

AGENDA



Electronic Health Record (EHR) SUPT User Forum

Date: June 21, 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 ChangeChanges to the Mailbox names will be effective May 1st, 2023.<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 May 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. The modifiers need to be capitalized and separated by a comma, not a period.	Silvia	2:05 PM	10 min

<ul style="list-style-type: none"> • Guarantor Practice Management one-on-one virtual sessions by appointment - Offered the 1st Wednesday of the month by appointment or as needed. 			
<p>ECM Claiming</p> <ul style="list-style-type: none"> • Claiming Updates – Claims were submitted through April 2023 for Healthnet and are awaiting adjudication. • Diagnosis Issues - We are still seeing services sitting at 9999 because the diagnosis date is after the date of service. Please make sure that the diagnosis date is the day of or before the first date of service. • Run your ECM Pre Billing Reports Frequently 	Mike	2:15 PM	10 min
<p>Program Update</p> <ul style="list-style-type: none"> • Cal-OMS errors – Reminder to close out outstanding Cal-OMS open admission. • Continued work on Invoice Development – We are working on finalizing the contract for the Invoicing tool. This tool will assist providers to calculate the different classifications and the amount of time spent on the procedure codes that are available. 	Ed	2:25 PM	5 min
<p>CalAIM</p> <ul style="list-style-type: none"> - ECM <ul style="list-style-type: none"> o We are currently revamping the Program ECM training for Smartcare. Be on the lookout for training schedule o The SUPT ECM Provider meeting will be used for ECM SmartCare training. o SUPT ECM Provider Meeting: June 21, 2023 at 9:00am https://www.zoomgov.com/j/1611849695?pwd=U3NLb1k2YjFtRzIPNjh6SnczU1hoUT09 • Open Question Forum ECM Questions: Email BHS-ECM@saccounty.gov • CalAIM Questions: Email AndersenD@saccounty.gov and/or MooreDa@saccounty.gov • 	Darlene	2:30 PM	5 min
<p>Training Updates</p> <ul style="list-style-type: none"> • Training schedule posted through July - There are Provider Admin staff trainings and an ECM provider training scheduled for new staff. There are also several SmartCare Q&A sessions scheduled post Go LIVE. We've scheduled some live SmartCare trainings for new ECM providers, Admin staff, Access team staff, and SOC staff. These specific new staff will be required to take these live trainings in addition to the CalMHSA LMS training videos. • SmartCare Training Registration Process (new staff) - When registering direct care staff for training, please email the first page of the training registration form to QM staff registration at dhsqmstaffreg@saccounty.gov along with your registration packet. If you're registering admin/billing 	Kat	2:35 PM	10 min

<p>staff, or only requesting to modify a user's account without changing direct care staff classifications, please just send the first page of the form directly to EHR training registration at BHS-EHRTrainingReg@saccounty.gov. Once all staff and training registration forms have been emailed, please allow up to 5 business days for a new user's account to be created. A confirmation email will be sent to the user, as well as the authorized approver, once the user account is updated or when the user is registered for training. Information regarding the CalMHSA LMS training videos will also be included in the email.</p> <ul style="list-style-type: none"> • SmartCare Login Tip Sheet - The SmartCare log-in tip sheet will be posted on July 1st. It will be a step-by-step guide on how to log into the new EHR. • Avatar to SmartCare Crosswalk - We have also created a crosswalk of forms in Avatar to Screen names used to perform similar functions in SmartCare. This is posted to the webpage. • Upcoming User Forums - The next SUPT user forum will be held on July 26th at 2pm. 			
<p>New EHR-SmartCare</p> <ul style="list-style-type: none"> • GoLive is July 1st – All services entered provided as of July 1st will need to be entered into SmartCare. • Dead Period – This dead period will begin June 26th at 5pm and will continue until June 30th at 5pm. All new clients and non-clinical documentation done in Avatar will need to be entered into SmartCare after the July 1st date. Any services that are provided on or before 6/30 should only be in Avatar and any services that are provided on or after 7/1 should only be in SmartCare. 	Kristi	2:45 PM	5 min
<p>SmartCare Support</p> <ul style="list-style-type: none"> • For Go Live on July 1st and July 2nd, we will be available for support from 8am - 3pm. For the rest of the week, we will have our normal office hours from 8am-5pm observing 7/4 holiday. 	Justin	2:50 PM	5 min
<p>SmartCare Q&A</p> <ul style="list-style-type: none"> • Is the alias attached to the provider? –For SUPT, you will still be able to see client demographic and client specific information across programs. • How will everyone be informed of their SmartCare login info? – This will come with the Go Live email on July 1st. This email will go out to everyone on our Distribution List. If you are not on our distribution list, please let us know. The information to log in will be on our webpage as well with the step-by-step guide. • Are there computer requirements like java or anything like that? – It should be the same drivers as it was for NX. • When we get the Go Live email, will there be instructions on setting up a password and everything? – Correct, if your email address is accurate in Avatar, that is what is 	All	2:55 PM	35 min

<p>pulled over from Avatar. This email will be used to reset your password.</p> <ul style="list-style-type: none">• Will none of the scanned documents from Avatar be pulled over from SmartCare? – That is correct. Scanned documents will not come over from Avatar. The items that did come over are the last 10 progress notes, medication note, the last assessment, diagnosis, and allergy information.• Is the CalOMS process changing? – It is similar. The process for state reporting will be relatively the same in SmartCare.			
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