



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: April 22, 2022
Re: SmartCare Update Memo #7 – April 22 Update

This memo provides guidance regarding the periodic user account review and the availability of the Allocation Balance Statement report for providers.

SmartCare User Account Access Periodic Review

In compliance with ADAMH policy, the Board periodically audits provider account usage to identify user accounts that are dormant due to users not logging in to the system. As part of this process, the Board recently deactivated user accounts that were originally requested for provider staff in spring 2021 but have not been accessed since creation. User accounts that have not been used to access the system for more than 90 days have also been flagged to have access suspended as a security precaution in the event access is no longer needed due to a change of job duties or employment.

If a staff person requires new or reinstated access to SmartCare or has other questions related to the system, please reach out to the Enterprise Services Team by e-mail at shares@adamhfranklin.org to initiate the user account request process.

Allocation Balance Statement Report on SFTP

ADAMH is producing an Allocation Balance Statement report which provides details to providers regarding paid claim totals in comparison to budget is now available for provider use. This report (along with other reports including Client Coverage, Outcomes Data Extract) is uploaded to the Planning & Evaluation SFTP folder located at <https://files.adamhfranklin.org> on the first and third Wednesday of each month.

Providers needing access to the SFTP folder should contact the ADAMH IT Help Desk at helpdesk@adamhfranklin.org for the user account request form. Please note that this site has a retention policy applied and files are automatically deleted after 30 days so reports should be pulled down in a timely manner for review. Please direct any questions regarding the report itself to the Planning and Evaluation team mailbox at PlanningAndEvaluation@adamhfranklin.org.