AGENDA

Electronic Health Record (EHR) SUPT User Forum

Date: November 20, 2024
Time: 2:00-3:30 PM
Location: Virtual using Zoom

Facilitator: Melony Ibarra

Scribe: Graciela Medina

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length

Welcome/Introductions
• Zoom meeting overview
• **Agencies attended**:
   o **River City Recovery**
   o **Stanford**
   o **WellSpace**
   o **Sac Recovery**
   o **Walter's House**
   o **CORE**
   o **Aegis**
   o **Hope Coop**
   o **Bridges**
 	
• Client Problem List – It is client based. Anyone who adds to the problem list is adding to it at the 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 no longer presenting with the problem you can end it instead.
• Not using test client in the 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.
 	
• 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 Updates-Completed September 2024 • Denials—Make sure you run your program reports and work on the denials. • Claims Correction Spreadsheet (CCS) - CCS are currently being completed in timely manner • When submitting CCS, please only enter one month of service in the CCS and submit one-month CCS per email.	Karen	2:05 PM	10 min
ECM Claiming Update • SmartCare Claiming Updates – Submitted claims through July 2024 for Healthnet and Anthem and are waiting adjudication • ECM & (SAC) Reports in SmartCare – Reminder to run your ECM & SAC 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 "Managed Care". • Entering ECM Programs - Please make sure to enter the ECM Program. All SUPT ECM Programs begin with "ZZ ECM". • Entering ECM Procedure Codes – Procedure name should always begin with "ECM" and end with the name of the Managed Care Plan. Ex: ECM-Clinical Staff_Anthem	Mike	2:15 PM	10 min
Data Reporting Items • Entering Discharge Reasons – When a client is being discharged, please make sure to select a discharge reason. • Race on the Client Information Screen – Validate if it is correct if it's incorrect, please unselect.	Dawn	2:25 PM	5 min
SmartCare Support • Please reach out to us for support questions at BHS-EHRSupport@saccounty.gov • 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. • MHTC Key Phrases - Adding Key Phrases 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	2:30 PM	10 min

SmartCare Reports • Release Items • MHTC Go-Live Items	Val/Melony	2:40 PM	10 min
CalAIM • Please continue to send all questions to BHS-ECM@saccounty.gov • Next MHP/SUPT ECM Provider Meeting: December 5, 2024 at 9:00am • Next ECM Training: December 5, 2024, at 1:00pm	EHR team	2:50 PM	5 min

Training Updates
• Training schedules posted through December.
• Training Reg Form
    o Use the version posted to the EHR webpage.
    o 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.
    o Class Name Update: BHS-SAC (Screening and Coordination) – New name of the integrated Access team and System of Care team.
• Authorized Approvers
    o 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.
• Tip Sheet Updates
    o Provider Inquiries: BHS-SAC program name updated.
    o UMDAP – Created a new tip sheet.
    o Co-Signature tip sheet Updates - how to add client co-signature/remove a co-signer.
    o How to Avoid a Duplicate CCS (Posted on the Claiming Page) – The billing team created a new tip sheet with CCS guidance.
• User Forum
    o 2025 schedules – Posted to the webpage.
    o Next User Forum:
       - MH: Thursday, Jan 30th @ 1pm
       - SUPT: Wednesday, Jan 29th @ 2pm
	Kat	2:55 PM	10 min

New SmartCare Items or Issue Updates • New Courtesy Dosing Flag – There is a new client flag specific for those clients who receive Courtesy Dosing. • 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 only with authorized individual. - We do not have a Go Live date for this tool	Kristi	3:05 PM	5 min
Open Forum	All	3:10 PM	20 min