



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: March 11, 2022
Re: SmartCare Update Memo #4 – March 11 Update

This memo addresses the resolution of work related to KY21 enrollment and claims corrections (addressed in Memo #3), updates to the SmartCare Training environment and reminders regarding report availability.

KY21 Enrollment and Claims Corrections

ADAMH has completed review and re-adjudication of KY21 claims that were denied due to enrollment submission and benefit plan assignment issues. ADAMH reviewed enrollment requests and residency verification to place individuals in Standard benefit plans where information may have been updated after plan assignment. ADAMH also backdated Crisis plan coverage to 1/01/21 for eligible clients to align with the benefit span start dates with Standard plans and allow payment for eligible services (note: this is in keeping with past practice of allowing providers to request backdates of coverage start dates for clients).

SmartCare Training (SC TRAIN) Environment Refresh

Because of continuing improvements and development in the main SmartCare Production (SC PROD) site, ADAMH completed an update of the SmartCare Training (SC TRAIN) site on March 9th. The Training site now looks and operates identically to the main Production site.

Enrollment and Eligibility Reports on SFTP

The most recent client coverage report with the status of client enrollments and currently assigned benefit plans for individuals linked to each agency has been posted to provider SFTP folders on Wednesday, March 2nd. As a reminder, providers needing access to the SFTP folder should contact the ADAMH IT Help Desk at helpdesk@adamhfranklin.org for the user account request form.

The next report to be developed and delivered along with client coverage reports is the Allocation Balance Statement. When this is available, we will include the announcement in this update email series.