AGENDA

Electronic Health Record (EHR) SUPT User Forum

Date: September 11, 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 **WellSpace**
   o **CORE**
   o **Hope Coop**
   o **River City Recovery**
   o **SSYAF**
   o **Bridges**
   o **Fourth and Hope/Walter's House**
   o **BAART**
• New Psychiatric/Medical Note- New Psychiatric Medical Note template in SmartCare for any prescribers who are documenting. When into Live Environment Sep.9
• Not using test client in the live SmartCare environment- Live Environment is not for testing. Please don't put test clients in there. If you would like to do some testing reach out to the training reg box to give you access to the TRAIN environment.
• 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

Training Updates • Training schedules posted through October- September schedule will include MHTC Go Live trainings. • MHTC Go Live Trainings/September- We will be holding additional trainings in September • Updated Training Reg Form/MHTC classes- Added	Kat	2:05 PM	10 min

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 SUPT User Forum: November 20th @ 2pm			
Medi-Cal Claiming/Fiscal Update • SmartCare Claiming Updates-Completed July 2024 • Denials—Make sure you run your Program Denials (SAC) report 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	2:15 PM	10 min
ECM Claiming Update • SmartCare Claiming Updates- Submitted claims through May 2024 for Healthnet • ECM & (SAC) Reports in SmartCare- Run your ECM and (SAC) reports in SmartCare regularly to help you find and clear errors • Entering Managed Care Guarantors- Please make sure you are entering Manage Care plans and not Medi-Cal plans. All Managed Care plans will always start with Managed Care. • Entering ECM Programs- Please make sure to enter the correct ECM Programs. All SUPT ECM Programs begin with "ZZ_ECM". • Entering ECM Procedure Codes- Procedure name should begin with "ECM" and end with the Manage Care Plan name.	Mike	2:25 PM	10 min
SmartCare Support • Please reach out to us for support questions at BHS-EHRSupport@saccounty.gov • MHTC Key Phrases – Adding Key Phrases for MHTC GO LIVE which is Oct 1. Adding specific ones just for the Mental Health Treatment Center • 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.	Justin	2:35 PM	10 min

SmartCare Reports • Release Items	John/Val	2:45 PM	10 min
Program Updates • General Updates	Pamela Hawkins	2:55 PM	5 min
CalAIM & New Initiatives • Please continue to send all questions to BHS-ECM@saccounty.gov • Continue to email questions/concerns/Anthem Success Stories to BHS-ECM@saccounty.gov • Access and System of Care will be consolidating 1/1/25	Dana	3:00 PM	5 min
New SmartCare Items or Issue Updates • 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 individual. - We do not have a Go live date for this tool • 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	3:05 PM	5 min
Open Forum	All	3:10 PM	20 min