



**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:** February 24, 2022  
**Re:** SmartCare Update Memo #3 – February 24 Update

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This memo addresses ongoing work relating to KY21 enrollment and claims corrections (addressed in Memo #2), additional updates regarding system configuration and reminders regarding report availability.

#### **KY21 Enrollment and Claims Corrections**

ADAMH is nearing completion of the review of KY21 claims that were denied due to enrollment submission and benefit plan assignment issues (expired Crisis plans or extending backdating of plans to cover periods prior to enrollment requests) and will be re-adjudicating KY21 claims in early March for clients with updated eligibility spans based upon these corrections.

#### **Rendering Providers in SmartCare**

ADAMH is utilizing data from Ohio Department of Medicaid (ODM) Type 84 and 95 Practitioner Enrollment Files to load rendering provider credentials into SmartCare. Rendering providers that are enrolled, credentialed and affiliated with the provider agency by ODM have been uploaded to the system and we are refreshing this data every two weeks based on updated reports from ODM. Claims adjudication will utilize the rendering provider records to assign appropriate rates based upon provider licensure for Medicaid eligible services.

#### **Paid Claims Processing and Reports**

The manual process for the batching of “paid” claims has now been automated to occur weekly on Sundays. As noted previously this allows providers to pull down 835 and remittance advice (RA) files from the system for each check which is available weekly on Mondays in SmartCare. As a reminder, providers may also access adjudication reports directly in the system to determine the current status of submitted claims.

#### **Enrollment and Eligibility Reports on SFTP**

ADAMH is producing a client coverage report which provides details to providers on the status of client enrollments and currently assigned benefit plans for individuals linked to each agency. This report is uploaded to the Planning & Evaluation SFTP folder located at <https://files.adamhfranklin.org> on the first and third Wednesday of each month (this was last run on 2/16). Additional reports will be developed and added to the SFTP folder in the future. Providers needing access to the SFTP folder should contact the ADAMH IT Help Desk at [helpdesk@adamhfranklin.org](mailto:helpdesk@adamhfranklin.org) for the user account request form.