



To: ADAMH network provider SHARES users
From: Justin N. Curtis, Director, SHARES Enterprise Services
CC: ADAMH Senior Staff, ADAMH business units
Date: March 10, 2021
Re: SmartCare Transition Memo #10 – SmartCare Training (Phase 2) Update

In previous communications, the ADAMH Board has discussed plans for the staged approach to the “roll out” of the SmartCare system, including the use of the Moodle Learning Management System (LMS) as the platform for providing training on the system to provider staff. An overview of these plans was provided in Transition Memo #7 and an update on the progress through Stage 1 of this process was provided in Transition Memo #9. This memorandum will provide further details regarding training plans for all users of the SmartCare system.

Moodle LMS and Provider Staff Training

As discussed in a series of Zoom calls with key staff from each provider agency, the Board will be utilizing an online platform called Moodle to deliver training content to all users of the SmartCare system. Provider staff who complete enrollments, claims and other activities in the SmartCare system will have accounts created in the Moodle LMS and will be assigned a training “course” (or courses, if they engage in more than one role in the system) to complete.

Each course in Moodle will consist of a series of “lessons” which will address specific topics or tasks to be completed by the user related to the subject matter. For example, provider staff responsible for completing and updating consumer enrollments in SmartCare will be assigned the “Enrollments” course in the LMS where lessons may include topics such as how to complete a new enrollment and how to submit an update of information for an existing consumer. Each lesson will include a recorded (video and audio) session and a “workflow” document with step-by-step instructions and screenshots.

Once the user successfully completes all lessons in the assigned course, they will be assigned credentials (a username and password) in order to log in to the SmartCare Training (or TRAIN) environment. SmartCare TRAIN is identical to the live production (or PROD) environment of SmartCare in terms of appearance and functionality, however, there is no live consumer or claims data (no PHI).

Provider staff can use the SmartCare TRAIN environment to practice skills learned in the Moodle LMS courses and to gain greater comfort and familiarity with the system on a self-directed basis. In addition, the Board will assign each user a “quiz” or assessment in SmartCare TRAIN which will consist of an assignment using “dummy” consumer or claims data to demonstrate understanding and competence with the subject matter covered in previous coursework. Upon successful completion of the quiz or assessment, Board staff will assign the user credentials for the live PROD environment and the staff person may begin submitting live data in the system.

LMS Account Creation and Course Assignment

Upon confirmation of each agency's designated users of the SmartCare system, the Board will begin creating accounts for staff in the Moodle LMS platform. Credentials for the Moodle LMS training platform (<https://training.adamhfranklin.org/>) will be issued to individuals through a system generated e-mail with the heading and body pictured below:

ADAMH Board of Franklin County - Training Site: New user account



Admin User (via ADAMH Training) <noreply-training.adamhfranklin.org@expertlearning.net>

Thu 3/4/2021 8:44 AM

To: Curtis, Justin

Hi [REDACTED]

A new account has been created for you at 'ADAMH Board of Franklin County - Training Site' and you have been issued with a new temporary password.

Your current login information is now:

username: [REDACTED]

password: [REDACTED]

(you will have to change your password when you login for the first time)

To start using 'ADAMH Board of Franklin County - Training Site', login at https://training.adamhfranklin.org/login/?lang=en_us

In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.

Cheers from the 'ADAMH Board of Franklin County - Training Site' administrator,

Admin User

Provider staff should expect to begin receiving these e-mails within the next week and are encouraged to log in to the system upon receipt to confirm access to the website (note: this message will be auto-generated from the Moodle system and may appear as 'spam' in e-mail accounts). A follow-up communication will be issued to each Moodle LMS user when courses are assigned and ready to be completed by users. We anticipate that training courses will begin being assigned during the week of March 15.

Please contact Marie Swaggerty at mswaggerty@adamhfranklin.org with questions about the ADAMH Franklin Training (Moodle LMS) website or user access to the training courses.

For any questions or concerns related to this guidance or the ongoing transition from SHARES to SmartCare, please contact Justin Curtis at jcurtis@adamhfranklin.org or the Enterprise Services team at shares@adamhfranklin.org.