



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 15, 2022
Re: SmartCare Update Memo #13 – July 15 Update

This memo provides guidance regarding communications to ADAMH that include client PHI, management of incomplete enrollment requests and ADAMH staff contact changes.

Communications to ADAMH with client PHI

ADAMH requires providers to utilize secure platforms for submission of questions or requests regarding claims and enrollments that contain client Protected Health Information (PHI). ADAMH does not currently utilize a secure Outlook e-mail system and discourages the inclusion of client demographic, identification number (SmartCare ID), claims information or other data points that could be used to identify an individual.

Although an e-mail between providers and ADAMH staff does not constitute a HIPAA breach, it does increase the risk of re-transmission of the message which could result in a breach. Designated staff with each provider agency have access to the ADAMH Provider Help Desk (<https://adamhfranklin.jitbit.com>) for submission of tickets to address issues or questions containing client PHI. Primary provider staff contacts may reach out to the Claims and Enrollment team at ADAMHSmartCare@adamhfranklin.org regarding access to the Provider Help Desk.

Management of “In Progress” enrollments

As part of the client enrollment request process in SmartCare, provider staff create an Enrollment Event to initiate review by ADAMH. An “In Progress” enrollment event occurs when a Client Enrollment (CM Event > Enrollment) is created but remains incomplete because the initiating staff did not sign the enrollment. ADAMH Claims and Enrollment staff are unable to process or assign benefit plans to unsigned enrollments. If the enrollment is not signed and completed by the initiating provider staff within 10 calendar days of creation, the enrollment will be deleted from the system. Provider staff may submit and sign a new enrollment for a client to re-initiate the process.

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

Enterprise Services Team provider contacts

As part of a restructure of the ADAMH Enterprise Services Team (EST) under way currently the primary EST staff contacts for provider agencies related to claims and enrollment questions is under review. We anticipate finalizing assignments and notifying providers of new staff contacts on/around August 1 to be effective later in the month. Provider billing leads may contact Justin Curtis at jcurtis@adamhfranklin.org with any questions regarding these planned changes.