



**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:** August 11, 2022

**Re:** SmartCare Update Memo #15 – August 11 Update

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This memo provides information regarding the restructure of the ADAMH business unit responsible for processing client enrollments and provider claims in SmartCare and future engagement with providers.

#### **ADAMH Claims and Enrollment Team Restructure**

In recent months, the team responsible for processing client enrollments, provider claims for reimbursement and addressing provider Help Desk tickets has undergone a restructure to better align staff roles and responsibilities with the current business environment and utilization of SmartCare. Among the changes that have occurred as part of the restructure are the following:

- The team has been rebranded as the Claims and Enrollments (C&E) team (formerly referred to as the Enterprise Services or the “SHARES” team).
- Four staff members (Sonji Ross, Tanicha Moore, Marie Swaggerty and Carolee Spencer) have been reclassified as Claims and Enrollments Analysts to better reflect their modified duties in working with provider billing leads.
- In order to assist with complex support issues a Senior Claims and Enrollments Analyst role has been created and Jennifer Russell is serving in this position on the team.

As part of this restructure each provider agency will have a designated contact person on the C&E Team to serve as their primary contact for enrollment questions, claims issues or other follow-up regarding the SmartCare system. The primary and secondary contacts for each provider agency have been notified of their new (or continuing, if unchanged) C&E staff lead with introductory “meet and greets” scheduled to occur this week.

In the coming weeks, the C&E Analysts will be reaching out to provider leads to schedule a recurring monthly meeting series in order to maintain a regular touch base for discussion of client enrollment trends, claims submission issues and other standard agenda items. Provider contacts will be invited to suggest additional agenda items related to these topics or SmartCare generally for each monthly meeting to include in the agenda as well.

The Claims and Enrollments team staff look forward to our continued work with provider leads and welcome the opportunity for partnership. If you have any questions or concerns regarding the C&E Team restructure or other SmartCare issues, please contact Justin Curtis, Director of Claims and Enrollments at [jcurtis@adamhfranklin.org](mailto:jcurtis@adamhfranklin.org).