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 #7 – SmartCare "Roll Out" for Providers

In previous communications, the ADAMH Board has discussed the implementation of a new enterprise system called SmartCare to replace our legacy SHARES system for consumer enrollments and claims submissions by contracted provider agencies. This is the culmination of an 18-month process to identify, develop, test and implement the new system as we sunset SHARES following the conclusion of the 2020 Contract Year fiscal operations.

We are preparing for the launch of the live "production" environment of the SmartCare system on March 1 and are moving forward with a staged approach to providing training to provider agency staff, collecting information to complete agency set up in the system and the full roll out of the system to providers for live operations throughout the month of March.

This process will be conducted over the following several weeks in cooperation with provider agencies in the following general stages (note: some aspects of these phases may overlap or occur concurrently):

- **Stage 1 – Data Collection** – in order to finalize the set-up of providers in the SmartCare "production' environment we will be requesting that each agency supply or confirm information relating to user accounts, service locations and other data elements. The Board will also be scheduling a "kick off" meeting with key staff of each agency to provide an overview of the next stages of the roll-out process.

- **Stage 2 – User Account and Training Orientation** – during this phase the Board will establish user accounts for provider agency staff in order to complete system training. The Board will provide users with credentials to log in to an online training portal and the training environment for SmartCare in order for users to complete self-directed, on-demand training on the new system.

- **Stage 3 – Enrollment Functionality** – provider staff responsible for submission of consumer enrollments and eligibility updates will complete training on the new system and upon successful completion of training requirements, the Board will provide access credentials for users to begin submitting live enrollments in the production environment for review and approval by ADAMH.

- **Stage 4 – Agency Billing Set-Up** – Board staff will finalize set up of provider agency information necessary to allow for claims submissions, including contract rates, rendering providers and

service locations. The Board will also conduct a final round of testing to verify appropriate claim submission functions and adjudication for provider agency configurations.

- **<u>Stage 5 – Claims Functionality</u>** – provider staff responsible for submission of simple claims for reimbursement and 837 batch claim files will complete training on the new system and upon successful completion of training requirements, the Board will provide access credentials for users to begin submitting live enrollments in the production environment for review and approval by ADAMH.

As part of Stage 1 of this process, we will be contacting key staff from each provider agency to review, complete and return an Enterprise System Data Request in order for the Board to proceed with confirming accounts for provider users and scheduling the "kick-off" meetings to review next steps. These communications will be sent in the coming days to the identified "key" SHARES users at each agency to coordinate data completion and meeting scheduling.

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 transition of current client records and eligibility spans from SHARES to SmartCare is addressed in Transition Memo #6.

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 or the Enterprise Services team at shares@adamhfranklin.org with any questions or concerns related to this guidance.