

# Agenda



## Electronic Health Record (EHR) MH User Forum

**Date:** November 21, 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><b>Welcome/Introductions</b></p> <ul style="list-style-type: none"><li>• Zoom meeting overview</li><li>• <b>Agencies attended:</b><ul style="list-style-type: none"><li>○ UCD</li><li>○ APCC</li><li>○ Capital Star</li><li>○ APCC</li><li>○ Hope Coop</li><li>○ Dignity</li><li>○ MHTC</li><li>○ Heartland</li><li>○ Heritage Oaks</li><li>○ CAPS</li><li>○ Telecare</li><li>○ El Hogar</li><li>○ River Oak</li><li>○ Paradise Oaks</li><li>○ Pacific</li><li>○ TPCP</li><li>○ JDTRC</li><li>○ ADRC</li><li>○ HEART</li><li>○ CWRT</li><li>○ La Familia</li><li>○ APSS</li><li>○ Mercy Crisis Stabilization Unit</li><li>○ BACS</li><li>○ CST</li><li>○ IPT</li><li>○ GLOM</li></ul></li><li>• Client Problem List - It is client based. Anyone who adds to the problem list is adding to it as a client level it is not being added to your specific program. When you are in that list, please do not delete anything that someone from another agency has entered as a problem. If the client is</li></ul>	Melony	1:00 PM	5 min

<p>no longer presenting with the problem you can end it instead.</p> <ul style="list-style-type: none"> <li>• Not using test clients in live SmartCare environment - Live Environment is not 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 box to give you access to the TRAIN environment.</li> <li>• QM is working to figure out what is needed for downtime reports during meetings with providers.</li> <li>• Crisis Stabilization code can be billed for 23 hours starting 7/1/24- This is for our ISU, CSU, and Crisis Stabilization units/program. Prior to 7/1/24 we were only able to bill 20 hours of services and now starting 7/1/24 we are able to bill up to 23 hours. There is also a new process in SmartCare that automatically counts the additional time so these program can just document the total time the client was there even if it was over 23 hours. The system is set up just to claim for 23 hours.</li> <li>• Support/Training Registration and Billing Mailboxes</li> <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>			
<p><b>Medi-Cal/Medicare Claiming/Fiscal Update</b></p> <ul style="list-style-type: none"> <li>• How to avoid submitting duplicate CCSs Tip Sheet – It is in our claiming tab on the website.</li> <li>• Claiming Status Update - We have claimed for services that were ready through September 2024</li> <li>• Claims Correction Spreadsheet (CCS) - CCS are currently being completed within 8 weeks from the date submitted. Reminder that voids are only for approved services.</li> <li>• Medicare update – Have completed claiming for September 2024 services</li> <li>• Denial Reports - Please run the Program Denials (Sac) My Office report to work your denials. This report is based on the posted date of the denial.</li> <li>• Regeneration requests – please research before sending the request. Any services that are still in SHOW status can be edited. Location, date and time can be edited if the service is in COMPLETE status but hasn't claimed yet and no regeneration would be needed.</li> <li>• End dating payors – use the last date of the month the client has coverage. Please don't end date if the client still has coverage because they may be seeing another program and coverage is for all programs not just yours.</li> <li>• Address Errors - In the Client Information screen make sure you are clicking the select details to add the address correctly. <ul style="list-style-type: none"> <li>○ Services will not be claimed if the address isn't entered correctly in SmartCare.</li> </ul> </li> <li>• DHCS reporting their system is inaccurately denying some services with CO 96 M86 and CO 96 M80</li> </ul>	Lana	1:05 PM	10 min

<p><b>ECM Claiming</b></p> <ul style="list-style-type: none"> <li>• SmartCare Claiming Updates - We submitted claims through July 2024 for HealthNet, &amp; Anthem and are awaiting adjudication</li> <li>• ECM &amp; (SAC) Reports in SmartCare - Reminder to run your (SAC) &amp; ECM Reports in SmartCare regularly to help find and clear errors.</li> <li>• 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”.</li> <li>• Entering ECM Programs - Please make sure to enter the client in the ECM Programs. Keep in mind all ECM programs begin with “ECM”.</li> <li>• Entering ECM Procedure Codes - Procedure name should begin with “ECM” and end with the Manage Care Plan name.</li> </ul>	Mike	1:15 PM	10 min
<p><b>Data Reporting Items</b></p> <ul style="list-style-type: none"> <li>• Entering Discharge Reasons – When a client is being discharged please make to select a discharge reason.</li> <li>• Race on the Client Information Screen – Validate if it is correct if it’s incorrect, please unselect.</li> </ul>	Dawn	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>• Entering Location for Labs – Select a clinic location of wherever you are ordering a lab. We want labs to get assign to your location.</li> <li>• Web Browser Password Auto fill and SmartCare lockout – A tool we created on our support page under technical support for SmartCare is a tip sheet to remove autofill passwords from your web browser.</li> <li>• MHTC Key Phrases- Adding Key Phrases specific ones just for the Mental Health Treatment Center</li> <li>• Service Import - Please don’t send any services with Add On’s. We are working on the 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>	Justin	1:30 PM	10 min

<b>SmartCare Reports</b> <ul style="list-style-type: none"> <li>• Release Items</li> <li>• MHTC Go-Live Items</li> </ul>	Val/Melony	1:40 PM	10 min
<b>CalAIM</b> <ul style="list-style-type: none"> <li>• Please continue to send all questions to <a href="mailto:BHS-ECM@saccounty.gov">BHS-ECM@saccounty.gov</a></li> <li>• Next MHP/SUPT ECM Provider Meeting: December 5, 2024 at 9:00am</li> <li>• Next ECM Training: December 5, 2024 at 1:00pm</li> </ul>	Darlene	1:50 PM	5 min
<b>Training Updates</b> <ul style="list-style-type: none"> <li>• Training schedules posted through December.</li> <li>• Training Reg Form <ul style="list-style-type: none"> <li>○ Use the version posted to the EHR webpage.</li> <li>○ Program Name field - Only name programs/locations where your new staff will be working and need the ability to enter information. Only request All Programs if it's applicable to the user.</li> <li>○ Class Name Update: BHS-SAC (Screening and Coordination) – New name of the integrated Access team and System of Care team.</li> </ul> </li> <li>• Authorized Approvers <ul style="list-style-type: none"> <li>○ Reach out to QM for updates - When you have a staff who leave your program who are assigned as your programs authorized approver, please reach out to QM to have them removed from the list and assign a new one for your agency.</li> </ul> </li> <li>• Tip Sheet Updates <ul style="list-style-type: none"> <li>○ Provider Inquiries: BHS-SAC program name updated</li> <li>○ UMDAP – Created a new tip sheet.</li> <li>○ Co-Signature: add client co-signature/remove a co-signer</li> <li>○ How to Avoid a Duplicate CCS (Posted on the Claiming Page) – The billing team created a new tip sheet with CCS guidance.</li> </ul> </li> <li>• User Forum <ul style="list-style-type: none"> <li>○ 2025 schedules – Posted to the webpage.</li> </ul> </li> <li>• Next User Forum: Thursday, January 30<sup>th</sup> at 1pm</li> </ul>	Kat	1:55 PM	10 min
<b>New SmartCare Items or Issue Updates</b> <ul style="list-style-type: none"> <li>• CalMHSA Connex-Interoperability Solution - CalMHSA Connex-Interoperability Solution - CalMHSA Connex will enhance care coordination by allowing providers a timely and comprehensive insight into the patient's health history. The 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</li> </ul>	Kristi	2:05 PM	5 min

behavioral health spectrum and ensures sensitive information is shared only with authorized individual. -We do not have a Go Live date for this tool			
<b>Open Forum</b>	All	2:10 PM	20 min