



To: ADAMH network provider SHARES users
From: Justin N. Curtis, Director, SHARES Enterprise Services
CC: ADAMH Senior Staff, ADAMH business units
Date: September 24, 2020
Re: SHARES Transition Memo #2 – COG SHARES Decommissioning and FRAN SHARES “Go-Live”

On the September 18, 2020, call with representatives of the provider network, the ADAMH Board provided guidance regarding the decommissioning of the current SHARES environment (instance) utilized in conjunction with Hamilton County under contract through the Council of Governments (COG). The COG instance (COG SHARES) will be decommissioned on September 30, 2020 and no longer operational after that date.

The ADAMH Board of Franklin County has been working with the SHARES vendor to implement a Franklin County-only instance (FRAN SHARES) to continue enrollment, claiming, service requests, outcomes submissions and other reporting capabilities for the remainder of Contract Year 2020 (KY20). As part of the decommissioning of COG SHARES and the stand-up (“go live”) of FRAN SHARES, it is necessary to execute a “cut over” period where providers will not have access to SHARES.

In preparation for the decommissioning of COG SHARES and the transfer of data to FRAN SHARES, this “cut over” will require an outage period that will begin September 25th and extend until the FRAN SHARES is activated (targeted for Monday, October 5, 2020). During this time, ADAMH staff and the SHARES vendor will be working to ensure a smooth transition of data and functionality between the instances.

As also discussed on the September 18 call, **ADAMH is requesting that providers “hold” new consumer enrollment requests, enrollment updates and claim file submissions (and/or simple claim submissions) starting at 5 PM on September 24, 2020.** Please note that all claim files submitted as of this date will be included in the current claims run process scheduled for September 27.

ADAMH will notify providers of the successful “go live” of FRAN SHARES at which time provider staff may begin data entry of new consumer enrollment requests, enrollment updates and claim file submissions (and/or simple claim submissions) in the new instance of FRAN SHARES. Please note that providers should experience no changes to their user accounts or access and the SHARES portal URL will remain the same.

We have attempted to limit the downtime of SHARES for providers and to minimize disruption to provider business processes related to consumer enrollments and claims submissions. We appreciate your patience with this process and welcome any questions or concerns during this transition.

For reference, the full recording of the September 18 call may be found on the ADAMH Provider Portal under the “Finance” section at <https://adamhfranklin.org/provider-portal/>.