



To: ADAMH Provider Network CEOs, CFOs and SmartCare enrollment and claims leads
From: Justin N. Curtis, Director of Enterprise Services
CC: ADAMH Senior Staff, ADAMH business units
Date: January 28, 2022
Re: SmartCare Update Memo #1 – January 2022 Updates

As part of our efforts to maintain routine communications with provider staff who work with SmartCare, the ADAMH Board will be sending out an update memo twice monthly starting in January 2022. These brief updates will highlight current topics or summarize information shared in other forums for network provider executives and primary contacts for the enterprise system. This memo addresses updates shared in the January 18th provider meeting as well as new details regarding the KY21 claims submission deadline and the availability of remittance advice in SmartCare.

Enrollment Submissions

Providers should have now finished submission of enrollments for any new consumers first served in 2021 but should submit any outstanding enrollments from 2021 before submitting 2022 consumers. ADAMH is continuing to process submissions and assigning eligibility spans for consumers enrolled in 2021 and will be re-adjudicating claims for members with updated eligibility.

Claims Submissions

Providers should continue to submit all claims for KY21 DOSs in SmartCare through the claims cut-off deadline and may review or extract data on claims adjudication statuses in SmartCare. ADAMH is currently reviewing and re-adjudicating claims while working with providers on an individual basis to assess status, troubleshoot and correct claims as needed. ADAMH will be allowing claims that are denied for certain reasons to be counted for encounter claim purposes and a full list of denial reasons that will be allowable has been posted to the ADAMH Provider Portal for reference.

KY21 Claims Submission Deadline

We will extend the deadline for submitting KY21 claims in SmartCare by one week. All providers may continue to submit claims until Monday, February 7 at 9:00 p.m.

835 and Remittance Advice (RA) Reports

ADAMH will be moving encounter claims submitted by providers that are in “Allowable” status in SmartCare to “paid” status starting next week. This process will batch these “paid” claims into “checks” in SmartCare which will then allow provider staff to generate 835 and RA reports. The “checks” will batch “paid” claims on a monthly basis for KY21 and will be available in the PA Checks tab of SmartCare when complete.