

Agenda



Electronic Health Record (EHR) MH User Forum

Date: May 23, 2024

Time: 1:00 to 2:30 PM

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 overviewAgencies attended:<ul style="list-style-type: none">El HogarHope CoopCapital StarUCD CAAREAPCCSCHAPSSRiver OakCAPSLa FamiliaTPCPSSYAFPacific ClinicsTelecareMHTCDignityIPTQualified IndividualBACSParadise OaksCSTSupport/Training Registration and Billing Mailbox	Melony	1:00 PM	5 min

<ul style="list-style-type: none"> ○ Support: BHS-EHRSupport@saccounty.gov ○ Training RegistrationBHS-EHRTrainingReg@saccounty.gov ○ Billing BHS-EHRBilling@saccounty.gov 			
<p>Medi-Cal/Medicare Claiming/Fiscal Update</p> <ul style="list-style-type: none"> • Avatar Claiming Status Update – Claiming up to June 2023 Services • Avatar Claims Correction Spreadsheet (CCS) - CCS are currently being completed timely. Reminder to use the CCS reference sheet on our website under the Claiming section of the Avatar link for services provided before 6/30/23 if you have not been doing so. • Avatar Pre-Billing Maintenance - Reminder to run the Pre-Billing Maintenance Report, Phase II Report, Client and Program, Manual Posting by Program Report, and the Client Ledger Sac to work your denials. • Reminder to enter a valid zip code. If you do have a client that is homeless, please put Homeless in the address line 1. • SmartCare MediCal update – We have claimed services through March 2024 • SmartCare Medicare update – We have claimed services through February 2024 • SmartCare Claims Correction Spreadsheet (CCS) – Please do not use Avatar Payor numbers for SmartCare CCS and only use SmartCare names when submitting the CCS. • SmartCare Coverage Screen – When adding a coverage for Payor, the only field that you should be entering the policy number is in the Insured ID field. Please do not enter it in the Medicare Beneficiary ID field or anything in the Group Number. • SmartCare Reminders – In SmartCare, when end-dating OHC payors, please end date the last date of the month that the client had coverage. This applies to Medicare as well. 	Lana	1:05 PM	10 min
<p>CalAIM Medi-Cal Claiming Updates</p> <ul style="list-style-type: none"> • Lock Outs – These are not just limited to clients at a correctional facility but are also based on procedure codes. Please refer to the Billing Manual. • Explain Modifiers with CalAIM Payment Reform <ul style="list-style-type: none"> ○ You can submit a CCS if you deem that one of the modifiers that had been locked out is applicable to your client. 	Richard	1:15 PM	5 min
<p>ECM Claiming</p> <ul style="list-style-type: none"> • SmartCare Claiming Updates – We submitted claims through February 2024 for Healthnet, Anthem and Aetna and are awaiting adjudication. • (SAC) Reports in SmartCare <ul style="list-style-type: none"> ○ ECM and Outreach Counts – This report will show 	Mike	1:20 PM	10 min

<p>you how many times your program has performed or attempted an ECM outreach service to a client.</p> <ul style="list-style-type: none"> ○ Program Coverage Report (SAC) – This report shows the date that the client was enrolled and the coverage the client has or had during that date range. ○ Service Diagnosis Error (SAC) – This report will show you errors that are related to the diagnosis, discrepancies with the diagnosis dates, or if the client is missing a diagnosis. ● Entering Managed Care Guarantors in SmartCare – Some providers have been entering the MediCal guarantor instead of the Managed Care guarantors. When entering new ECM services, please remember that all Managed Care plans will start with “Managed Care”. ● Run your ECM Pre Billing Reports in Avatar for PY Services 			
<p>Homeless Indicator in Special Population</p> <ul style="list-style-type: none"> ● Reminder to make sure that all clients have their housing information completed in the Special Population screen. When you enter the homeless indicator, please put the date that you learned of that status. <p>TADT</p> <ul style="list-style-type: none"> ● Please make sure that you are completing the TADT in the system. We are still only completing about 20% of admissions coming in. This is a State reporting requirement so if it is not being done, then there will be a corrective action plan. <ul style="list-style-type: none"> ○ MH Non-Psychiatric SMHS Timeliness Record (Client) ○ MH Psychiatric SMHS Timeliness Record (Client) 	Dawn	1:30 PM	5 min
<p>SmartCare Support</p> <ul style="list-style-type: none"> ● Please reach out to us for support questions at BHS-EHRSupport@saccounty.gov ● Issues with slowness – We have a ticket to streamline and are actively working on getting this resolved. ● Automatically Saved Passwords – We have a tip sheet on Removing Autofilled Passwords from Your Web Browser. This will help alleviate the issues of users getting locked out when saving their log in information to the browser. ● Enabling Surescripts Medication History – We now have a Tip Sheet to enable Surescripts medication history available on our SmartCare Training Resources page ● Group Notes – There was thought to be an issue with Group Notes having more than one facilitator causing duplications of services. Per CalMHSA and the Billing Manual you can have more than one facilitator in the group. ● Client Order Screen – We will be adding in medication into the Client Order Screen for our Treatment Center Facility. This will only be used for our inpatient treatment Center 	Justin	1:35 PM	10 min

<p>facility, but the medications will be visible. Please do NOT use this screen for ordering medications as it will NOT send to the pharmacy. Continue to use the Medication Management screen.</p> <ul style="list-style-type: none"> • Service Import – We are having an issue with Add-on services. We are advising everyone not to include add-on services in the Service Import for now and enter these manually. • New Document Categories for scanning. Cal MHSA has added new document categories for scanning into SmartCare some of the new categories are duplicative of some of the categories we added at the previous User Forum. We have inactivated the ones that are duplicates. You can reference the Release documents for those categories that were inactivated. Pamela Hawkins will be providing more guidance on the document categories. 			
<p>SmartCare Reports</p> <ul style="list-style-type: none"> • See Release Items 	Val	1:45 PM	10 min
<p>CalAIM</p> <ul style="list-style-type: none"> • Please continue to send all questions to BHS-ECM@saccounty.gov • Continue to email questions/concerns/Anthem Success Stories to BHS-ECM@saccounty.gov • Next MHP/SUPT ECM Provider Meeting: TBD 	Dana	1:55 PM	5 min
<p>Training Updates</p> <ul style="list-style-type: none"> • Training schedules posted through June • The next User Forum for MH will be July 25th at 1pm. 	Kat	2:00 PM	10 min
<p>Open Forum</p> <ul style="list-style-type: none"> • We have services that had needed to be corrected but they are already claimed out. I was told to send the CCS, will we make the actual changes on SmartCare such as changing the service code? – You can send in a CCS to do a replacement to BHS-EHRBilling@saccounty.gov. Billing Team has access to make the required changes. Providers just have to indicate what needs to be changed on the CCS. • The category for Plans or Safety plans have disappeared for Scanning. Where should we be uploading Safety plans? Safety plan was added back. • For Mode of Delivery, this should be entered only when a client is present correct? – Yes, this is how we indicate face to face. • Is the Medical Face sheet available to all providers or only medical providers? Medical providers • We encountered a problem when entering CANS for clinicians who are no longer in the agency so are now unable to sign them. What would we do in this case? This 	All	2:10 PM	20 min

particular issue was resolved by making the staff available for selection even though they are no longer able to sign in because they have left the agency.			
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