

AGENDA



Electronic Health Record (EHR) SUPT User Forum

Date: May 28, 2025

Time: 2:00-3:30 PM

Location: Virtual using Zoom

Facilitator: Melony Ibarra

Scribe: Chean Chheng

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions <ul style="list-style-type: none">• Zoom meeting overview• Agencies attended:• River City Recovery• Center Point• GLOM• Recover Medical Group• CORE Medical Clinic• Stanford Youth SSYAF• Aegis Treatment Centers• WellSpace• Sacramento Recovery House• Bridges• Avatar contract ending 6/30/25• Do not use test clients in the live SmartCare environment, reach out to EHR Training Registration team to get access to Training environment for testing.• New Agenda Item for future User Forums: Provider Topics - We are providing an opportunity to discuss items that users would like to be brought to attention during our User Forum meetings. Please reach out to us with your items in advance to allow us to prepare material and subject matter experts to discuss the topics. Support/Training Registration and Billing Mailboxes<ul style="list-style-type: none">○ Support: BHS-EHRsupport@saccounty.gov○ Training Registration: BHS-EHRTrainingReg@saccounty.gov	Melony	2:00 PM	5 min

<ul style="list-style-type: none"> ○ Billing: BHS-EHRBilling@saccounty.gov 			
Medi-Cal Claiming/Fiscal Update <ul style="list-style-type: none"> • Claiming Updates (Completed March 2025 services. • 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. • CalMHSA MAT codes-July 1, 2025, we will begin using CalMHSA MAT codes. As the date gets closer, we'll send out an email to our distribution list. This would impact on any NTP providers who are providing mat service codes. • Billing Manual 2.1 updates for FY 24/25 Drug Medi-Cal ODS Billing. There are no updates for DMC Service table; you should continue to use FY 24/25. • For FY 25/26, the new billing manual has not yet been made available. You can find the current and new billing manuals on the DHCS website at the following link when they are available: https://www.dhcs.ca.gov/services/MH/Pages/MedCC-C-Library.aspx • Billing one-on-one virtual sessions are available by appointment – Offered the 1st Wednesday of the month by appointment or as needed by emailing bhs-ehrbilling@saccounty.gov 	Karen	2:05 PM	10 min
Other Billing/Claiming Items <ul style="list-style-type: none"> • When entering a client's address, make sure to select 'Home' in the drop down. If the client is homeless, it's okay to put Homeless in the address field, but make sure to use a valid city, state, and zip code. • Ensure to run the Program Coverage Report to identify address issues • Pseudo social security numbers – This can be entered in the Client Information screen under the Custom Fields tab in the pseudo social security numbers field. • Unique CCS number - Effective July 1, 2025, any CCS submitted will be assigned a tracking number. You will be getting a response that your CCS was received along with a tracking number. • New Client Merge Request Form. It's required to complete this form for merge requests. It can be found here: https://dhs.saccounty.gov/BHS/BHS- 	Richard	2:15 pm	5 min

EHR/Pages/EHR-Claiming.aspx			
ECM Claiming Update <ul style="list-style-type: none"> • SmartCare Claiming Updates (Submitted claims through February 2025 for Health Net Anthem) • ECM & (SAC) Reports on SmartCare (Run reports regularly to identify and address any potential errors) • Entering Managed Care Guarantors • Entering ECM Programs (begin with ZZ or ECM) • Entering ECM Procedure Codes (The codes will always begin with ECM and plan name) 	Mike	2:20 PM	10 min
SmartCare Support <ul style="list-style-type: none"> ○ Reminders ○ Please reach out to us for support questions at BHS-EHRSupport@saccounty.gov ○ EHR Support line: 916-876-5806 <ul style="list-style-type: none"> ○ Reminder to enter a location for Labs ○ Notifying EHR Team and QM when staff are no longer with your program ○ Notifying the EHR Team when a program closes ○ Scanning updates – If you choose a document and do not complete the process of uploading the document into SmartCare, it still creates the image and has nothing associated with it. When scanning into My Office screen, if you go in and use the drop-down menu and sort by “not associated”. You’re going to see documents that you have. There are over 30,000 documents not completely scanned into SmartCare, and they are taking up system storage. We ask that you help clean up those documents as much as possible. 	Melony	2:30 PM	10 min
CalMHSA Timely Access Document Report <ul style="list-style-type: none"> • TADT should be completed for every new enrollment <ul style="list-style-type: none"> ○ This should get rid of the extra step to try and figure out if they had services in the past. • The State is reviewing this data to ensure timeliness, and we need to do our due diligence. • TADT not required for non-DMC clients 	Dawn	2:40 PM	5 min
SmartCare Reports <ul style="list-style-type: none"> • Release Items • SmartCare Technical Support 	John/Val	2:45 PM	10 min

<p>CalAIM</p> <ul style="list-style-type: none"> • The last Collaborative Resource Roundtable was on 5/28 Topic: Long-Acting Injectable Treatments • The next Collaborative Resource Roundtable is on 6/25 Topic: Street Medicine • Time: 12:00 – 1:00 PM • The next ECM Provider meeting is 6/5 at 9:00 A.M. <p>The next ECM training 6/5 @ 1:00 pm ECM inbox - bhs-ecm@saccounty.gov</p>	Darlene	2:55 PM	5 min
<p>Training Updates</p> <ul style="list-style-type: none"> ▪ New – Need to Know section on BHS-EHR Webpage ▪ The SmartCare Technical Support section of the EHR Webpage has updated tip sheets. • Training schedules posted through July 2025 • Slide decks updated on 4/29/25 <ul style="list-style-type: none"> ○ MH Provider Admin ○ SUPT Provider Admin ○ Provider Service Corrections • Training Registration for staff at a New Agency, please ensure that the program has already been set up on SmartCare before sending in training registration forms. • Virtual Training Requirements – attendees are required to appear on camera now during attendance rollcall to ensure attendance requirement is met and credit can be given for full training. • Optional Direct Care Staff training – Designed for Direct Care users who need additional training after completion of assigned LMS module videos and provides an opportunity to ask questions. <p>Next SUPT User Forum: Wednesday, July 30th from 2 – 3:30 PM.</p>	Kat	3:00 PM	10 min
<p>New SmartCare Items or Issue Updates</p> <ul style="list-style-type: none"> • You are now able to document AB 352 compliance with SmartCare. AB352 is a California law that adopts protections for sharing information about gender affirming care, abortion-related services, and contraception. The law prohibits patient information for these protections from being shared out of state. SmartCare has added three new special population types in the Special Population screen as outlined below: <ul style="list-style-type: none"> ▪ AB352-Abortion ▪ AB352-Contraception ▪ AB352- Gender Affirming Care 	Kristi	3:10 PM	5 min

<ul style="list-style-type: none"> For more information regarding AB352, see CalMHSA's webpage, https://2023.calmhsa.org/ab-352-compliance-how-to-add-new-indicators-to-a-clients-record-in-special-populations/ Service Note Reviewers Screen – This is a client-based screen allowing users to view all service notes for a specific client which can be filtered by program(s), previous number of days notes were written, Procedure code(s) and Note status. 			
Open Forum Action Items <ul style="list-style-type: none"> County to investigate the non-DMC clients and TADT reporting discrepancies. 	All	3:15 PM	15 min