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: July 1, 2022

Re: SmartCare Update Memo #12 – July 1 Update

This memo provides guidance regarding appropriate diagnosis code (Dx code) submissions and provider claims review and correction in SmartCare.

Diagnosis Code Requirements on Claims in SmartCare

As discussed in Memo #5, SmartCare requires that at least one diagnosis code (ICD-10 Dx code) be submitted on each claim and allows for up to three Dx codes to be included. ADAMH business rules require that the diagnosis code(s) reported on claims also be appropriate and accurate for the procedure code. It is critically important ADAMH receive correct diagnosis code data from providers in order to support data analysis and outcome reporting.

ADAMH does allow providers to utilize the "no diagnosis" (NDX) diagnostic code for appropriate services, including many prevention services, however, the NDX Dx code is not appropriate where a client actually has a diagnosis identified. In addition, if the client has both mental health and substance use disorder (SUD) related diagnoses more than one Dx code should be reported in the claim. ADAMH staff will be reviewing claims data and conducting follow-up technical assistance in the coming weeks.

Provider Claims Review in SmartCare

Provider claims and billing staff (with appropriate permissions in SmartCare) may view claims to be worked in SmartCare that are in a pended or denied status.   The claims adjudication process runs in the system on a nightly basis and provider staff may review claim dispositions in the Claims module on the next business day after processing. Claims that are pended or denied remain in the "to be worked" status for 30 days and may be corrected by the provider (note: claims may still be adjusted after this period but will no longer have the "to be worked" flag applied). In future memoranda we will be addressing common errors and how to address specific claim denial reasons.

For assistance with reviewing or correcting claims in SmartCare, please reach out to the Claims and Enrollment team at ADAMHSmartCare@adamhfranklin.org.