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: SHARES/SmartCare Transition Memo #9 – SmartCare Transition (Phase 1) Update

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In a previous communication the ADAMH Board has discussed plans for the launch of the live "production" environment of the SmartCare system and the staged approach to providing training to provider staff, completion of agency set up in the system and the full roll out of the system to providers for live operations throughout the month of March. An overview of these plans was provided in Transition Memo #7 and details were shared in a series of Zoom calls with key staff from each agency in recent weeks. This memorandum will provide an update on the current state of these "roll out" plans.

SmartCare Production "Go Live" Date

The Board previously indicated the intention to launch the "live" production (PROD) environment of SmartCare on March 1, 2021. In consultation with the vendor, ADAMH made the determination to delay the launch of the PROD environment until later in the month of March in order to allow for further testing to ensure a smooth launch of the system. As discussed in the recent provider meetings, the delay of the PROD launch will not have a significant impact on providers as engagement in training activities with agency staff will continue unaffected in the SmartCare training (TRAIN) environment in the interim.

Guidance for 837 Batch Claim File Configuration

The Board recently has sent a targeted communication to the primary claims contacts for each agency to share guidance for configuration of electronic health record (EHR) systems in order to submit batch claim files (ANSI 837s) in the SmartCare system. Provider billing managers and agency EHR vendors may utilize this instruction to assist in setting up their software to successfully submit 837s in the new system and ADAMH will coordinate testing of these claims files in future communications with the claims contacts.

Please contact Jennifer Russell at jrussell@adamhfranklin.org with questions regarding configuration of your agency EHRs in regards to 837 claim file submission.

Data Migration Crosswalk Files

As discussed in Transition Memo #6, the Board completed a migration of "current" client records from SHARES to the SmartCare production environment. As part of this process, the ADAMH data team prepared agency-specific spreadsheets with details of each consumer record migrated from the SHARES system that includes consumer demographic data and benefit coverage spans for 2021. As these spreadsheets contain PHI, the files were sent through the Board's JitBit Help Desk ticketing system to the agency's designated users.

The e-mail notices from the JitBit Help Desk ticketing system are auto generated from the system with a subject line stating "do not reply" and the ticket number in the message with a link to log in to view the ticket in the JitBit system. Please note that the Help Desk ticket e-mail was sent to the provider staff account(s) with access to the JitBit system (each agency has 1-2 assigned users who were previously issued account credentials).

A sample e-mail notice is pictured below (note: the blue hyperlink in the e-mail will direct you to log in to view the ticket when selected in the message) and upon opening the ticket the crosswalk file is included as an Excel attachment for download:

Please contact Jennifer Russell at jrussell@adamhfranklin.org with questions or issues regarding access to the JitBit Help Desk or receipt of the crosswalk files.

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.