



**To:** ADAMH network provider SHARES users  
**From:** Justin N. Curtis, Director, SHARES Enterprise Services  
**CC:** ADAMH Senior Staff, ADAMH business units  
**Date:** February 15, 2021  
**Re:** SHARES/SmartCare Transition Memo #6 – Data Migration for Current ADAMH Consumers

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In previous communications, the ADAMH Board has provided guidance regarding the decommissioning of the current SHARES system and the implementation of the new SmartCare system in the first quarter of 2021. Key upcoming dates for the termination of enrollment and claims functionality in SHARES is addressed in Transition Memo #5 and further details regarding the “roll out” of the new SmartCare system with provider agency staff is addressed in Transition Memo #7.

#### **Data Migration of Consumer Records from SHARES to SmartCare**

As part of the transition to the new system, ADAMH has been working with the SmartCare vendor to complete a data migration of “current” members enrolled in SHARES and an extension of eligibility benefit plans for individuals with coverage in 2020 to the new SmartCare system to minimize re-submission by provider agency staff. The data migration from SHARES to SmartCare will occur following the final enrollment processing cut-off in SHARES on February 18 and prior to the SmartCare launch on March 1.

The ADAMH Board will migrate client records for consumers who meet either of these criteria:

- The member has a claim paid for a 2020 date of service before February 22, 2021, **OR**
- The member was newly enrolled in SHARES and approved for a benefit plan starting in 2020, **OR**
- The member has an updated enrollment in SHARES assigned to a “pending eligibility” in 2021 before February 19, 2021.

Note: consumer records in SHARES that do not meet at least one of the criteria above will not be data migrated to SmartCare and a new enrollment request will need to be submitted to create a new client record after the system is live and enrollments are accepted after March 1.

To assist providers with updating their electronic health record (EHR) systems, the Board will be preparing a crosswalk for provider agencies to match SHARES consumer ID numbers to the newly assigned SmartCare ID numbers. Details regarding this crosswalk will be shared with provider staff in an upcoming communication.

#### **Assignment of Franklin County Benefit Plans for 2021 in SmartCare**

As part of the 2021 Provider Contract, ADAMH also introduced changes to the management of consumer benefit plans which will be reflected in SmartCare as part of the data migration. The Temporary and Brief Engagement benefit plans have been replaced by the new Crisis plan in 2021 and Standard eligibility plans will require annual renewals to verify current residency and income of members in the 2021 year. In order

to minimize the burden to provider agencies ADAMH has adopted a plan to assign benefit plan spans and require renewals on a “rolling” basis as described below for “current” consumers enrolled in 2020 rather than requiring all consumer eligibility spans to be renewed at the same time.

The ADAMH Board will assign benefit plans for consumers who had an existing benefit plan span in 2020 and have records migrated into SmartCare based on the following:

- Members enrolled in a Standard plan in SHARES for the first time in 2020 will have a Standard benefit plan set up in SmartCare starting 1/01/21. The renewal date will be 12 months from the date of the enrollment in SHARES. For example, an individual starting a Standard plan in SHARES on 4/01/20 would have coverage in SmartCare from 1/01/21 until 3/31/21, at which time an updated enrollment would be required to verify continuing eligibility.
- Members enrolled in an unexpired Temporary plan in SHARES as of 12/31/20 (e.g. created in the last 90 days of 2020) will have a Standard benefit plan set up in SmartCare starting 1/01/21 for the remainder of the 90-day eligibility span. For example, an individual starting a Crisis plan in SHARES on 12/01/20 would be eligible for 90 days and coverage expires in SmartCare on 2/28/21, at which time an updated enrollment would be required to redetermine eligibility for a Crisis or Standard plan in 2021.
- Members enrolled in a Standard plan for the first time prior to 2020 with a Standard benefit plan that expired 12/31/20 in SHARES will have a Standard benefit plan set up in SmartCare for a 12 month period starting from the date of the last claim paid in SHARES. For example, an individual first starting a Standard plan in SHARES on 6/01/19 was assigned an eligibility span expiring on 12/31/20 in SHARES and a claim with a 8/01/20 date of service was paid in SHARES. This individual would have coverage in SmartCare from 01/01/21 to 7/31/21, at which time an updated enrollment would be required to verify continuing eligibility.

Additional details regarding the decommissioning of SHARES and important deadlines for claims and enrollments for Contract Year 2020 is addressed in Transition Memo #5 and information on the planned roll out of training for provider staff in the SmartCare system is addressed in Transition Memo #7.

We appreciate your patience with this process and welcome any questions or concerns during this transitional period. Please contact Justin Curtis at [jcurtis@adamhfranklin.org](mailto:jcurtis@adamhfranklin.org) or the Enterprise Services team at [shares@adamhfranklin.org](mailto:shares@adamhfranklin.org) with any questions or concerns related to this guidance.