AGENDA

Electronic Health Record (EHR) SUPT User Forum

Date: January 29, 2025
Time: 2:00-3:30 PM
Location: Virtual using Zoom

Facilitator: Melony Ibarra

Scribe: Stacey Callahan

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length

Welcome/Introductions
• Zoom meeting overview
• **Agencies attended**:
    ○ **Aegis**
    ○ **River City Recovery**
    ○ **Bridges**
    ○ **WellSpace**
    ○ **Serenity Recovery Solutions**
    ○ **MedMark**
    ○ **Stanford**
    ○ **CORE**
 	
• Avatar contract ending 6/30/25- If there is any documentation that is needed by your program, there are a couple people at each agency who have Avatar access, be sure to coordinate with them to pull any documentation that needs to be pulled (scanned documents or progress notes that may need to be scanned into SmartCare). Reminder there was some specific information pulled into SmartCare at Go-LIVE.
• Client Clinical Problems (Client) is client based. Anyone who adds to the problem list is adding to it at a 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 clients in 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. Access to both TRAIN and the
	Melony	2:00 PM	5 min

LIVE environment will not be given at the same time. Access to Live will be shut off while testing in TRAIN, to avoid data being entered into the wrong environment. Once the user is done in TRAIN, we will restore access to the Live environment. • Support/Training Registration and Billing Mailboxes • **Support**: BHS-EHRSupport@saccounty.gov • **Training Registration**: BHS-EHRTrainingReg@saccounty.gov • **Billing**: BHS-EHRBilling@saccounty.gov			

Medi-Cal Claiming/Fiscal Update
• Claiming Updates-Completed October 2024
• 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
• Effective January 1, 2025, the "Prescriber Telephone E/M OP" procedure code is no longer valid.
    o DHCS has advised to use the "SUPT SUD Screening (H0001)" code as a replacement, be sure to use "telehealth audio only" as the location with this code.
• Coverage Screen-The field "Client is Subscriber" should always be set to Yes for Medi-Cal. If the client has private insurance through a family member, that can be set to No for the OHC Payor and the subscriber should be selected.
    o The Program Coverage Report will flag any clients who have No entered under "Client is Subscriber" under the Medi-Cal Payor. Please correct these errors. They will prevent your services from claiming out.
    o If the client has private insurance through a family member, that person must be added as a contact in the Client Information screen. The following fields are required to be entered for that client contact:
        ▪ Sex
        ▪ DOB
        ▪ Address
• Client Information Screen- Be sure your clients have the sex, and a valid address entered. There have been a lot of errors in these two fields. The Address must be broken out line by line, Click the "Details" button to break out the address.
	Richard	2:05 PM	10 min

ECM Claiming Update • SmartCare Claiming Updates- Claims have been submitted through July, 2024 for Healthnet and Anthem. • Make sure to run your ECM & (SAC) Reports in SmartCare regularly to help find and clear errors. • Entering Managed Care Payors- All ECM Payors will have "Managed Care" in the name, be sure to use those	Mike	2:15 PM	10 min

Payors. • Entering ECM Programs- All SUPT ECM programs begin with "ZZ_ECM" • Entering ECM Procedure Codes- ECM procedure codes will begin with ECM and end with the managed care plan name.			
Data Reporting Items • Make sure to enter a discharge reason when discharging your client from your program.	Dawn	2:25 PM	5 min

SmartCare Support
Reminders
  o Please reach out to us for support questions at BHS-EHRSupport@saccounty.gov
  o 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.
  o 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.
  o 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.
• **Searchable Staff text box**-This replaces all staff dropdown lists with a searchable text box. This is in multiple forms throughout SmartCare.
• **Treatment Team update** (See Release Items)
    Inquiries Screen updates (See Release Items)
	Justin	2:30 PM	10 min

SmartCare Reports • Release Items can be found on the BHS EHR Support page, https://dhs.saccounty.gov/BHS/BHS-EHR/Pages/Support.aspx	John/Val	2:40 PM	10 min
CalAIM • The next Collaborative Resource Roundtable is on 2/26/25: Meth Use Disorder and Associated Heart Failure. • The next ECM training 2/6/25 @ 1:00 pm. • The next ECM Provider meeting is 2/6/25 at 9:00 A.M. We will have a special presentation from a meals on wheels Community Support provider: Avengers Hospitality Group highlighting their meal program. Please see their attached flyer	Darlene	2:50 PM	5 min
Training Updates • Training schedules posted through March 2025 • Training Registration Form o Only name programs/locations where your new staff will be working and need the ability to enter	Kat	2:55 PM	10 min

information. Only request All Programs if it's applicable to the user.

- Authorized Approver guide will be coming soon. The guide will go over the process of registering staff for training, how to fill out the Training Registration Form, and basic FAQ's. We will be sharing the guide with current Authorized Approvers and posting it to our webpage once completed.
- Training Schedule updates beginning in March 2025:
  - New Supplemental live Direct Care Staff Training will be offered monthly. This training is **not** required or intended for all direct care staff. It is supplemental training for Direct Care staff who feel they need extra support after going through the required CalMHSA LMS videos. CalMHSA LMS training is still required for all new SmartCare users
    - This training will replace the 1:1 Direct Care staff session.
    - New programs will be required to take the live Zoom training.
    - The first training will be offered March 18, 2025.
  - Provider Admin training Updates
  - We have split up the Provider Admin training into a SUPT and MH specific training. This allows us to go into more specifics regarding SUPT specific items, such as state reporting.
  - The first SUPT training will be March 11, 2025
  - The training will be offered as a full day training
  - Since Provider Admin training will now be offered all day, Service Corrections training will move to Thursday afternoons.
  - ECM will move to Thursday mornings.
  - Alternative SmartCare training- This is set as a holding place for any training needs, such as a new program going live.
- Next User Forum: March 26th at 2pm

New SmartCare Items or Issue Updates	Kristi	3:05 PM	5 min
• CalMHSA Connex-Interoperability Solution - 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 AB 352 is a buffer against providing states that have criminalized certain kinds of care, for example, abortion			

care, contraception, and gender affirming care. The system will use the following indicators to ensure that the sensitive data types outlined below are not shared out of the state.
   o In SmartCare use one of the three special population types from the dropdown menu:
      ▪ AB352-Abortion
      ▪ AB352-Contraception
      ▪ AB352- Gender Affirming Care
   o 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/			

Open Forum • Question: If an administrative discharge is done, how would we complete the CalOMS Discharge without all of the information? o Answer: There are codes that can be used to enter if you are unsure of the answer. You can reach out to BHS-EHRSupport@Saccounty.gov for a handout with those codes. Also, for an administrative discharge, not all fields need to be completed. We currently have an open ticket with CalMHSA since it is currently requiring all fields be completed for the administrative discharge.	All	3:10 PM	20 min

Meal Options

Some of our meal options include but are not limited to

- Egg White Veggie bake (sweet potatoes, spinach, onions, peppers)
- Turkey Enchilada Verde
- Low sodium soy ginger chicken with chickpea rotini pasta
- Chicken and Sausage Jambalaya
- Roasted Veggie Stuffed Bell Peppers
- Turkey Meatloaf and Green Beans
- Low glycemic spaghetti noodle with meatballs and marinara sauce

Today's Menu

Southwest Turkey Chili

Special dish from Texas, served with cornbread

Enroll Today!

Visit our page at Findhelp.org or Scan the QR code below to get started.

find help.org

Contact Us

Our dedicated liaison will assist you with all your support needs. Call us today!

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Avengers Hospitality Group®

Serving California's CalAIM and Medi-Cal Populations

MEDICALLY TAILORED MEALS

are just a click away

Delicious, locally sourced, and ethnically diverse meals are now available for eligible members through the CalAIM and Medi-Cal program.

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Healthy Food Delivered

Whether you are on a doctor-recommended diet, or have simply decided to take your health and nutrition into your own hands, we create heart healthy solutions made from the best ingredients to combat chronic and at risk conditions such as Diabetes, Renal Failure and Hypertension and deliver them to you!

Ethnically Diverse Meal Options

Avengers Hospitality has some of the world's best nutritionists, medical professionals and culinary teams working together to craft tasty, healthy, culturally-sensitive, freezer-ready meals.

Quality of Ingredients

We utilize only the finest natural ingredients to deliver tasty, medically tailored meals to curb or prevent impacts on your health. With every bite from our menu, you are assured that you are consuming healthy fuel for your body.