

AGENDA



Electronic Health Record (EHR) SUPT User Forum

Date: July 26, 2023

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 |
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| Welcome/Introductions <ul style="list-style-type: none">Zoom meeting overviewSupport/Training Registration and Billing Mailbox Name Change<ul style="list-style-type: none">Support: Avatar@saccounty.gov will be changed to: BHS-EHRsupport@saccounty.govTraining Registration: AvatarTrainingRegistration@saccounty.gov will be changed to: BHS-EHRTrainingReg@saccounty.govBilling: Avatar-Fiscal@saccounty.gov will be changed to BHS-EHRBilling@saccounty.gov | Melony | 2:00 PM | 5 min |
| Avatar Claiming/Fiscal Update <ul style="list-style-type: none">Claiming Status – We are currently claiming June 2023Claims Correction Spreadsheet (CCS) - CCS are currently being completed in timely mannerPre-Billing Reports - Reminder for the Address error, please enter HOMELESS in the first address line and enter valid zip code. You can use the zip code of your agency. You can update this using the Update Client Data form in Avatar.Modifier Errors – If you need to add an additional modifier, please make sure to enter the hardcoded modifier and the additional modifier.Guarantor Order - If a coverage ends or terminates, please do not remove it, delete it or change the order. Instead, make an update to the coverage expiration date | Silvia | 2:05 PM | 10 min |

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| <p>under the guarantor selection.</p> <ul style="list-style-type: none"> Practice Management one-on-one virtual sessions by appointment - Offered the 1st Wednesday of the month by appointment or as needed. | | | |
| <p>Avatar ECM Claiming Update</p> <ul style="list-style-type: none"> Claiming Updates – We submitted claims through May 2023 for Healthnet and Aetna and are waiting adjudication. Diagnosis Issues – Please make sure that your diagnosis date is the date of or before the first date of service. Run your ECM Pre Billing Reports Frequently | Mike | 2:15 PM | 5 min |
| <p>SmartCare Billing</p> <ul style="list-style-type: none"> There have been some services that had been entered into Avatar after July 1st. We are going to be working with contract monitors to get this information to your agency. Please remember to enter services into SmartCare if the service was provided on or after July 1st. The system will automatically assign add-on codes for certain procedures. We are currently working with CalMHSA to potentially have all the add-on codes automated but it will be a work in progress. When entering the insurance ID for Medicare Part B, please enter it in both the Insurance ID and Medicare Beneficiary ID field. | Richard | 2:20 PM | 10 min |
| <p>Program Update</p> <ul style="list-style-type: none"> Cal-OMS open admissions – Reminder to get Cal-OMS open admission cleaned up. We have 2 incentives in our contract form Cal-OMS. The first is to obtain a clean open admission report for one month. The secondary incentive is to have 3 clean open admission reports for the course of a year. Continued work on Invoice Development – We are working internally on an invoicing tool. There will be more to come on how the invoicing process will work. | Ed | 2:25 PM | 5 min |
| <p>SmartCare Support</p> <ul style="list-style-type: none"> Please do not reach out to CalMHSA for support since there are Sacramento County specific roles and permissions and may not be able to support. If you or staff need support, please reach out to the Sacramento County EHR support team at BHS-EHRsupport@saccounty.gov. File Import – We are currently working on testing the File Import process. As soon as we have completed testing, we will send out the template to the programs that are currently using file import. | Justin | 2:30 PM | 15 min |
| <p>SmartCare Reports</p> <ul style="list-style-type: none"> Release Items | John | 2:45 PM | 10 min |

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| <p>CalAIM</p> <ul style="list-style-type: none"> - ECM <ul style="list-style-type: none"> o Many updates went out regarding ECM changes in SmartCare. Please attend ECM EHR training and ECM Provider Training for review of all changes. Email BHS-ECM@saccounty.gov if you need a copy of the schedule. o SUPT ECM Provider Meeting: August 16, 2023 at 9:00am https://www.zoomgov.com/j/1611849695?pwd=U3NLb1k2YjFtRzIwNjU1hoUT09 • Open Question Forum • ECM Questions: Email BHS-ECM@saccounty.gov • CalAIM Questions: Email SebastianD@saccounty.gov and/or MooreDa@saccounty.gov | Dana | 2:55 PM | 5 min |
| <p>Training Updates</p> <ul style="list-style-type: none"> • Training schedule posted through August – We are still providing the Provider Admin Training twice a month, ECM Training once a month and the Q&A sessions on Thursdays. • Training Registration form updates – We have made updates to the previous SmartCare Registration form and added the user role and whether the staff is a SmartCare user. This update will help expedite the training registration process. • Upcoming User Forums – The next SUPT User Forum will be on August 23, 2023 from 2-3:30pm. | Kat | 3:00 PM | 10 min |
| <p>Open Forum</p> <ul style="list-style-type: none"> • If we don't have the Client's Medicare ID number, can we add the social security like in Avatar? – We don't advise entering the social security number since this will create issues on the billing end. Please contact the billing team @BHS-EHRBilling@saccounty.gov if you don't know the Client's Medicare ID. • At some point, will we be able to access more than one screen in SmartCare? – We are hoping that this will be a capability in the future. However, for reports, you are able to run and open a report and still have SmartCare open on a difference screen since the report will open in a separate window. | All | 3:10 PM | 20 min |