

# Agenda



## Electronic Health Record (EHR) MH User Forum

**Date:** August 24, 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 |
|---|-----------|------------|--------|
| <b>Welcome/Introductions</b> <ul style="list-style-type: none"> <li>• Zoom meeting overview</li> <li>• Support/Training Registration and Billing Mailbox Name Change               <ul style="list-style-type: none"> <li>○ <b>Support:</b> <a href="mailto:BHS-EHRsupport@saccounty.gov">BHS-EHRsupport@saccounty.gov</a></li> <li>○ <b>Training Registration</b> <a href="mailto:BHS-EHRtrainingreg@saccounty.gov">BHS-EHRtrainingreg@saccounty.gov</a></li> <li>○ <b>Billing</b> <a href="mailto:BHS-EHRbilling@saccounty.gov">BHS-EHRbilling@saccounty.gov</a></li> </ul> </li> </ul>   | Melony    | 1:00 PM    | 5 min  |
| <b>Avatar Claiming/Fiscal Update</b> <ul style="list-style-type: none"> <li>• Claiming Status Update – Currently we are finishing up claiming for June 2023 services</li> <li>• Claims Correction Spreadsheet (CCS) - CCS are currently being completed in timely manner within 4-6 weeks of date submitted. Please reference the CCS spreadsheet posted on the BHS EHR website under the claiming tab.</li> <li>• Medicare update – We are preparing to claim July 2023 services.</li> <li>• Rate updates – Rates are current. If your report is showing zero dollars, please reach out to your contract monitor to get this resolved.</li> <li>• Denial Reports – Please run your Phase II report, Client program report, the Manual Posting by Program report and remember to also check the client ledger.</li> <li>• Pre-Billing Maintenance – Reminder to run the Pre-Billing Maintenance report</li> </ul> | Richard   | 1:05 PM    | 10 min |
| <b>ECM Claiming</b>   | Mike      | 1:15 PM    | 5 min  |

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| <ul style="list-style-type: none"> <li>• Claiming Updates - We submitted claims through June 2023 for Healthnet and Aetna and are waiting adjudication.</li> <li>• Diagnosis Issues - Please make sure that your diagnosis date is the date of or before the first date of service.</li> <li>• Run your ECM Pre Billing Reports Frequently</li> </ul>   |             |         |        |
| <p><b>SmartCare Billing</b></p> <ul style="list-style-type: none"> <li>• For all duplicate Client ID requests, please email these merge requests to <a href="mailto:BHS-EHRBilling@saccounty.gov">BHS-EHRBilling@saccounty.gov</a>.</li> <li>• If you are requesting to add an OHC payer that is not on SmartCare, please confirm on the MediCal website that the client does have that OHC.</li> </ul>   | Richard     | 1:20 PM | 10min  |
| <p><b>Face-to-Face and Mode of Delivery</b></p> <ul style="list-style-type: none"> <li>• Face-to-Face time – This really means direct service time. Any time there is a service provided, it is the actual time of the service that is being provided.</li> <li>• Documentation time is not included in the service time and will not be reimbursed.</li> <li>• Mode of Delivery – This will allow us to identify the face-to-face with the client. This should only be used if you are providing a service directly to the client.</li> </ul>  | Alex/Melony | 1:25 PM | 5 min  |
| <p><b>SmartCare Support</b></p> <ul style="list-style-type: none"> <li>• Please reach out to us for support questions at <a href="mailto:BHS-EHRSupport@saccounty.gov">BHS-EHRSupport@saccounty.gov</a></li> <li>• Service Import - We have completed the batch testing for most Providers and started importing services. If you have not sent us the batch test, please make sure you do so that we can make sure that your file template is good.</li> <li>• Prescribing and EPCS Updates-We have set up EPCS for around 50 providers currently. If you have anyone that needs to be able to prescribe controlled substances, please send us the SmartCare Account form and we can reach out to those providers.</li> <li>• Special Populations Screen Demo/Homeless Statuses - We have added Additional homeless status' as options to select in the Special Populations form.</li> <li>• We have added a Special Populations form for SUD that includes these homeless status as well as other options. This form has been added to the front Desk, Clinical and QA roles.</li> <li>• See Release document for additional information</li> </ul> | Justin      | 1:30 PM | 15 min |
| <p><b>SmartCare Reports</b></p> <ul style="list-style-type: none"> <li>• See Release Items</li> </ul>   | John/Val    | 1:40 PM | 10 min |
| <p><b>CalAIM</b></p> <ul style="list-style-type: none"> <li>• ECM issues in SmartCare appear to have been resolved, please reach out to the EHR Support Team if issues arise - <a href="mailto:bhs-ehrsupport@saccounty.gov">bhs-ehrsupport@saccounty.gov</a></li> <li>• Continue to email questions/concerns/Anthem Success Stories to <a href="mailto:BHS-ECM@saccounty.gov">BHS-ECM@saccounty.gov</a></li> </ul>   | Darlene     | 1:50 PM | 5 min  |

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| <ul style="list-style-type: none"> <li>• Next MHP ECM Provider Meeting: Sept 7, 2023 at 9:00am</li> </ul>  |        |         |        |
| <p><b>Training Updates</b></p> <ul style="list-style-type: none"> <li>• Training schedule posted through September - Our last Q&amp;A session is scheduled for August 31<sup>st</sup> at 1pm. Our next Q&amp;A will be during the next User Forum at the end of September.</li> <li>• Training Registration form updates - Reminder to use our most up to date registration form on our webpage.</li> <li>• Upcoming User Forums - Our next MH User Forum is on September 28<sup>th</sup> at 1pm.</li> </ul>                                     | Kat    | 1:55 PM | 10 min |
| <p><b>New EHR-SmartCare</b></p> <ul style="list-style-type: none"> <li>• How to Properly Document No Shows Demo</li> <li>• Corrections Tip Sheet Available - We have a new tip sheet that we will be posting on our website that will detail how to correct a service.</li> </ul>  | Kristi | 2:05 PM | 10 min |
| <p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>• Can the no show be done through the calendar? – We don't believe so but we will do some testing.</li> <li>• If it says scheduled, and it is backed out, will a charge go out? – A charge will not go out if it stays in the scheduled status.</li> <li>• For Staff registration, when we click on the link for supervisory agreement, the form is the old form we used. Is this the correct form to use? – No, we will be sending out an updated version this week.</li> </ul> | All    | 2:15 PM | 15 min |