AGENDA

Electronic Health Record (EHR) SUPT User Forum

Date: May 24, 2023
Time: 1:30-3:30 PM
Location: Virtual using Zoom

Facilitator: Melony Ibarra

Scribe: Sambo Chhoeung

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length

Welcome/Introductions
• Zoom meeting overview
• Support/Training Registration and Biling Mailbox Name Change
• Changes to the Mailbox names will be effective May 1st, 2023.
 	
   o **Support**: Avatar@saccounty.gov will be changed to: BHS-EHRSupport@saccounty.gov
   o **Training Registration**: AvatarTraining Registration@saccounty.gov will be changed to: BHS-EHRTrainingReg@saccounty.gov
   o **Billing**: Avatar-Fiscal@saccounty.gov will be changed to BHS-EHRBilling@saccounty.gov
	Melony	1:30 PM	5 min

Avatar Claiming/Fiscal Update • Claiming Status – We are currently claiming for April 2023. • Claims Correction Spreadsheet (CCS) - CCS are currently being completed in timely manner • Pre-Billing Reports - Reminder for the Address error, please enter HOMELESS in the first address line and enter valid zip code. You can use the zip code of your agency. You can update this using the Update Client Data form in Avatar. • Guarantor Practice Management one-on-one virtual sessions by appointment - Offered the 1st Wednesday of the month by appointment or as needed.	Silvia	1:35 PM	10 min

ECM Claiming • Claiming Updates – We have submitted claims through March 2023 for Healthnet and are awaiting adjudication • Managed Care Plan guarantor policy number should be the CIN • Diagnosis Issues - Please make sure to use a valid diagnosis such as one of the Z codes listed in the ICD-10 list. • Reminder to run your ECM Pre Billing Reports Frequently	Mike	1:45 PM	15 min
Program Update • Cal-OMS errors – Please continue to get your discharges and annual updates done timely. • Working on Invoice Development and Reporting Options – We are working on putting together the billing invoice templates for providers that will coincide with the contract executions for next year.	Ed	2:00 PM	10 min

CalAIM
- ECM
   o We will not be having any training in June. We are currently working on revamping the training to make it more applicable to Smart Care.
   o Be on the lookout for new training materials and an FAQ.
   o SUPT ECM Provider Meeting: June 21, 2023 at 9:00am https://www.zoomgov.com/j/1611849695?pwd=U3NLb1k2YjFtRzlPNjh6SnczU1hoUT09
• Open Question Forum ECM Questions: Email BHS-ECM@saccounty.gov
• CalAIM Questions: Email AndersenD@saccounty.gov and/or MooreDa@saccounty.gov
	Dana	2:10 PM	10 min

Training Updates • Training schedule posted through July - New EHR webpage: https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/Avatar.aspx • Avatar Tip Sheets – We created bundles for the Tip Sheets for the full day trainings such as CWS and Practice Management. The link to these resources will be sent along with the Avatar Training Materials. • SmartCare Training Plan June & July – We will be offering SmartCare Q&A sessions throughout June. We will be continuing the Q&A sessions every Thursday throughout July. ECM training was put on hold in June for Avatar but we plan to restart the training for SmartCare. • Course Offering Document – CalMSHA posted a list of the courses they are offering via training videos. This document will be posted to our SmartCare training resources page once it's updated by CalMHSA.	Kat	2:20 PM	10 min

• CalMHSA LMS – The link to CalMHSA Training Tools have been posted to our webpage. CalMHSA has let us know they are currently making updates to their SmartCare training videos, so we will be waiting to share the link to the actual CalMHSA LMS (learning management system) training portal until early June instead of this week like we had previously hoped to do. This portal is where staff will go to take the actual SmartCare training. The videos are interactive and will have a quiz at the end. To complete the training, users will need to pass the quiz with an 80% or higher. We will be directing users on which trainings are appropriate for them to view based on their role in SmartCare. We are still determining if we will need to supplement these videos with any additional live training before and/or after the GoLive. • Upcoming User Forums - The next SUPT User forum is 2pm on Wednesday, June 21st			
New EHR-SmartCare • GoLive is July 1st – All services provided on or after July 1st will need to be entered into SmartCare. All services provided on or before June 30th should be entered into Avatar. • Dead Period – There will be a blackout period that will start June 26th at 5pm and end on June 30th. Any new clients and non-clinical documentation, such as demographic information, being done in Avatar during that time period will also need to be created in SmartCare on or after the July 1st GoLive date.	Kristi	2:30 PM	5 min
SmartCare Demo	Amanda	2:35 PM	15 min
Open Forum • For any clients that admit 6/26 onward, will they need to be entered into SmartCare? If it is a new client, then they will also need to be entered into SmartCare on July 1st. • If we're unable to enter new admissions for 6/27 onward into Avatar, for their services received for the rest of the month in June, how will we bill those in Avatar? – It will still be entered into Avatar but all new admissions created after 5PM on 6/26 will also need to be created in SmartCare. • Will we get specific training designed for residential or outpatient programs? – There are specific videos that we will be releasing in early June for direct care staff.	All	2:50 PM	