

AGENDA



Electronic Health Record (EHR) SUPT User Forum

Date: August 23, 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
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: BHS-EHRsupport@saccounty.govTraining Registration: BHS-EHRtrainingreg@saccounty.govBilling: BHS-EHRbilling@saccounty.gov	Melony	2:00 PM	5 min
Avatar Claiming/Fiscal Update <ul style="list-style-type: none">Claiming Status – Completed 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 – There have been a lot of denials due to modifier errors. Please make sure to enter modifiers in the correct format.Guarantor – If there are any changes, please end date instead of deleting the guarantors.Practice Management one-on-one virtual sessions by appointment - Offered the 1st Wednesday of the month by appointment or as needed.	Silvia	2:05 PM	10 min

<p>Avatar ECM Claiming Update</p> <ul style="list-style-type: none"> • Claiming Updates - We submitted claims through June 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"> • For all duplicate Client ID requests, please email these merge requests to BHS-EHRBilling@saccounty.gov. • If you are requesting to add an OHC payer that is not in SmartCare, please confirm on the MediCal website that the client does have that OHC. 	Richard	2:20 PM	10 min
<p>Program Update</p> <ul style="list-style-type: none"> • Residential 3.1 vs 3.5 services – We found an issue where the Residential 3.5 clients were being placed in the 3.1 program. Please make sure these get moved to the correct program. There is a tip sheet located on our website to show how to change the program. • Invoicing – Rhonda is scheduling time with each provider to provide individualized training on the invoice template as well as the tools in SmartCare to support the invoice. 	Ed	2:25 PM	5 min
<p>Face-to-Face and Mode of Delivery</p> <ul style="list-style-type: none"> • Face-to-Face time – This really means direct service time. Any time there is a service provided, it is the actual time of the service that is being provided. • Documentation time is not included in the direct service time and will not be reimbursed. • Mode of Delivery – This will allow us to identify the face-to-face with the client. This should only be used if you are providing a service directly to the client. 	Alex/Melony	2:30 PM	5 min
<p>SmartCare Support</p> <ul style="list-style-type: none"> • Please reach out to us for support questions at BHS-EHRSupport@saccounty.gov • Service Import – We have completed the batch testing for most Providers and started importing services. If you have not sent us the batch test, please make sure you do so that we can make sure that your file template is good. • Batch Service Entry Demo • Special Populations Screen Demo/Homeless Statuses - We have added Additional homeless status' as options to select in the Special Populations form. • We have added a Special Populations form for SUD that includes these homeless status as well as other options. This form has been added to the front Desk, Clinical and QA roles. • See Release document for additional information 	Justin	2:35 PM	10 min
<p>SmartCare Reports</p> <ul style="list-style-type: none"> • See Release Items 	John/Val	2:45 PM	10 min

<p>CaIAIM</p> <ul style="list-style-type: none"> Continue to email questions/concerns/Anthem Success Stories to BHS-ECM@saccounty.gov Next SUPT ECM Provider Meeting: Sept 20, 2023 at 9:00am 	Darlene	2:55 PM	5 min
<p>Training Updates</p> <ul style="list-style-type: none"> Training schedule posted through September – Our last Q&A session is scheduled for August 31st at 1pm. Our next Q&A will be during the next User Forum at the end of September. Training Registration form updates – Reminder to use our most up to date registration form on our webpage. Upcoming User Forums – Our next SUPT User Forum is on September 27th at 2pm. 	Kat	3:00 PM	10 min
<p>New EHR-SmartCare</p> <ul style="list-style-type: none"> Documenting No Show Demo Corrections Tip Sheet - We have a new tip sheet that we will be posting on our website that will detail how to correct a service. 	Kristi	3:10 PM	5 min
<p>Open Forum</p> <ul style="list-style-type: none"> Are all diagnoses in SmartCare supposed to be just Admission diagnosis? – Please still update diagnosis when clinically appropriate or upon discharge. Is Mode of Delivery a required field? – It is not a required field in the system. We need people to use it if they are providing services directly to the client for tracking purposes. Do we need to add a special population for all of the clients? – No, if they don't fall under the special population, you will not need to enter this. Is there an estimate on the turnaround time for the service upload templates? – It would be about 3-5 days like in Avatar if there are no errors. 	All	3:20 PM	10 min