



**To:** ADAMH network provider SHARES users  
**From:** Justin N. Curtis, Director, SHARES Enterprise Services  
**CC:** ADAMH Senior Staff, ADAMH business units  
**Date:** September 30, 2020  
**Re:** SHARES Transition Memo #3 – 3C Hotline/Phaseware “Help Desk” decommissioning

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As noted previously, the ADAMH Board has 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). As part of the decommissioning process, the current Phaseware system used for providers to submit “help desk” tickets to address SHARES-related issues (also called the 3C Hotline) will also be decommissioned as of September 30.

The ADAMH Board of Franklin County has been working to implement a Franklin County-only software solution (JitBit) to allow providers to submit “help desk” tickets in a PHI-secure manner. This solution is still in development at this time and we will advise as soon as this is available for providers to use with further details regarding how to request access to and utilization of the system.

In the interim period until the new solution is established, we are asking provider staff to take the following actions:

1. Discontinue submission of tickets in the COG-contracted Phaseware system as of September 30. Please note that currently open issues have been flagged and will be migrated to the new solution for resolution and ADAMH staff will continue working to resolve these issues in the meantime.
2. For SHARES-related requests that **do not contain PHI** (including SHARES IDs), you may send inquiries to the general SHARES e-mailbox at [shares@adamhfranklin.org](mailto:shares@adamhfranklin.org) for response.
3. For SHARES-related requests that would contain PHI (including client-specific issues with the SHARES ID, claim re-adjudication or VOID requests, etc.) **DO NOT send an e-mail with PHI attached**. Please e-mail Jennifer Russell, SHARES Business Analyst, at [jrussell@adamhfranklin.org](mailto:jrussell@adamhfranklin.org) with a statement of your request/action needed and we will advise you on how to proceed with submitting the PHI data in a secure manner.

ADAMH will notify providers of the successful implementation of the new provider Help Desk solution at which time provider staff may begin to submit tickets directly for assistance with SHARES-related issues.

We will continue to attempt to limit the downtime of the help desk functionality for providers and to minimize disruption to provider business processes related to requests for assistance. We appreciate your patience with this process and welcome any questions or concerns during this transition.

Please e-mail Justin Curtis, Director, SHARES Enterprise Services, at [jcurtis@adamhfranklin.org](mailto:jcurtis@adamhfranklin.org) with any questions or concerns related to this guidance.