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**ADAMH Survey**

## August 2016

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### About ADAMH

ADAMH, the Alcohol, Drug and Mental Health Board, is a Franklin County government agency.

ADAMH funds nearly 35 non-profits who offer mental health and substance abuse treatment and prevention programs to Franklin County residents.

These community non-profit organizations provide quality mental health and alcohol and drug addiction treatment services.

We are dedicated to providing Franklin County residents affordable, high quality alcohol, drug and mental health care.

If you or someone you know needs treatment or services, call Netcare, 24 hours a day, 7 days a week at

### Provider Portal Documents

We have recently added a few more documents on the Provider Portal. (If you're not familiar with the portal, check it out at <http://www.adamhfranklin.org/provider-portal/>).

There are two new documents to highlight:

1. [SHARES Active Procedure Codes](#) - (Located under **Manuals and Documents**) This chart can be used as a general guide for the procedure codes available in SHARES. This lists the procedure code description, unit definitions, whether it is covered under the Standard/Temporary plan, and more. Please keep in mind to only use the codes applicable to your agency (refer to your contract).
2. [Prevention Group Member Request Form](#) - (Located under **Forms**) Use this form to request a new, or a change to an existing group member for Prevention services. The form also includes the instructions on how to submit the form to us via the 3C Hotline ticketing system.

### Reminder: SHARES Account Request Form

Please remember to use the current SHARES Account Request form. If you have old versions of the form, please discard those and use the newest version of the form which is labeled "V2.0".

As of June 30, 2016 requests received on the obsolete forms will be returned and need to be resubmitted on the current

614-276-CARE  
(2273).

Visit our [website](#) for  
more information.

form in order to be compliant.

If you are not sure if you have the newest version of the form,  
you can find this and many other forms on our [Provider Portal](#).  
You can also request one from [Susan Duderstadt](#).

## ADAMH is Social!

Come join the conversation! Like us on Facebook and Instagram for information on mental health and substance abuse issues, upcoming events in your community, fun contests and more! Visit our page [here](#) and [here](#).

## ADAMH Media Highlights

ADAMH has been in both print and broadcast media several times during the past few months. [Here are a few highlights.](#)

## ADAMH

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Join Our Mailing List!

## SHARES Reminders:

### Contacting for Support-

If you need help in SHARES, there are a couple methods of contact.

- The first is to put in a **3C Hotline ticket**.

This is the best option, as there are many different parts to SHARES, it's sometimes difficult to know who to contact for which issue. Submitting a ticket allows you to categorize your issue so that it gets routed to the appropriate department.

- If you aren't able to put in a ticket or have a general question, you can contact [Susan Duderstadt](#).
- What you don't want to do is contact the software vendor, InfoMC, for assistance.

Some have discovered that if you click on their logo, it will take you to their home page with a "contact" option. While that seems like the obvious route to take, unfortunately it won't help you. The vendor does not have direct communication with our providers, and since they deal with the software itself, could not provide you with much assistance. Using the two methods above are the appropriate ways to get help.

### Using the correct internet browser -

SHARES requires the use of Internet Explorer.

While SHARES may open in other browsers, such as Google Chrome, you may experience odd issues, such as forms not loading, page errors, etc. SHARES was developed on a Microsoft platform, therefore is designed to work optimally with Internet Explorer.

## Claims Update:

Here is the latest update on the current status of claims in SHARES, and some important updates on next steps.

**Prevention Simple claims** (for those agencies that provide Prevention services)

- We continue to review the Prevention Simple claims in SHARES that we have received to date. You will receive written feedback on the claims you have initially entered, if you have not received it already.
- Once you have reviewed the feedback, please take the recommended action.

**Treatment Simple claims** (for those entering claims manually via Simple claim as opposed to the 837 file upload)

- As of 8/23/16, we are ready to start accepting your Treatment Simple claims in SHARES.
- We ask that you limit your initial Simple claims submission to no more than 10 claims for us to review.
- We will review and provide written feedback at which time (based on the feedback of a successful submission) you will be able to continue submitting the rest of your Simple claims in SHARES.

**837 file uploads**

- We have been testing and reviewing the files we have received through our test environment. We are requesting one final 837 file to test from each agency that is planning to use 837's.
- As before, this file should include real claims, preferably different claims than previously submitted. Please submit via the SFTP site (<https://files.adamhfranklin.org/>) and email [Susan Duderstadt](#) to let notify us that you have submitted it. We will do final reviews on those submissions and will provide detailed written feedback.
- Contingent upon the written recommendations and successful review of your latest 837 file, we will announce when to start uploading your 837 claim files directly into SHARES. We estimate that this will (tentatively) be within the first 2 weeks of September. Again, this is contingent upon the review of your latest file we will notify everyone at that time.

Treatment works. Recovery happens.