their computers:

- Downloading Eleos Extension in Edge
- Downloading Eleos Extension in Chrome
- Link to iOS App or Link to Google Play App

Programs should consult with their IT department regarding any firewalls or permissions needed in order to download and install the Eleos extension.

Step Three: Training via Eleos Academy

- Platform: Eleos Academy
- Access: Academy Login
  - An Eleos account login is required
- Training resources include:
  - Recorded virtual webinar
  - SMARTscribe and Text/Voice Summary demonstration
  - Resources for providers including:
    - How to explain SMARTscribe and AI consent
    - Practical tips and proven strategies for effective use of SMARTscribe
- Review SMARTscribe AI BHS Consent Requirements guidelines

For More Information:

- Please email BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov

To:	**BHS Contracted Service Providers**
From:	**Behavioral Health Services**
Date:	**November 9, 2026**
Title	**Systemwide Rollout of Eleos SMARTscribe and User Access Request Instructions**

- Optum Website → SMH & DMC-ODS Health Plans page → SmartCare tab → SMARTscribe

UPCOMING DEPLOYMENT

In addition to SMARTscribe, BHS will also be rolling out Eleos SMARTComply. This is a tool for program-level QI staff, managers and clinical supervisor staff to provide oversight through a dashboard view of trends, risks, and compliance issues across documentation to guide quality improvement activities. Planning efforts are underway, and an implementation date with additional information and detail is forthcoming.

For More Information:

- Please email BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov