


ADAMH

ALCOHOL, DRUG AND MENTAL HEALTH
BOARD OF FRANKLIN COUNTY



Introduction to SmartCare: R6 March 15, 2023

We're Transitioning to SmartCare R6?

What's Happening?

- Streamline is releasing a new version of SmartCare.
- SmartCare is getting a new look!
- ADAMH is adopting SmartCare R6.
- **Go Live:** April 1, 2023

NOTE: As the “Go Live” date approaches, users may notice minor icon and/or navigation menu changes.

Introduction to SmartCare R6

What SmartCare Users Should Expect:

- Significant changes to the look and feel within the new environment.
- Updates to navigation menus and icons.
- The same experience and requirements for day-to-day claims and enrollments activity.

NOTE: During this presentation there are screenshots provided, please be aware that depending upon your user role you may experience different menu and icon options.

SmartCare R6 Basic Navigation

BEFORE

My Office **GO!** Type OR Select

837 Import
Batch Claim Uploads
Checks
Claims
Dashboard
My Documents
My Preferences
My Reports
PA Clients
Provider Contracts
Provider Search
Scanning

My Preferences

General Check In Notification Preferences

Account

User Name adavis

Password

Confirm Password

Contact

Phone

E-mail Id

Image Server

Image Server Image Server



AFTER

My Office >
Provider >
Client >
SmartLinks
Batch Claim Uploads
Import837List
Claim Lines

My Preferences

General Check In Notification Preferences

Account

User Name

Password

Confirm Password

Contact

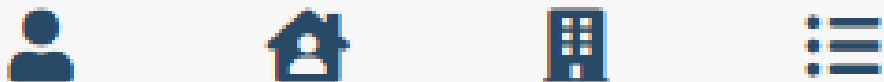
Phone

E-mail Id





Image Server

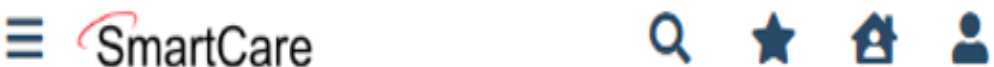
Image Server Image Server

SmartCare R6 Navigation Icons







Left Navigation Icons

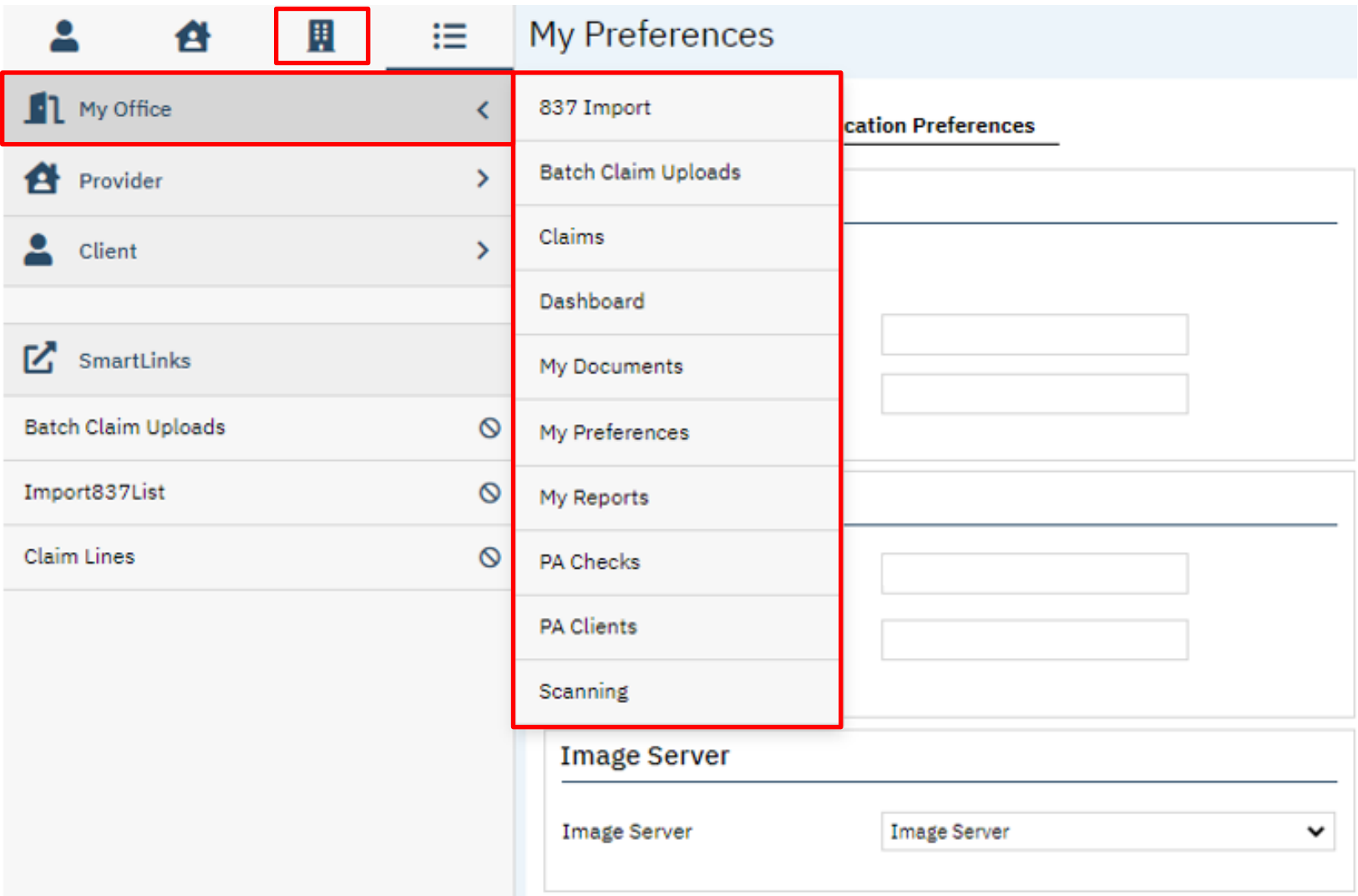
Icon	Functionality
	Displays Client Menu
	Displays Provider Menu
	Displays My Office Menus
	Displays All Menus



Banner Navigation Icons

Icon	Functionality
	To Access System Search
	To Access Favorite Search
	To Access Provider Search
	To Access Client Search

SmartCare R6 My Office Menu



From the My Office menu and icon, users will be able to access claims, dashboard, document, preferences, client, and scanning pages.

SmartCare R6 Provider Menu

A screenshot of the SmartCare R6 Provider Menu interface. The left sidebar contains a navigation menu with items: 'My Office', 'Provider', 'Client', 'SmartLinks', 'Batch Claim Uploads', 'Import837List', and 'Claim Lines'. The 'Provider' item is highlighted with a red box. The main content area is titled 'My Preferences' and has two tabs: 'General' and 'Check In Notification Preferences'. The 'General' tab is active, showing a list of provider-related options: 'Provider Summary', 'Provider Information', 'Contracts', and 'Credentialing'. The 'Provider Information' option is also highlighted with a red box. Below this list, there are sections for 'Contact' (with fields for 'Phone' and 'E-mail Id') and 'Image Server' (with a dropdown menu for 'Image Server').

My Preferences

General Check In Notification Preferences

Provider Summary

Provider Information

Contracts

Credentialing

Contact

Phone

E-mail Id

Image Server

Image Server











From the Provider menu and icon, users will be able to access provider specific pages.

SmartCare R6 Client Menu

The screenshot shows the SmartCare R6 Client Menu interface. The left sidebar contains a navigation menu with the following items: My Office, Provider, Client, SmartLinks, Batch Claim Uploads, Import837List, and Claim Lines. The 'Client' item is highlighted with a red box. The main content area is titled 'My Preferences' and contains two tabs: 'General' and 'Check In Notification Preferences'. The 'General' tab is active, and it displays a list of client-specific pages: Client Summary, Client Information, Events, Coverage, Copay, Claims, and Authorizations. The 'Client Summary' item is highlighted with a red box. The right sidebar contains a list of client-specific pages: Client Summary, Client Information, Events, Coverage, Copay, Claims, and Authorizations. The 'Client Summary' item is highlighted with a red box.

From the Client menu and icon, users will be able to access client specific pages.

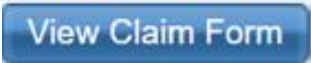




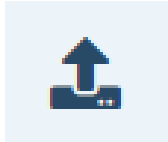

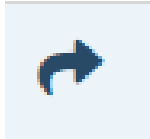
SmartCare R6 Common Screen Icons

Functionality	Old Icon	R6 Icon
Export		
Scan New Images		
Unsaved Changes		
Save		
More Detail		

Users will notice several icon changes throughout the system.

SmartCare R6 Claim Screens Icons



Functionality	Old Icon	R6 Icon
View Claim Form		
Import 837		
Batch Claim Upload		
Submit Claims		

Users will notice several icon changes on various claim screens.

Some
things
Change....



But some
things stay
the same!

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SmartCare R6 Claims Line Screen

Claim Lines (0) Select Action ☆ ★ 📄 📄 📄 📄 📄 📄 📄 ✕

All Insurers

All Bank Accounts

Pended/Credit Bal Filter

Received From

☐ Re-allocation Exception

All Statuses

All Populations

Batch #

Received To

All Providers

All Billing Codes and Modifiers

Claim ID

Line #

DOS From

All Sites

All Billing Codes

All Denial Reasons

DOS To

Apply Filter

Detail Report

Select: All, All on Page, None

Total Payable Amount : \$ 0

Claim Line	Client Name	Provider	DOS	Status	Payable Amount	Paid Amount	Procedure	Insurer	Units	Reason
No data to display										

Users will experience the same functionality with a new look when viewing and/or editing claim line information.

SmartCare R6 Enrollments Screen

Events

Effective Status New Author

Event Note

Details

Event

Coverage Request Date Time

Staff

Status

Insurer

Provider

Users will experience the same functionality with a new look when adding and/or updating client enrollments.

QUESTIONS?



THANK YOU!



Any questions regarding the SmartCare R6 upgrade can be sent to ADAMHSmartCare@adamhfranklin.org