ADAMH
Alcohol, Drug and Mental Health Board of Franklin County

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: June 16, 2022

Re: SmartCare Update Memo #11 – June 16 Update

This memo provides guidance regarding an issue impacting 835 and Remittance Advice reports for June 12 as well as guidance regarding the process for providers to link clients in SmartCare.

835 Reports and Check Processing in SmartCare

ADAMH staff determined that the automated weekly process to batch claims into checks in SmartCare failed to execute as scheduled on the morning of June 12 and, as a result, providers will not have 835 files or Remittance Advice reports available for the week ending June 12. Please note that claims were paid through June 5 and the 835 and RA reports are available through the week ending June 5.

The issue that caused the process to fail on June 12 was identified and resolved and we expect the resumption of the weekly process to occur this week as scheduled. The automated process is expected to run as planned on the morning of June 19 to batch claims and produce checks in the system.

Client Linkage and Provider Reports

In SmartCare, provider staff are permissioned to view client records for individuals that are associated with the provider agency. Clients are associated to a provider through the enrollment process when the staff person completes the CM Event signature for the enrollment in SmartCare. Once the CM Event is signed the client is linked to the provider and will now appear in the PA Clients list within SmartCare.

Once linked the client will also appear on the agency's Client Coverage report delivered twice monthly to the Planning & Evaluation folder 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.

Providers may note that if no coverage span is currently shown in the Client Coverage report for the individual listed then the enrollment has not yet been processed and eligibility assigned by ADAMH. Questions regarding the Client Coverage report may be directed to the Planning and Evaluation team at PlanningAndEvaluation@adamhfranklin.org and questions regarding specific enrollments or client information that contain PHI may be submitted via the Provider Help Desk online at https://adamhfranklin.jitbit.com/helpdesk/User/Login.