

Agenda



Electronic Health Record (EHR) MH User Forum

Date: November 30, 2023

Time: 1:00 to 2:30 PM

Location: Virtual using Zoom

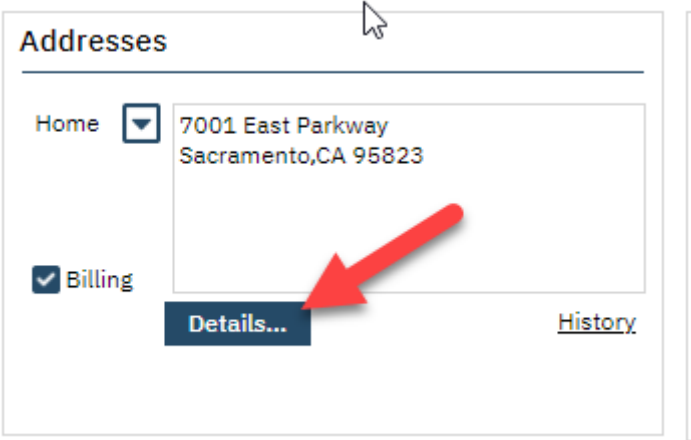
Facilitator: Melony Ibarra

Scribe: Sambo Chhoeung

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions <ul style="list-style-type: none">• Zoom meeting overview• Agencies attended:<ul style="list-style-type: none">○ El Hogar○ Cal Voices○ UCD CAARE○ Hope Coop○ River Oak○ Dignity Health○ Sac Children's Home○ TPCP○ CAPS○ UCD SacEDAPT/EDAPT○ Heartland○ APCC○ Pacific Clinics○ Capital Star○ APSS○ Telecare○ HEART○ Consumer Self Help○ BHS CalWorks○ BACS○ GLOM○ Paradise Oaks○ Access○ BHS○ QM○ UC Davis	Melony	1:00 PM	5 min

<ul style="list-style-type: none"> • Support/Training Registration and Billing Mailbox <ul style="list-style-type: none"> ○ Support: BHS-EHRSupport@saccounty.gov ○ Training RegistrationBHS-EHRTrainingReg@saccounty.gov ○ Billing BHS-EHRBilling@saccounty.gov 			
<p>Avatar Claiming/Fiscal Update</p> <ul style="list-style-type: none"> • Claiming Status Update - We are currently claiming FY 2022-2023 services in Avatar • Claims Correction Spreadsheet (CCS) – CCS are currently being completed 4-6 weeks from the date submitted. Reminder to use the new CCS reference sheet on our website - Claiming (saccounty.gov) if you have not been doing so. • Medicare update – We have completed claiming for June 2023 services. • Rate updates – Rates should be current. If your reports are showing zero dollars, please reach out to your contract monitor. • Denial Reports – Please run your Phase II Report, Client and Program, Manual Posting by Program Report, and the Client Ledger Sac to work your denials. • Pre-Billing Maintenance – Reminder to run the Pre-Billing Maintenance Report 	Lana	1:05 PM	10 min
<p>ECM Claiming</p> <ul style="list-style-type: none"> • SmartCare Claiming Updates – We submitted claims through October 2023 for Healthnet and Anthem and are awaiting adjudication. • (SAC) Reports in SmartCare <ul style="list-style-type: none"> ○ ECM and Outreach Counts – This will show you how many times your program has performed or attempted an ECM or ECM outreach service to a client. ○ 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, or if the client is missing a diagnosis. • Reminder to run your ECM Pre Billing Reports in Avatar for PY Services 	Mike	1:15 PM	5 min

<p>SmartCare Medi-Cal Claiming</p> <ul style="list-style-type: none"> • We have started claiming July 2023 claims • UMDAPs – SmartCare is different from Avatar. When you are filling out an UMDAP financial assessment for client, please do not add any other payors in the client’s coverage. If there are other payors, please make sure to end date the payors appropriately. • Billing email vs Support email (regenerating charges) - Please email the billing team address at BHS-EHRBilling@saccounty.gov for any corrections where charges need to be regenerated. • NOMINs - NOMINs was created to help identify services that did not meet the minimum duration requirement. If you are seeing the NOMINs on the Contractor Provider Charges Export report, please check the duration of the service to make sure that it met the threshold or use the procedure manual from QM to compare the duration requirements. 	Richard	1:20 PM	10 min
<p>SmartCare Support</p> <ul style="list-style-type: none"> • Please reach out to us for questions regarding functionality of SmartCare at BHS-EHRSupport@saccounty.gov or 916-876-5806 • Service Import - We completed uploads for October 2023 services. We are about ready to start November services. • Prescribing and EPCS Updates – We have been getting prescribers set up with EPCS in the SmartCare system. Client Information Screen-Address - Please review the client information screen to make sure that the addresses are formatted properly. If changes need to happen click in the Details to make them. If you don’t update the address this way it will cause errors in billing.  <p>The screenshot shows a web interface titled 'Addresses'. It features a 'Home' dropdown menu, a text input field containing '7001 East Parkway Sacramento, CA 95823', and a checked 'Billing' checkbox. Below the input field is a blue 'Details...' button, which is pointed to by a red arrow. A 'History' link is also visible at the bottom right of the address field.</p>	Justin	1:30 PM	10 min
<p>SmartCare Reports</p> <ul style="list-style-type: none"> • See Release Items • UPDATE: new report has been released based on feedback from users. The name is Program Staff Services Export (SAC) used to export to excel to see the services provided by program and staff. <ul style="list-style-type: none"> ○ See attached document with report parameters 	John/Val	1:40 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 ECM Provider Meeting: December 7, 2023 at 9:00am. SUPT Providers will also join 	Dana	1:50 PM	5 min
<p>Training Updates</p> <ul style="list-style-type: none"> • Training schedules have been posted through January • Updated Training Registration form We have made a couple of additional updates to the Training registration form. The link can be found here: https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/EHR-Training.aspx <ul style="list-style-type: none"> ○ Agency name was updated to Program name; please list the program or programs where the staff you are registering for training will be working. This will give the staff edit permissions for these programs. ○ A field has also been added to list the Fax Number for Prescribing staff. This is a required element when setting up prescribers in the system. • CalMHSA EHR LMS Course Offerings – The CalMHSA EHR LMS Course Offerings is posted to the webpage. This document gives a description of the different LMS video trainings offered by CalMHSA as well as the estimated length of time to complete the training. The link can be found here: https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/EHR-Training.aspx • Glossary of Terms – This is the list of frequently used terminology and acronyms used in conjunction with SmartCare. It is posted in the SmartCare Technical Support section. The link can be found here: https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/Support.aspx • Upcoming 2024 User Forums - The next MH User Forum will be January 25th at 1pm 	Kat	1:55 PM	10 min
<p>New EHR-SmartCare</p> <ul style="list-style-type: none"> • Diagnosis Document Issue – We have come across a few instances where a finalized Diagnosis Document for a client was not tied to a program. This has happened when a user attempts to create a new diagnosis document while in the middle of editing or creating another version of the document for the same client. Streamline is working on a fix to prevent this from happening. In the meantime, please be sure to either save or exit out of their diagnosis document if you are going to create a new version. <ul style="list-style-type: none"> ○ UPDATE: Streamline has resolved this issue 	Kristi	2:05 PM	5 min

<p>Open Forum</p> <ul style="list-style-type: none"> • Will there be a report to see the client's PCP? We will look into this. • During the next User forum we are thinking of spending some time on some of the top report requests or change requests • Can the Services Without Note Reports include the Client ID in the report? You can only see it if you export it. – If you click on the plus next to the staff name, it will show you all the information. • Does diagnosis from MD intake note roll into Diagnosis document? Assessment MD note prompts to complete Dx in the note – As far as we know, the functionality is not set to do this. Please send us a screenshot and we will look into this. • Where can I direct questions about changes in CalAIMS functionality and classification MHRs? There have been some changes in staff who can complete the CalAIM Assessment compared to before. – There hasn't been a change in who's allowed to complete the clinical components. There are certain elements of the assessment that are only to be permitted and done by a licensed person. The only change is that whoever starts the CalAIM screen will need to be the person who signs it. Because of this, the LPHA or student under the supervision of an LPHA would be able to complete the actual document. 	All	2:10 PM	20 min
--	-----	---------	--------

Program Staff Services Export (SAC)

Parameters:

1-Start Date (date of service)

2- End Date (date of service)

3- One or Multiple Program Selection - based on Programs currently assigned to the logged in user

4- One or Multiple Staff Selection – based on staff who have provided services in the selected program(s) during the selected date range

Report Rules:

Number of clients in group is calculated based on

- service is a group code
- services are in the same program
- services are on the same date
- services started at the same time
- services are for the same procedure code
- *NOTE: clinician is not evaluated here as multiple staff can facilitate a single group*

Flex = 'Y' for SAC local flex procedures

FTF, Doc and Travel times are all divided by the Number of Clients in Group if it is a group procedure code

FTF, Doc and Travel times are all ZERO for duration based add-ons. The “durations” for these would be included in the primary code. These rows are included however because the Charge information is unique to them

Service Date	Service ID	Procedure Name	Group?	Group Num	Flex?	Add-on	Staff Name	Degrees	FTF	Travel	Doc	Status	Charge Code	Charge Date	Charge Units
10/20/23	612280	TCM/ICC	N	1	N			Other Qualified Provider	10.00	0.00	5.00	Complete	NOMIN	10/24/23	1.00
10/25/23	628904	Psychosocial Rehab - Individual	N	1	N			Other Qualified Provider	30.00	0.00	5.00	Complete	NOMIN	10/27/23	1.00
10/25/23	629738	TCM/ICC	N	1	N			Other Qualified Provider	18.00	0.00	5.00	Complete	T1017	10/27/23	1.00
10/5/23	455298	Assessment LPHA	N	1	N			AMFT Associate Marriage Family Therapist	1.00	0.00	1.00	No Show			
10/3/23	445799	Assessment LPHA	N	1	N			AMFT Associate Marriage Family Therapist	150.00	0.00	10.00	Complete	90791	10/8/23	1.00
10/3/23	477558	Prolonged Office or Other Outpatient EM Service(s) beyond the Maximum Time	N	1	N	Y		AMFT Associate Marriage Family Therapist	0.00	0.00	0.00	Complete	G2212	10/8/23	9.00
10/23/23	615935	Individual Therapy	N	1	N			AMFT Associate Marriage Family Therapist	55.00	0.00	10.00	Complete	90832	10/24/23	1.00
10/6/23	452090	Client Non-Retiable Surv. Mgmt Document	N	1	N			AMFT Associate Marriage Family Therapist	1.00	0.00	1.00	No Show			