AGENDA

Electronic Health Record (EHR) SUPT User Forum

Date: July 24, 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**:
   o River City Recovery
   o WellSpace Health
   o Sacramento Recovery House
   o Akua Mind Body
   o Hope Coop
   o SSYAF
   o Transitions
   o Aegis
   o Bridges
   o BAART
   o CORE
• Announcements: New staff – Billing Sr. Account Clerk Jamie Belanger, promotion to an ASO I (Trainer) for Sambo Chhoeung
• New Psychiatric/Medical Note - There has been a change to the Prescriber note type. This change goes into effect Monday, August 5th but any unsigned Psychiatric Note prior to August 4th will need to be completed and signed.
   o As of 8/2/24 the roll out of this has been delayed
• Name change for procedures There was an email that went out about the Procedure Code change. This will be effective on Monday July 29th.
• Support/Training Registration and Billing Mailboxes
   o **Support**: BHS-EHRSupport@saccounty.gov
   o **Training Registration**: BHS-EHRTrainingReg@saccounty.gov
   o **Billing**: BHS-EHRBilling@saccounty.gov
	Melony	2:00 PM	5 min

Medi-Cal Claiming/Fiscal Update • Claiming Status for **Avatar** – Completed FY 23/24 • Claiming Status for **SmartCare**-Completed May 2024, currently working on June 2024 services • Denials—Make sure you run your program reports and work on your denials. • Claims Correction Spreadsheet (CCS) - CCS are currently being completed in timely manner • Billing one-on-one virtual sessions by appointment - Offered the 1st Wednesday of the month by appointment or as needed	Karen	2:05 PM	10 min
ECM Claiming Update • SmartCare Claiming Updates - Submitted claims through April 2024 for Healthnet and Aetna and are awaiting adjudication. • (SAC) ECM Reports in SmartCare – Reminder to run your (SAC) & ECM Reports in SmartCare regularly to help find and clear errors. • Entering Managed Care Plans in SmartCare – Please make sure to enter Managed Care Plans and not Medi-Cal Plans. All Manage Care Plans will start with "Manage Care". The same thing applies to ECM Programs. Please make sure to enter the ECM Program. All SUPT ECM Programs begin with "ZZ ECM".	Mike	2:15 PM	10 min
SmartCare Support • Please reach out to us for support questions at BHS-EHRSupport@saccounty.gov • Notifying EHR Team and QM when staff are terminated – Please be sure to notify the EHR and QM team when a member of your staff is no longer with your Agency. 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. Please Email BHS-EHRTrainingReg@saccounty.gov and dhsqmstaffreg@saccounty.gov with any staff updates. • Notifying EHR Team and contract monitor 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. • Now submitting 274 for SUPT out of SmartCare!!! – 274 will be replacing the NACT information previously given about staff in the future. Currently we are still reporting both, but the NACT will eventually no longer be needed. We've been working hard to make sure we have all the data accurate and correct for all our submissions to the State.	Justin	2:25 PM	10 min

SmartCare Reports • See Release Items	John/Val	2:35 PM	10 min
Program Updates • General Updates – Several contracts have been executed. If you have not yet received your contract packet yet, please expect it soon. We are expecting all contracts executed prior to the July invoice deadline.	Ed	2:45 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 • Next MHP/SUPT ECM Provider Meeting: Sept 5th, 2024 at 9:00am	Dana	2:50 PM	5 min
Training Updates • Training schedules posted through August • September training schedule – 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 training for their team in September as well as Q&A sessions. • Updated Provider Admin and Services Corrections Slides – We made updates to these slides since the last user forum. You will find the version date in the naming convention posted to the EHR webpage. • Service Corrections Training Guide – We have also added the Service Corrections Training Guide to our webpage which is a step-by-step guide created to help users process service corrections. • Direct Care Live Training – We are creating a Direct Care Staff live training. We are currently working on creating the training material. This training will be available for Direct Care staff by December 2024. The CalMHSA LMS training will still be required. The Direct Care Live Training will just be an optional training course for staff who may need some additional training. • Program Staff Services Report Statuses Cheat Sheet – We have a Program Staff Services Report Statuses Tip Sheet on our web page under the SmartCare Claiming section. This is a cheat sheet of the different service statuses with a description for each of these statuses. • Reminders: o 1:1 virtual Support Sessions – Reminder that we offer the 1:1 support session if needed. Please	Kat	2:55 PM	10 min

reach out to EHRTrainingReg@saccounty.gov if you would like to schedule a session. o User Account Deactivations – Reminder to submit your User Account Deactivation once someone leaves the program • CalMHSA Discharge tip sheet: https://2023.calmhsa.org/how-to-close-a-client-to-a-program/ • Next SUPT User Forum: September 4th @ 2pm			
New SmartCare Items or Issue Updates • Editing CalOMs vs Creating a New Version – Editing a signed and final version of a CalOMs should be a rare occurrence. Some users have been editing finalized versions of CalOMs instead of creating a new one which will cause submission errors when reporting to the state. The last edited version of the document is the one used for submission. • 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 behavioral health spectrum and ensures sensitive information is shared onlywith authorized individual.	Kristi	3:05 PM	5 min
Open Forum • If a program that is using SmartCare as their full EHR and they have patients who aren't Medi-Cal funded, are they entered into SmartCare as well. – No, not for clients who do not have Medi-Cal. Right now, the services in SmartCare are only for clients who have Medi-Cal.	All	3:10 PM	20 min