

AGENDA



Electronic Health Record (EHR) SUPT User Forum

Date: January 28, 2026

Time: 2:00-3:30 PM

Location: Virtual using Microsoft Teams

Facilitator: Melony Ibarra

Scribe: Alona Kozachenko

Attendees: (See sign-in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions <ul style="list-style-type: none">• Agencies attended:• River City Recovery• BHS SUPT• BHS CQI• BHS DAT• CORE Medical Clinic• VOA• Serenity Recovery Solutions• Hope Cooperative• Baymark Health Services• Monarch Recovery Centers• GLOM• Sacramento Recovery House• Recover Medical Group• Bridges• WellSpace• SSYAF• Aegis• Not using test client in the live SmartCare environment.• AI note takers – we will be removing any AI bots from the meeting.• Support/Training Registration and Billing Mailboxes<ul style="list-style-type: none">○ 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 <ul style="list-style-type: none">• Claiming Updates – completed claims for November 2025,	Karen	2:05 PM	10 min

<p>working on claiming December 2025 services for services ready to be claimed.</p> <ul style="list-style-type: none"> • Denials – Make sure you run your program reports and work on the denials. • Claims Correction Spreadsheet (CCS) - CCS are currently being completed in a timely manner as received. 			
<p>ECM Claiming Update</p> <ul style="list-style-type: none"> • SmartCare Claiming Updates – submitted claims through December 2025 for HealthNet and Anthem, awaiting adjudication. • ECM (SAC) Reports in SmartCare – run these reports to identify and address any potential errors. • Reminder that Sacramento County is no longer providing ECM services as of 12/31/25, but we will continue to claim for previous months. Providers are still able to make corrections to services within 6 months from the service date. 	Mike	2:20 PM	10 min
<p>SmartCare Support Reminders</p> <ul style="list-style-type: none"> • Please reach out to us for support questions at BHS-EHRSupport@saccounty.gov • If you have any SmartCare issues, reach out to our team, and we ask that you do not reach out directly to CalMHSA as each County has different workflows and processes. • Notifying EHR Team and QM when staff are terminated. • Known Issues Listed on Website: https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/Avatar.aspx <p>Coverage Screen</p> <ul style="list-style-type: none"> • Known issue with end dating multiple payors with the same date. The system is not allowing you to put the same end date for multiple payors. <ul style="list-style-type: none"> ○ As a workaround, you can end-date each payor one day apart. • Some providers are still able to end date multiple payors on the same date. <ul style="list-style-type: none"> ○ If you still have this capability, please reach out to our team as we haven't been able to do this. We would like to give direction to all providers if there is a way to still do this. <p>Common Support Questions Demo</p> <ul style="list-style-type: none"> • Every couple of months we will be showing a demo on how to troubleshoot and prevent common SmartCare support issues. <ul style="list-style-type: none"> ○ Next month we will be showing how to clear errors from your briefcase. ○ Reach out to our team if there are any common support items you would like shown. 	Stacey	2:30 PM	10 min

<p>Enhancements</p> <ul style="list-style-type: none"> • Special Populations Update: <ul style="list-style-type: none"> ○ We will be making some updates to Special Populations for more granular tracking of housing status for our clients. Stay tuned for the email blast when we roll out this update with information about requirements for tracking. 	Melony		
<p>SmartCare Reports</p> <ul style="list-style-type: none"> • Release Items – see the attached document. 	John	2:40 PM	10 min
<p>TADT</p> <ul style="list-style-type: none"> • Meeting with CEO and Directors on 1/29/26 to go over any technical issues with TADT and work on improving our numbers. • Ensure you do your due diligence when completing the TADT. • Timeliness data is being reviewed by DHCS, and numbers need to be improved. • There will be a workgroup created to discuss TADT tracking. 	Dawn	2:50 PM	5 min
<p>CalAIM</p> <ul style="list-style-type: none"> • The Collaborative Resource RoundTable is on January 28, 2026, via a Teams platform, and registration is required. The topic this month is eating disorders. 	Melony	2:55 PM	5 min
<p>Training Updates</p> <ul style="list-style-type: none"> • Training schedules are posted through March 2026. • Training Guide Resources: <ul style="list-style-type: none"> ○ SUPT Provider Admin updated Practice Management ○ Service Corrections updated (will be posted shortly) • Training Registration Form <ul style="list-style-type: none"> ○ Program Name field – should be as listed in SmartCare • New Programs must be created in SmartCare prior to registering staff for training • Next SUPT User Forum: Wednesday, Mar 25th @ 2pm • Calendar for all SUPT User Forum Meetings is posted here January 6th Friday 	Kat	3:05 PM	10 min
<p>New SmartCare Items or Issue Updates</p> <ul style="list-style-type: none"> • CalOMS <ul style="list-style-type: none"> ○ Reporting CalOMS in small batches: we will be sending errors for corrections out to providers as we receive them. ○ CalOMS Outside Provider List Page – Clients that do not have Sacramento County Medi-Cal. <ul style="list-style-type: none"> - If interested in using this screen, please 	Kristi	3:15 PM	5 min

<p>reach out to support team at bhs-ehrsupport@saccounty.gov and we will set up a time to talk through the process and get your program set up.</p>			
<p>Open Forum</p> <ul style="list-style-type: none"> • Welcome Janelle Rozales to the EHR Billing team. She will be working with the SUPT claiming team. • Rhonda Pregano: general reminder that starting next month, we will be recouping SUPT denials that have surpassed the 15-month claiming time frame. That will come from the fiscal department. The information on the services that are recouped will be included in your payment log. • If you run a denial report and then it is reworked, it won't drop off the denial report. You should be running your denial reports with consecutive dates, so you aren't working on a denial you have already corrected. • Pamela Hawkins: reminder for TADT meeting attendance is required for tomorrow, January 29th, from 9:30 to 10:30. You will be learning a lot of great information and some reminders. Also, a reminder for providers, please look at your census reports, check for requested status to ensure that we move people to enrolled status if they are now being seen at your program. 	<p>All</p>	<p>3:20 PM</p>	<p>15 min</p>

Program TADT Status (SAC)

Program Type drives the type of TADT pulled (MH, DMC OP or DMC Opiod (for NTPs))

Complete means: **The TADT is Signed**

Days pending flags in yellow if Over 30 days from Enrollment and not in Complete Status

TADT Status parameter defaults to exclude “Complete” records, but the report can be run to include those or for any group combination. Overall TADT Status can be None, Started, Complete or Multiples, it flags yellow if Multiples, and one or more of those should be deleted

Start Date: 6/1/2025 End Date: 6/3/2025 View Report

Programs: [Redacted] TADT Status: None, Multiples, Started, Complete

1 of 1 Find Next

Program TADT Status

[Redacted] And 3 Other Programs

For Clients Enrolled Between 6/1/2025 and 6/3/2025

Program Name	Client Name	Client Id	Enrolled	Program Type	Overall TADT Status	Days Pending	Is Urgent	First Req	First Offered	First Rendered	First FU Offered	First FU Rendered	Closure Date	Closure Reason
[Redacted]	[Redacted]	[Redacted]	06/02/25	MH OP	None	168								
[Redacted]	[Redacted]	[Redacted]	06/02/25	MH OP	None	168								
[Redacted]	[Redacted]	[Redacted]	06/02/25	MH OP	None	168								
[Redacted]	[Redacted]	[Redacted]	06/02/25	MH OP	None	168								
[Redacted]	[Redacted]	[Redacted]	06/03/25	MH OP	Started	167		05/29/25	06/10/25	06/10/25	06/23/25	07/09/25		
[Redacted]	[Redacted]	[Redacted]	06/03/25	MH OP	Multiples			05/13/25	05/22/25	05/22/25	06/03/25	06/11/25		
[Redacted]	[Redacted]	[Redacted]	06/02/25	MH OP	Started	168		06/02/25	06/05/25	06/05/25	06/12/25	06/12/25		
[Redacted]	[Redacted]	[Redacted]	06/03/25	MH OP	Started	167		05/13/25	06/03/25	06/03/25	06/03/25	06/26/25		
[Redacted]	[Redacted]	[Redacted]	06/02/25	MH OP	Started	168		05/15/25	05/30/25	06/05/25	06/12/25	06/12/25		
ZZ_A	[Redacted]	[Redacted]	06/03/25	DMC OP	Complete			06/02/25	06/03/25	06/03/25			06/03/25	Other
ZZ_A	[Redacted]	[Redacted]	06/03/25	DMC OP	Complete			06/02/25	06/03/25	06/03/25			06/03/25	Other
ZZ_T	[Redacted]	[Redacted]	06/02/25	DMC Opiod	Started	168		06/02/25	06/02/25	06/02/25	06/03/25	06/03/25		
ZZ_T	[Redacted]	[Redacted]	06/02/25	DMC Opiod	Started	168		06/02/25	06/02/25	06/02/25	06/03/25	06/03/25		

If the inquiry was flagged as “Urgent” that shows in the Is Urgent column

”

s ing	Is Urgent	Firs
4	Y	06/
3		06/

Program Assessments Due (SAC)

Added the ability to include a specific "Team" Type. Report will show all staff in that role for the client

Programs [REDACTED] Team Role Clinician/Therapist

Program Assessments Due

Program Name	Client Name	Client Id	Age	Enrolled	Clinician/Therapist	ASAM Status	Cal AIM Status
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2023-08-14	G	N/A	Done: 2024-08-16
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2023-08-14		N/A	Done: 2024-09-03
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2023-08-14	G	N/A	Done: 2023-09-28
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2023-08-14		N/A	Done: 2023-09-07
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2023-08-14		N/A	Done: 2025-12-16
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2023-08-14	E	N/A	Done: 2024-07-25
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2023-08-14		N/A	LATE: 2023-11-12
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2023-08-14	G	N/A	LATE: 2023-11-12
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2023-08-14	G	N/A	Done: 2024-08-15
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2023-08-14		N/A	Done: 2025-09-17
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2023-08-14		N/A	LATE: 2023-11-12

Program Next Appointments (SAC)

NEW- Clients currently enrolled in the selected program with their Last date of service and their next scheduled appointment

Programs ▼

Program Next Appointments

Clients currently enrolled in

Client Name	Client ID	Enrolled	Last Service	Next Appt	Next Appt Provider
		04/18/25	12/29/25		
		09/05/25	01/02/26	01/30/26	
		01/23/26	01/23/26	02/09/26	
		09/16/25	01/16/26		
		01/21/26	01/21/26	01/30/26	
		10/24/25	10/29/25		
		12/17/25	01/16/26		
		01/14/26	01/23/26	01/28/26	
		03/13/25	12/10/25		
		12/10/25	01/21/26	01/28/26	
		06/30/25	01/23/26	02/09/26	
		06/24/25	01/23/26	01/28/26	

EBP Counts by Program (SAC)

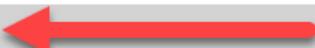
Added a Details section that defaults to hidden, but can be expanded by clicking on the +

EBP Counts by Program

For Services Between 7/1/2025 and 10/31/2025

Services	2025				Total
	Jul	Aug	Sep	Oct	
[REDACTED]	67	42	46	49	204
Medication Management	51	31	42	45	169
Unknown Evidence-Based Practice/Service Strategy	16	11	4	4	35
Total	67	42	46	49	204

Distinct Clients	2025				Total
	Jul	Aug	Sep	Oct	
[REDACTED]	56	38	40	45	81
Medication Management	45	30	38	41	59
Unknown Evidence-Based Practice/Service Strategy	16	10	4	4	29
Total	56	38	40	45	81

 [+ Show Details](#)

Show Details

Client Name	Client ID	DOS	Program Name	EBP
		07/30/25		Medication Management
		08/27/25		Medication Management
		10/01/25		Medication Management
		08/04/25		Unknown Evidence-Based Practice/Service Strategy

Suggestions?

Census Summary

- Show total counts by program
- Any other breakdowns?
 - Currently Sex, Race, Primary Language, Age

Service Request

- Not “CDAG” like most documents
- Client is open to a program you serve
- Information to see?