

AGENDA



Electronic Health Record (EHR) SUPT User Forum

Date: September 27, 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. In SmartCare, you will need to update this in the General Tab under Client InformationPractice 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
Avatar ECM Claiming Update <ul style="list-style-type: none">Claiming Updates – We submitted claims for July 2023 for Healthnet and are awaiting adjudication.<ul style="list-style-type: none">Reminder to run your reports in SmartCare such as	Mike	2:15 PM	5 min

<p>the Service Diagnosis Errors and Program Coverage Report</p> <ul style="list-style-type: none"> • Diagnosis Issues in Avatar– Services are sitting at 9999 because of no diagnosis. • Reminder to run your ECM Pre Billing Reports Frequently in Avatar for services that haven't claimed yet. 			
<p>SmartCare Claiming</p> <ul style="list-style-type: none"> • We now have the ability to error, copy, and move a note if the service is in a completed status and you need to make updates. This would only be applicable for providers who are using SmartCare as their EHR. Please reach out to the EHR Support team if this is needed. We will be creating some documentation on what is needed for this process. • Please DO NOT use the group service functionality in SmartCare. There are several issues with it. Please use the Services or Service/Notes screens to enter your group services. 	Richard	2:20 PM	5 min
<p>Program Update</p> <ul style="list-style-type: none"> • Group Services Calculation – The State had changed the way that they are calculating groups. It had been changed to per client per group and added a group divider. We are recommending that when you are putting together groups, it would be best to have 5 or more clients if possible so you can maximize the amount you can claim. • Minor Consent Reporting to DHCS – We've been having internal discussions on how to identify these services in SmartCare. We haven't found the solution yet. Please keep working with Rhonda and Talia to submit them for now until we have further information on whether we find a fix for this on SmartCare. 	Ed	2:25 PM	5 min
<p>Face-to-Face and Mode of Delivery</p> <ul style="list-style-type: none"> • Demo • 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. • Location is where we are providing the service. • 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. 	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 uploaded the majority of July and August files and will be working on September soon. • Client Information Screen-Address – In the client information form, there is a section where you can enter the client's address. In the address field, if there is a comma, it usually means that the address was entered incorrectly. Some addresses were entered into one line. Please make sure that these are entered in the correctly and not all on one line since it may cause some issues 	Justin	2:35 PM	10 min

<p>with billing. You can see bad addresses on the Program Coverage Report</p> <ul style="list-style-type: none"> • Disclosure Requests – This is used to gather information for a client in SmartCare for a records request or Release of Information. A release of information is needed before a release should be completed. <ul style="list-style-type: none"> • On the CalMHSA website, you will find a guide on how to document a Disclosure Request. How to Document a Disclosure Request - 2023 CalMHSA • See Release document for additional information 			
<p>SmartCare Reports</p> <ul style="list-style-type: none"> • See Release Items 	John	2:45 PM	10 min
<p>CalAIM</p> <ul style="list-style-type: none"> • Please continue to send all questions to BHS-ECM@saccounty.gov • Continue to email questions/concerns/Anthem Success Stories to BHS-ECM@saccounty.gov • Next SUPT ECM Provider Meeting: TBD 			
<p>Training Updates</p> <ul style="list-style-type: none"> • Training schedule posted through the end of 2023 • Updated Tip Sheets – The Provider Admin Training Slides had been updated on the website • Upcoming User Forums – Our next SUPT User Forum is on November 29th at 2pm 	Kat	2:55 PM	10 min
<p>New EHR-SmartCare</p> <ul style="list-style-type: none"> • Documenting Diagnosis – Clients must have a diagnosis document completed for every program, covering all dates of service and signed to be valid. • Demo • System Timeout – Currently SmartCare times out after 15 minutes. What keeps the system active is clicking save, editing, updating, navigating between screens and accessing quick links. Clicking or hovering your mouse will not keep the system active and the system will timeout after 15 minutes. 	Kristi	3:05 PM	5 min
<p>Open Forum</p> <ul style="list-style-type: none"> • Is there not a mode of delivery option on service import? – Correct, there is not a mode of delivery on service import. We will work with CalMHSA on this. • Will there be any improvements in decreasing the amount of lag time in SmartCare? – We will be sending these requests back to CalMHSA to look into. • Will there potentially be a date range for billable services? – We haven't asked this from CalMHSA. We will need to discuss this with QM if it will be an appropriate feature. • Any updates on CalOM discharges? - The CalOMS discharge issue has been resolved as of 10/2/23. 	All	3:10 PM	20 min

