AGENDA

Electronic Health Record (EHR) SUPT User Forum

Date: May 22, 2024
Time: 2:00-3:30 PM
Location: Virtual using Zoom

Facilitator: Melony Ibarra

Scribe: Sambo Chhoeung

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length

Welcome/Introductions
• Zoom meeting overview
• **Agencies attended**:
    ○ **Hope Coop**
    ○ **River City Recovery**
    ○ **WellSpace Health**
    ○ **Sacramento Recovery House**
    ○ **Bridges**
    ○ **SSYAF**
    ○ **Aegis**
    ○ **Stanford**
    ○ **CORE**
    ○ **Recover Medical Group**
    ○ **Walter's House/Fourth and Hope**
    ○
• Support/Training Registration and Billing Mailboxes
• **Support**: BHS-EHRSupport@saccounty.gov
• **Training Registration**: BHS-EHRTrainingReg@saccounty.gov
• **Billing**: BHS-EHRBilling@saccounty.gov
	Melony	2:00 PM	5 min

Medi-Cal Claiming/Fiscal Update • Claiming Status for Avatar – Completed June 2023 • Claims Correction Spreadsheet (CCS) - CCS are currently being completed in timely manner • Pre-Billing Reports - Reminder for the Address error, please enter HOMELESS in the first address line and enter valid zip code. You can use the zip code of your agency. You can update this using the Update Client Data	Karen	2:05 PM	10 min

form in Avatar			
• Claiming Status for SmartCare – Completed March 2024			
• Program Denials Report—Make sure you run and work on your Program Denials report			
• Claims Correction Spreadsheet (CCS) - CCS are currently being completed in timely manner			
• Practice Management one-on-one virtual sessions by appointment - Offered the 1st Wednesday of the month by appointment or as needed			
Additional Medi-Cal/Medicare Claiming Updates • Denial Report – We added an additional column to include the CIN number. The CIN number on the report is pulling from the 835 Adjudication file that we get back from the state. That was the exact CIN number that was claimed out during the time that this service was submitted. This will help to find denials for incorrect CINs. • Lock Outs – These are not just limited to clients at a correctional facility but are also based on procedure codes. Please refer to the Billing Manual.	Richard	2:15 PM	5 min

ECM Claiming Update
• SmartCare Claiming Updates – Submitted claims through February 2024 for Healthnet and are awaiting adjudication.
• (SAC) Reports in SmartCare
  ○ ECM and Outreach Counts – This report will show you how many times your program has performed or attempted an 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 dates, or if the client is missing a diagnosis.
• Entering Managed Care Guarantors in SmartCare – Some providers have been entering the MediCal guarantor instead of the Managed Care guarantors. When entering new ECM services, please remember that all Managed Care plans will start with "Managed Care".
• Run your ECM Pre Billing Reports in Avatar for PY Services
	Mike	2:20 PM	10 min

Homeless Indicator in Special Population • Reminder to make sure that all clients have their housing information completed in the Special Population screen. When you enter the homeless indicator, please put the date that you learned of that status.	Dawn	2:30 PM	5 min

TDAT
• Please make sure that you are completing the two new Timeliness Record forms.
    o DMC Outpatient Timeliness Record (Client)
    o DMC Opioid Timeliness Record (Client)			

SmartCare Support • Please reach out to us for support questions at BHS-EHRSupport@saccounty.gov • Automatically Saved Passwords – We have a tip sheet on Removing Autofilled Passwords From Your Web Browser. This will help alleviate the issues of users getting locked out when saving their log in information to the browser. • Group Notes – There was thought to be an issue with Group Notes having more than one facilitator causing duplications of services. Per CalMHSA and the Billing Manual you can have more than one facilitator in the group. • New Document Categories for scanning. CalMHSA has added new document categories for scanning into SmartCare some of the new categories are duplicative of some of the categories we added at the previous User Forum. We have inactivated the ones that are duplicates. You can reference the Release documents for those categories that were inactivated. Pamela Hawkins will be providing more guidance on the document categories.	Justin	2:35 PM	10 min
SmartCare Reports • See Release Items	John	2:45 PM	10 min

Program Updates
• General Updates –
    o Please welcome Claudia McFarland and Tanisha South as our new SUPT Contract Monitors.
    o DHCS had released the 2024-2025 State/County rates and we had incorporated this into our rate development consultant project. We will have new SUPT rates presented to Providers the first or second week of June.
    o DHCS had added 4 new staff classifications to the DMC ODS reimbursable rates. These are the Licensed Psychiatric Technician, Licensed Vocational Nurse, Medical Assistant and Occupational Therapist.
    o Paradise Oaks - We have an executed contract with them and have one final step to get their level of care designation set up. We hope to have intake starting for youth males in the next couple of months.
	Ed	2:55 PM	5 min

CalAIM • Please continue to send all questions to BHS-ECM@saccounty.gov • Continue to email questions/concerns/Anthem Success Stories to BHS-ECM@saccounty.gov	Dana	3:00 PM	5 min

• Next MHP/SUPT ECM Provider Meeting: TBD			
Training Updates • Training schedules posted through June • The next User Forum for SUPT will be July 24th at 2pm.	Kat	3:05 PM	10 min
New SmartCare Items or Issue Updates • CalOMs issue update – We are continuing to work with CalMHSA on the CalOMS issues. They have completed the back end set up of programs in our system so hopefully there will be more to come shortly.	Kristi	3:15 PM	5 min
Open Forum • If a client states they are homeless but states an address for mailing, do we document the address or do we leave the client as homeless? – If the member is unhoused and are unable to live at the address that they are giving for mailing purposes, then they would be considered unhoused. For special population, list them as homeless, but you can enter their address for mailing purposes.	All	3:20 PM	10 min