

Agenda



Electronic Health Record (EHR) MH User Forum

Date: May 25, 2023

Time: 1:00 to 3:00

Location: Virtual using Zoom

Facilitator: Melony Ibarra

Scribe: Sambo Chhoeung

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions <ul style="list-style-type: none">Zoom meeting overviewSupport/Training Registration and Billing Mailbox Name Change<ul style="list-style-type: none">Support: Avatar@saccounty.gov will be changed to: BHS-EHRSupport@saccounty.govTraining Registration: AvatarTrainingRegistration@saccounty.gov will be changed to: BHS-EHRTrainingReq@saccounty.govBilling: Avatar-Fiscal@saccounty.gov will be changed to BHS-EHRBilling@saccounty.gov	Melony	1:00PM	5 min
Avatar Claiming/Fiscal Update <ul style="list-style-type: none">Claiming Status Update – We are currently claiming March 2023 services.Claims Correction Spreadsheet (CCS) – CCS are currently being completed within 4-6 weeks from the date submitted.Medicare update – We have completed claiming for April 2023 services.Rate updates – Rates are current. If your reports are showing zero dollars, please reach out to your contract monitor.Denial Reports – Please run your Phase II reports client and program, Manual Posting by Program report and the Client Ledger Sac to work denials.Pre Billing Maintenance – Reminder to run this report as well.	Lana	1:05 PM	10 min

<p>ECM Claiming</p> <ul style="list-style-type: none"> • Claiming Updates – We submitted claims through March 2023 for Healthnet and Anthem 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	1:15 PM	5 min
<p>Avatar Maintenance and Support Update</p> <ul style="list-style-type: none"> • Release items 	Justin	1:20 PM	5 min
<p>CalAIM</p> <ul style="list-style-type: none"> • ECM <ul style="list-style-type: none"> ○ Continue to advocate to the managed care plan to reduce auditing requirements and standardize authorization expectations ○ Programs that are live have reported that clients have responded well to the ECM benefit ○ Be on the lookout for a FAQ document ○ ECM Providers: Please join the next MHP ECM Provider Forum on June 1st at 9am: https://www.zoomgov.com/j/1603633531?pwd=bGpkbDFnQnpIcUxibmZJdTlzTWN0dz09 • ECM Questions: Email BHS-ECM@saccounty.gov • CalAIM Questions: Email AndersenD@saccounty.gov and/or MooreDa@saccounty.gov 		1:35 PM	10 min
<p>Training Updates</p> <ul style="list-style-type: none"> • 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 – CalMHSA 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. • CalMHSA LMS – The link to CalMHSA Training Tools 	Kat	1:45 PM	10 min

<p>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.</p> <ul style="list-style-type: none"> Upcoming User Forums – The next MH User Forum will be on Thursday June 22nd at 1PM. 			
<p>New EHR-SmartCare</p> <ul style="list-style-type: none"> 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 client and non-clinical documentation, such as demographic information, being done on Avatar will also need to be created in SmartCare on or after the July 1st GoLive date. 	Kristi	1:55 PM	5 min
<p>SmartCare Demo</p>	Amanda	2:00 PM	15 min
<p>Open Forum</p> <ul style="list-style-type: none"> Will reports have the same names like in Avatar and provide the same information? – No, they will have different names. The information, while similar, will not be the same. Is the enrolled date the same as the start date in Avatar? - Yes. Will we be able see notes across programs? – yes, but this only applies to Mental Health. Is Contacts in SmartCare the same as Resources in Avatar? – Yes. Will SmartCare automatically add Modifiers? – Yes, SmartCare will automatically add Modifiers. When searching clients, will MH clients across the State populate instead of only seeing Sacramento clients only? – We have our own instance for Sacramento County. There is also an instance for all Counties, but it will only be accessible to CalMHSA. Since it sounds like the reports won't be named the 	All	2:15 PM	

same, will a conversion list be provided to show the Avatar report name and what the new report name will be in SmartCare? – It won't be the same since they are different systems. There will be a list of SmartCare reports but it will not be equivalent to the Avatar report.

- Will entering the guarantors still have effective (or active) dates and end dates? Or will that look different as well? – We will be covering this a bit later in Training Documentation, videos, or live training. The coverage will be at the client level, not at the program level.
- If there are no reports currently for SmartCare how will data be shared in bulk to monitor data entered for clients/clincians? for example; "Active client final assessments" "progress notes remaining in draft". – There are list pages and built in reports in SmartCare. However, Sacramento specific reports will likely come after Go-Live.
- How will service requests function in SmartCare? Will it take some time to receive new referrals and generate SRs to refer out? – It's immediate. As soon as the inquiry is completed, you will be able to see it via a list page. More information will be coming out regarding this process.
- Will referrals still come from Access? – Yes.
- Will Access be entering the insurance info? – Yes, Access will still be entering the insurance information.
- Will service codes change as well? for example will case management services still be listed under 94510 when entering it in SmartCare? – Yes, in SmartCare there is no more code. It will just be the wording. In this example, it would be Targeted Case Management.
- Will the PSC form be ready to enter PSC data? should there be a pause in entering PSC in Avatar like the pause with admissions? – There is a PSC 35 screen in SmartCare and providers should enter this directly into SmartCare.
- If we are opening our own clients, would we then be the ones to place the guarantors? – Yes.
- Will there be a report that shows which reports are available? – No, but you can type in reports in the search box, it will bring up a list of all reports available.
- Who will hold the primary responsibility for adding/ deleting/ editing financial eligibility? And will we still, at the program level, be responsible for running eligibility monthly? – Yes. If the financial information

<p>is already entered for your client, then the responsibility of the program would be just verifying that it is accurate.</p> <ul style="list-style-type: none"> • If we enter the guarantors, will there be any backcheck? In case the client's medical coverage changes or needs to be corrected if entered wrong? – Yes, there is the ability to do a 270/271 in SmartCare. This is a real time eligibility check. • Is there a plan to migrate historical vitals entries from Avatar to Smartcare? I didn't see them mentioned in the information notice. - This is not something that we will be bringing over. • Since if there is not a time frame for reports, what is the best way we can check monthly eligibility? for example, we use the Avatar's detailed outpatient census. does SmartCare have a comparable report initially during launch? – There will be a list page that you will have access to that will give you a list of all clients in your program. • We enter ROIs in County's system, and then enter and scan them into Telecare's internal EHR. Are we saying that all current ROIs must be re-entered into Smart Care, or will they transfer over? – If you are a provider with your own EHR, you will still have access to those ROIs in that EHR. • Will current Avatar users be able to log into the new system as of 7/01 with same system code, username, password? – There is no system code. The username will remain the same but the first time you log in, it will send you a temporary password to the email we have on file, which it will then allow you to set up your unique password. • Will we manually have to enter new clients into smart care if it's from June 26 after 5PM to July 1st? – Yes. 			
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