

Agenda



Electronic Health Record (EHR) MH User Forum

Date: July 27, 2023

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 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-EHRTrainingReg@saccounty.govBilling: Avatar-Fiscal@saccounty.gov will be changed to BHS-EHRBilling@saccounty.gov	Melony	1:00 PM	5 min
Avatar Claiming/Fiscal Update <ul style="list-style-type: none">Claiming Status Update – We are claiming May 2023 services.Claims Correction Spreadsheet (CCS) – CCS are currently completed within 4-6 weeks from the date submitted.Medicare update – We have completed claiming for June 2023 services.Rate updates – Rates are current.Denial Reports – Please run your Phase II Report, Client & Program, Manual Posting by Program Report and Client Ledger Sac to work your denials.Pre-Billing Maintenance – Reminder to run this report	Lana	1:05 PM	10 min
ECM Claiming <ul style="list-style-type: none">Claiming Updates – We submitted claims through May 2023 for Healthnet, Aetna and Anthem and are waiting adjudication.Diagnosis Issues – Please make sure that your diagnosis	Mike	1:15 PM	5 min

<p>date is the date of or before the date of service.</p> <ul style="list-style-type: none"> Reminder to run your ECM Pre Billing Reports Frequently 			
<p>SmartCare Billing</p> <ul style="list-style-type: none"> There have been some services that had been entered into Avatar after July 1st. We are going to be working with contract monitors to get this information to your agency. Please remember to enter services into SmartCare if the service was provided on or after July 1st. The system will automatically assign add-on codes for certain procedures. We are currently working with CalMHSA to potentially have all the add-on codes automated but it will be a work in progress. When entering the insurance ID for Medicare Part B, please enter it in both the Insurance ID and Medicare Beneficiary ID field. 	Richard	1:20 PM	10min
<p>SmartCare Support</p> <ul style="list-style-type: none"> Please reach out to us for support questions at BHS-EHRsupport@saccounty.gov File Import - We are currently working on some testing for File Import. We have sent out some emails with our draft import spreadsheet. We hope to send this out soon to all providers. Prescribing and EPCS Updates – We have been getting emails about issues with prescribing. We have been opening tickets regarding these issues. For EPCS, we currently have over half of EPCS users set up. If anyone has issues, please reach out to our support team. Batch Service Entry Demo 	Justin	1:25 PM	15 min
<p>SmartCare Reports</p> <ul style="list-style-type: none"> See Release Items 	John	1:40 PM	10 min
<p>New ANSA in SmartCare</p> <ul style="list-style-type: none"> Standard Comprehensive ANSA 3.0 – We sent out new ANSA information to everyone on 7/20. ANSA is live in SmartCare so please go back and enter any ANSAs that have been completed effective 7/1 and current. 	Alex	1:50 PM	5 min
<p>CalAIM</p> <ul style="list-style-type: none"> ECM <ul style="list-style-type: none"> Many updates went out regarding ECM changes in SmartCare. Please attend ECM EHR training and ECM Provider Training for review of all changes. Email BHS-ECM@saccounty.gov if you need a copy of the schedule. MH ECM Provider Meeting: August 3, 2023 at 9:00am https://www.zoomgov.com/j/1603633531?pwd=bGpkbDFnQnpIcUxjbmZJdTlZTWN0dz09 Open Question Forum ECM Questions: Email BHS-ECM@saccounty.gov CalAIM Questions: Email SebastianD@saccounty.gov and/or 	Dana	1:55 PM	5 min

MooreDa@saccounty.gov			
<p>Training Updates</p> <ul style="list-style-type: none"> • Training schedule posted through August – We are still providing the Provider Admin Training twice a month, ECM Training once a month via live zoom meetings and the Q&A sessions on Thursdays. • Training Registration form updates – We have made updates to the previous SmartCare Registration form and added the user role and whether the staff is a SmartCare user. This update will help expedite the training registration process. • Upcoming User Forums - The next MH User Forum will be on August 24, 2023 from 1-2:30pm. 	Kat	2:00 PM	10 min
<p>New EHR-SmartCare</p> <ul style="list-style-type: none"> • Client Flags Demo (Replaces Clinical Pathways) 	Kristi	2:10 PM	5 min
<p>Open Forum</p> <ul style="list-style-type: none"> • Will we be needing to update our claims manually on SmartCare? - We are still working on the corrections process in SmartCare. • Will the report be on the CalMHSA website? – No, these reports are specific to Sacramento. We will be posting the release file to the website. • Will we need to go back and enter the Medicare Beneficiary ID in the Insured ID box? - Yes, please enter this into the Insured ID box until this gets resolved. • What if a client has both Medical and Medicare? – If they have both, they will enter the CIN number in the Insured ID box. For Medicare, you will enter it into those two boxes. • There is no guarantor 1 for client UMDAP, how will we do UMDAP charges? – We are working on getting an answer for this from CalMHSA. • Are any billing reports available at this time? – John has created some reports which will be in the released items. • Is the Provider Admin Training a live training? – Yes, it is live via Zoom. • Can staff still complete the self-study and quizzes through the CalMHSA LMS? Yes, we are recommending this for existing staff. For new staff, we will be verifying the completion of this training. • Are we still creating Staff IDs for staff? – Yes we are still creating Staff IDs. 	All	2:15 PM	15 min

<ul style="list-style-type: none">• Will staff that do not use SmartCare need to take classes? – No, they will not need to take classes but they will need to be registered to have an account created.• For staff that only need to approve notes, will they need to attend training? - If they are approving outside of the SmartCare system then they will not need to attend training.			
---	--	--	--