

Agenda



Electronic Health Record (EHR) MH User Forum

Date: September 5, 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:• APCC• Paradise Oaks• El Hogar• Dignity• BACS• Turning Pt• SSYAF• SCH• Telecare• Pacific Clinics• MHTC• APSS• River Oak• Capital Star• Qualified Individual program• CRH• Collab Courts• Hope Coop• IPT• La Familia• UC Davis <ul style="list-style-type: none">• New Psychiatric/Medical Note: scheduled to be deployed September 9th - Please have prescribers sign any outstanding notes they currently have open with the current note type. Once the new note is deployed, they will not be able to go back and make changes.• Removing SAC codes from Certified Peers on September 16th – For Non Certified Peers they will continue to have access to SAC codes	Melony	1:00 PM	5 min

<ul style="list-style-type: none"> • Not using test clients in live SmartCare environment- Live Environment is not used for testing. Please don't put test clients in the Live Environment. If you would like to do testing reach out to the training reg desk to give you access to the TRAIN environment. • QM and the EHR team are still working with providers to figure out what is needed for downtime reports. If you have any suggestions please email the support email. • 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>Medi-Cal/Medicare Claiming/Fiscal Update</p> <ul style="list-style-type: none"> • Claiming Status Update - Done claiming fiscal year 23/24 • 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 • Medicare update - Have completed claiming for July 2024 services • Denial Reports - Please run the Program Denials (Sac) My Office report to work your denials. CCS are currently being completed within 6 weeks from the date submitted. • Address Errors – In the Client Information screen make sure you are clicking the select details to add the address correctly. • DHCS reporting their system is inaccurately denying some services with CO 96 M86 and CO 96 M80 	Lana	1:05 PM	10 min
<p>ECM Claiming</p> <ul style="list-style-type: none"> • SmartCare Claiming Updates- We submitted claims through May 2024 for HealthNet, Aetna & Anthem and are awaiting adjudication • ECM & (SAC) Reports in SmartCare- Reminder to run your (SAC) & ECM Reports in SmartCare regularly to help find and clear errors. • Entering Managed Care Guarantors - Please make sure to enter Managed Care Plans and not Medi-Cal Plans. All Manage Care Plans will start with "Manage Care". • Entering ECM Programs- Please make sure to enter the client in the ECM Programs. Keep in mind all ECM programs begin with "ECM". • Entering ECM Procedure Codes- Procedure name should begin with "ECM" and end with the Manage Care Plan name. 	Richard	1:15 PM	10 min
<p>SmartCare Support</p> <ul style="list-style-type: none"> • Please reach out to us for support questions at BHS-EHRSupport@saccounty.gov 	Justin	1:25 PM	10 min

<ul style="list-style-type: none"> • MHTC Key Phrases- Adding Key Phrases for MHTC GO LIVE which is Oct 1. Adding specific ones just for the Mental Health Treatment Center. We will also be removing Key Phrase categories that we are not using. • Service Import –Please don't send any services with Add On's. We are working with CalMHSA on an issue with these types of services being imported. We will send an email communication to everyone that sent us service imports to let you know that it is okay to send us Add On's. • Notifying EHR Team and QM when staff are terminated - 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. • Notifying EHR Team 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. 			
<p>SmartCare Reports</p> <ul style="list-style-type: none"> • Release Items 	Val	1:35 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: October , 2024 at 9:00am 	Dana	1:45 PM	5 min
<p>Training Updates</p> <ul style="list-style-type: none"> • Announcements: New staff – Support Team: Senior OA Graciela Medina <ul style="list-style-type: none"> • Training schedules posted through October • MHTC Go Live Trainings/September - 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 Training Reg Form/MHTC classes - Added additional class names to the drop down to start with MHTC. This is specifically for users who will be taking the MHTC training • Provider Service Corrections Training Start Time - Starting in October the start time will be scheduled at 2pm instead of 1pm. It will be scheduled from 2pm-4pm • Next MH User Forum: November 21th @ 1pm 	Kat	1:50 PM	10 min

<p>New SmartCare Items or Issue Updates</p> <ul style="list-style-type: none"> • CalMHSA Connex-Interoperability Solution -- Introduced in our July User meeting. CalMHSA Connex will enhance care coordination by allowing providers a timely and comprehensive insight into the patient's health history. Connex enables the confidential transmission of patient records, treatment plans, and outcomes across the behavioral health spectrum and ensures sensitive information is shared only with authorized individuals • Downtime forms- Were sent out on Aug 8th from the BHS Support team. CalMHSA has the forms sent along with other on their website and can be used if preferred. 	Kristi	2:00 PM	5 min
<p>Open Forum</p> <p>Does the timing of when I pull the program denial report matter? It is based on the dates we receive that adjudication</p>	All	2:05 PM	25 min