



# SmartCare Monthly Provider Meeting

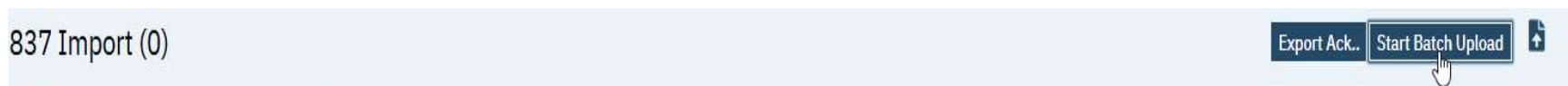
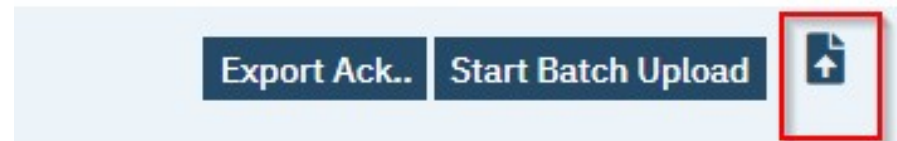
8/28/2025

# SFY 2025 & 2026 Updates

- Make sure to get SFY 2025 claims in before Board SFY 2025 Contract Terminations dates
  - Recommend reaching out to Boards if not aware of termination dates
  - A list of Board SFY 2025 Submission Deadlines was distributed last month.
- SFY 2026 Rates are in place
  - May be Board-Level requirements that need to be met prior to billing for SFY 2026 claims, so check with Board(s)
  - Let us know if you encounter any issues with SFY 2026 claims.

# New Batch 837 File Upload option

- There is a bug in this process that sometimes result in the 837 Billing File(s) getting processed
  - We have opened a ticket on this and have disabled this process until resolved.
- Use the Single Import File process for now until this issue is resolved



✖ You are not authorized to view the screen (60553 - 837 Files Batch Upload)

# New Batch 837 File Upload option

- Please note that once imported, you will want to check each billing file (click on Import Date) and check to make sure processed correctly. This also applies to single file import.

Receiver ID:	Ack. Requested: No	Processed: No	# of Batches:
Total Charges:	Total Claims:	Claim Lines:	# of Segments:
Unprocessed:			

Batches										
File	Batch Id	Ctrl Number	Type Code	Submitter Name	Submitter Id	Charges	Claims	Claim Lines	Unprocessed	Segments
No data to display										

# Report Updates

- PS Remittance Advice Detail
  - Added fields for Calendar Year, Month Number, Month Name
  - Added option to filter out Shadow Billed Claims
    - Services setup to process at \$0.00 and used for utilization tracking purposes
- PS Print Remittance Advice Detail
  - Added option to filter out Shadow Billed Claims
- PS Potential Medicaid Clients
  - Fixed issue where clients currently assigned to Medicaid Coverage Plan were getting included.

# Report Updates

Board ID	<Select a Value> ▼	Provider Id	<Select a Value> ▼
Check Date	▼	Show Shadow Billed Claims	Yes ▼

# JitBit Ticket System Accounts

- Multi-Factor Authentication (MFA) will be required on JitBIT ticket accounts starting October 27, 2025
- Will provide more information in upcoming meeting and communications

# SmartCare Quiet Time

- We are requested that folks don't do any SmartCare claim activities (submitting billing files and doing claims corrections) in SmartCare on Saturday morning between 12 AM and 12 PM.
- Will receive a notification if logging into SmartCare during that time.



# Support for Practitioner Modifiers

- Added support for Practitioner Modifiers in SFY 2026
- These are still optional
- Recommend that they are used in the case where a practitioner has multiple Licenses/credentials that pay at a different rate
- Do not include practitioner modifier if billing under direct supervision for services that process under supervisor rate

# Supervisor Pricing Modifiers – HP/HT

- Currently Reviewing but current process will still be followed
- Include Supervisor information on claims rendered under direct supervision
- The HP/HT modifier can be included on these claims, but SmartCare will ignore them
- Will update if any changes are made

# New Micro Training Videos!

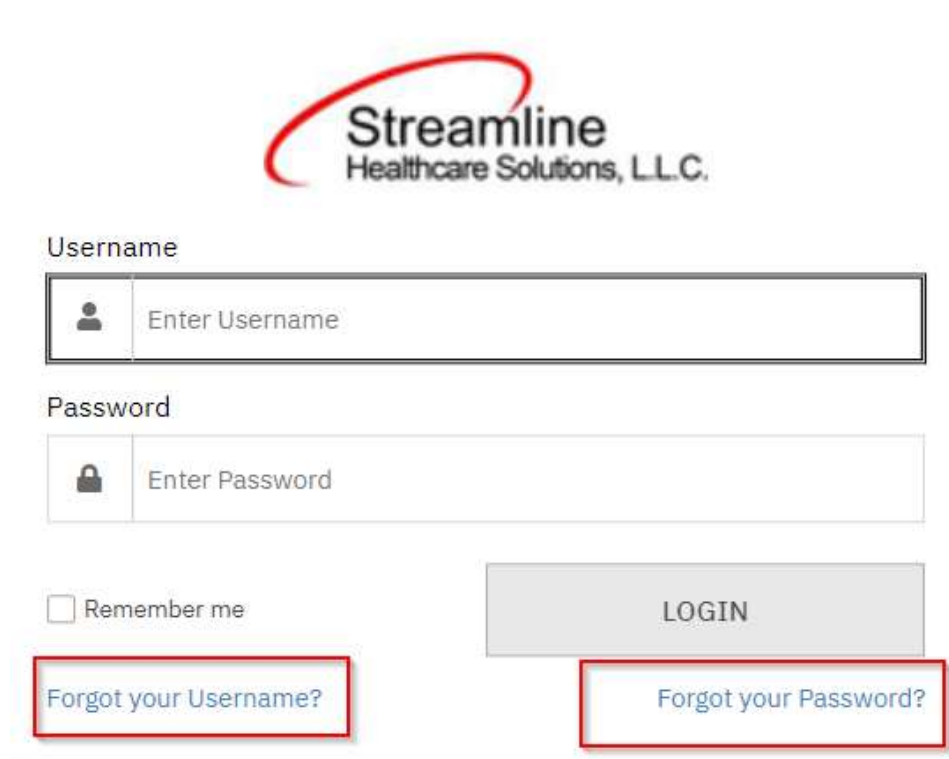
- We will be creating and posting Micro Training Videos through out the year
  - Can now be found on PartnerSolutions SmartCare resource page (<https://starkmhar.org/partner-solutions/smartcareresources/>)
- Currently five Micro Training Videos
  - JitBit PartnerSolutions Helpdesk Ticket System Training
  - SmartCareMCO Client Enrollment Training
  - SmartCareMCO New User Training
  - Claims Correction
  - Batch Claims Upload Files

# Updated Account Request Forms

- Working on updating account request forms to new format that should work with most PDF readers and not just Adobe and FoxIt
- Should be completed before the end of week

# Self Password Reset

- We have turned on the ability to directly request password reset through SmartCare



The image shows a login form for Streamline Healthcare Solutions, L.L.C. The form includes a logo at the top, followed by fields for Username and Password. Below these fields is a 'Remember me' checkbox and a 'LOGIN' button. At the bottom, there are two links: 'Forgot your Username?' and 'Forgot your Password?'. The 'Forgot your Username?' link is highlighted with a red box.

Streamline  
Healthcare Solutions, L.L.C.

Username

Enter Username

Password

Enter Password

☐ Remember me

LOGIN

[Forgot your Username?](#)

[Forgot your Password?](#)

# Self Password Reset

- Will want to make sure to whitelist the StreamlineHealthCare.com email domain and in particular donotreply@streamlinehealthcare.com and dbmailer@streamlinehealthcare.com.
  - This will also help with Two-Factor message sent through email
  - If not receiving Two-Factor email, try restarting Chrome Browser
- Make sure contact information (email and phone number) is up-to-date and accurate in SmartCare
  - Note that we can only send communications to email address on record in SmartCare
  - Make sure to update if your email or phone number changes
- Those that don't remember the answer to their security questions or have multiple accounts in SmartCare will need to continue to go through helpdesk to reset password
- Security question answers are case sensitive

# Password/Account Resets

- Encourage providers to use the self-password reset when/where available
- Note that passwords must meet the following criteria.
  - Length of 14 characters
  - At least one special character
  - At least one number
  - At least one uppercase letter
- Working on adding notice of password requirements when resetting password

# SmartCare Security Reminders

- Do not share accounts. Every user should have their own dedicated account.
- Accounts will be deactivated after 90-days of inactivity – should receive reminders before hand
- Make sure to let us know if a staff member that has access to SmartCare separates from your agency
- Annual Account Review – September



# Provider Meeting Email List

- Currently invites for the Providers meeting goes out to all users that have an active SmartCare account
- We will be creating an email list for those individuals that don't have a SmartCare account but want to be included in the meeting invite. Please send name and email address to [SmartCareSupport@StarkMHAR.org](mailto:SmartCareSupport@StarkMHAR.org)

# Claim Submission Recommendations

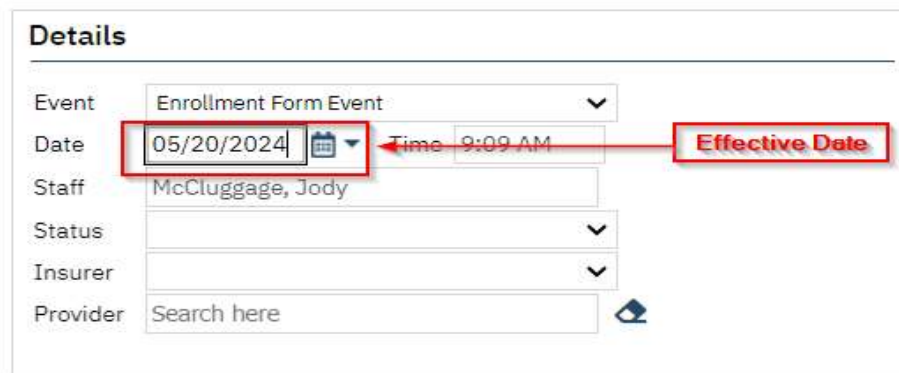
- Recommend to have billing files submitted by end of day Thursday
  - This will give providers an opportunity to review any denials before claims are finalized at the end of the week. It will also give providers an opportunity to resolve any issues that may arise.
- Claims will need to be submitted by end of day on Friday to be included on following week Board payment reports. Submitting claims submitted on Saturday or Sunday will not be processed until the next week. Wait until Monday to submit your claim file and enjoy your weekend!

# Staff Account Requests

- Reminder to only submit account requests for staff that need to access the SmartCare portal
- Make sure that the following folks have accounts
  - Primary Enrollment Staff
  - Primary Billing Staff
- Make sure to use the most current staff account request form.

# Enrollment Reminders

- Enrollment Event Date = Effective Date
  - If the client had claims between effective date and today's date as those claims will deny if you do not change that date if you do not change that date



The screenshot shows a 'Details' section of a web form. It includes fields for Event (set to 'Enrollment Form Event'), Date (set to '05/20/2024'), Staff (set to 'McCluggage, Jody'), Status, Insurer, and Provider (with a search bar). A red box highlights the date field, and another red box highlights the text 'Effective Date'. A red arrow points from the date field to the 'Effective Date' label, indicating that the date entered in the form is the effective date.

- Unknown SSN should be all 999-99-9999
  - Some folks are putting in all 0s.
- Make sure to “X” out of enrollment when completed (clicking on X in the upper righthand corner)

# Enrollment Reminders

- Valid Social Security Number required
- Only use all 9s for the following reasons
  - Severe Crisis
  - Special Populations that may not have SSN (e.g. Amish)
  - Board approved situations
- If all 9s are used and not due to one of these situations, the enrollment will be set to “Review” status.

# Enrollment Reminders

- If contracted with more than one Board area, make sure to select Board where client resides unless there is prior approval from Board
- Enrollments will be put in “Review” status if assigned to wrong Board.
- Do not click on “Sign” button. Normally you cannot do this but there is a bug that will let you under certain circumstances. This will cause enrollment delays. Click on “Save” button when enrollment is complete.

# Enrollment Reminders

- Note about Crisis Enrollments
  - Expectation is that every effort will be made at time of enrollment to get all releases/disclosures, demographic, and income verification and determination at time of enrollment.
  - If not possible to get this information at time of enrollment, the expectation is that this information will be collected as soon as able and enrollment updated
  - Will be reviewing and possibly updating this procedure

# Voiding/Rebilling VS Reverting/Correcting

- If you preserve the full history of the original claim, it is best to void and rebill
  - Funding driven by program modifier is a good example of this.
- Reverting/Correcting will overwrite will preserve original units, billed amounts, and paid amounts but will overwrite any other value that is corrected



# Clearinghouses – Update

- Good News – SmartCare is going to add a ClearingHouse module to facilitate billing through Clearinghouses
- Bad News – Will probably not be ready until the end of calendar year 2025 at the earliest.

# Resources

- PartnerSolutions.Org/SmartCareResources
- <https://starkmhar.org/partner-solutions/smartcareresources/>
  - Manuals
  - Troubleshooting tips
  - 837 Companion Guide
  - User account request form
  - Codes
    - Allowable diagnosis
    - NCCI code set (PTP & MUE)
    - ODM PTP
  - Etc.

# Support Resources

- Open a ticket
  - <https://partnersolutions.jitbit.com/helpdesk/>
    - Only include minimal PHI needed to resolve ticket
    - Will start requiring providers with SmartCare issues to open ticket
- Email (for general questions only)
  - [SmartCareSupport@StarkMHAR.org](mailto:SmartCareSupport@StarkMHAR.org)
    - **No PHI should be included**
- PartnerSolutions.Org/SmartCareResources
  - <https://starkmhar.org/partner-solutions/smartcareresources/>

# Open forum

- Questions for us?
- Topics for future meetings?