

Agenda



Electronic Health Record (EHR) MH User Forum

Date: July 25, 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
<p>Welcome/Introductions</p> <ul style="list-style-type: none"> • Zoom meeting overview • Agencies attended: <ul style="list-style-type: none"> ○ APCC ○ Hope Coop ○ Capital Star ○ El Hogar ○ UCD ○ CAPS Clinic ○ BACS ○ Turning Point ○ Dignity ○ Heartland ○ Telecare ○ Paradise Oaks ○ Pacific Clinics ○ MHTC ○ SJUSD ○ River Oak ○ APSS ○ Sac Children’s Home ○ SSYAF ○ IPT ○ HEART ○ • Announcements: New staff – Billing Sr. Account Clerk Jamie Belanger, promotion to an ASO I (Trainer) for Sambo Chhoeung • New Psychiatric/Medical Note – There has been a change to the Prescriber note type. This change goes into effect Monday, August 5th but any unsigned Psychiatric Note prior to August 4th will need to be completed and signed. <ul style="list-style-type: none"> ○ As of 8/2/24 the roll out of this has been delayed • Name change for procedures – There was an email that went out about the Procedure Code change. This will be effective on Monday July 29th. 	Melony	1:00 PM	5 min

<ul style="list-style-type: none"> • Support/Training Registration and Billing Mailbox • 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 – Completed claiming for services through June 2023 • 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. Reminder that we have 15 months to claim replacements so we can still process them in Avatar until the end of September. • Avatar Denial Reports – Please run the Program Denials (Sac) My Office report to work your denials. • 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. • SmartCare Medicare update – We have claimed services that were ready through May 2024 • SmartCare Medi-Cal update – We have claimed services that were ready through May 2024 • SmartCare Coverage Screen (Medicare Beneficiary ID & Group #) - 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. 	Lana	1:05 PM	10 min
<p>ECM Claiming</p> <ul style="list-style-type: none"> • SmartCare Claiming Updates – We submitted claims through April 2024 for HealthNet, Aetna & Anthem and are awaiting adjudication • (SAC) ECM Reports in SmartCare – Reminder to run your (SAC) & ECM Reports in SmartCare regularly to help find and clear errors. • Entering Managed Care Plans in SmartCare - Please make sure to enter Managed Care Plans and not Medi-Cal Plans. All Manage Care Plans will start with “Manage Care”. The same thing applies to ECM Programs. Please make sure to enter the ECM Program. Keep in mind all MH ECM programs begin with “ECM”. 	Mike	1:15 PM	10 min

<p>CSI Standalone for Reporting</p> <ul style="list-style-type: none"> We are finding that the CSI Standalone screen is missing for a lot of clients. Please fill out the CSI Standalone form for all new clients coming in. 	Dawn	1:25 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 Service Import – We are experiencing issues with the add-on codes. If you have a service with an add on code, we are asking that you do not add that to the spreadsheet. It would be best to manually enter these. Notifying EHR Team and QM when staff are terminated – Please be sure to notify the EHR and QM team when a member of your staff is no longer with your Agency. This will ensure that we have removed their permissions and access to SmartCare and we are no longer including them in State reporting if applicable. Please Email BHS-EHRTrainingReg@saccounty.gov and dhsgmstaffreg@saccounty.gov with any staff updates. Notifying EHR Team and contract monitor when a program closes – Please notify the EHR team and your contract monitor when a program closes. We want to make sure that we have accurate reporting. 	Justin	1:30 PM	10 min
<p>SmartCare Reports</p> <ul style="list-style-type: none"> See Release Items 	John/Val	1:40 PM	10 min
<p>CaAIM</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: Sept 5th, 2024 at 9:00am 	Dana	1:50 PM	5 min
<p>Training Updates</p> <ul style="list-style-type: none"> Training schedules posted through August September training schedule – The September training schedule is going to look a little different. We are preparing for the Mental Health Treatment Center Go Live which is October 1st. We will be holding additional trainings for their team in September as well as Q&A sessions. Updated Provider Admin and Services Corrections Slides - We made updates to these slides since the last user forum. You will find the version date in the naming convention posted to the EHR webpage. Service Corrections Training Guide – We have also added the Service Corrections Training Guide to our 	Kat	1:55 PM	10 min

<p>webpage which is a step-by-step guide created to help users process service corrections.</p> <ul style="list-style-type: none"> • Program Staff Services Report Statuses Cheat Sheet – We have a Program Staff Services Report Statuses Tip Sheet on our web page under the SmartCare Claiming section. This is a cheat sheet of the different service statuses with a description for each of these statuses. • Direct Care Staff Training – We are creating a Direct Care Staff live training. We are currently working on creating the training material. This training will be available for Direct Care staff by December 2024. The CalMHSA LMS training will still be required. The Direct Care Live Training will just be an optional training for staff who may need some additional training. • Reminders: <ul style="list-style-type: none"> ○ 1:1 virtual Support Sessions – Reminder that we offer the 1:1 support session if needed. Please reach out to EHRTrainingReq@saccounty.gov if you would like to schedule a session. ○ User Account Deactivations – Reminder to submit your User Account Deactivation once someone leaves the program • CalMHSA Discharge tip sheet: https://2023.calmhsa.org/how-to-close-a-client-to-a-program/ • Next MH User Forum: September 5th @ 1pm 			
<p>New SmartCare Items or Issue Updates</p> <ul style="list-style-type: none"> • CalMHSA Connex-Interoperability Solution - CalMHSA Connex will enhance care coordination by allowing providers a timely and comprehensive insight into the patient’s health history. This platform is designed for seamless and secure sharing of behavioral health information among diverse healthcare entities. Connex enables the confidential transmission of patient records, treatment plans, and outcomes across the behavioral health spectrum and ensures sensitive information is shared only authorized individuals. 	Kristi	2:05 PM	5 min
<p>Open Forum</p> <ul style="list-style-type: none"> • Is there a way we can add client program to the drop-down menu when you first search for a client? The EHR team was able to do this in production. • Are there any updates to the CANS issue with validation in SmartCare? This is with the issue with not being able to complete a CANS if it is too early or 	All	2:10 PM	20 min

too late. – Unfortunately, we have not heard back yet but we have updated the ticket to CalMHSA.

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