# SmartCare Monthly Provider Meeting

2/26/2026

SFY 2027 Prep

- Make sure you are working with contract Board(s) on SFY 2027 updates

- We will review any SmartCare SFY 2027 changes in the upcoming months

SMS/Text Message Multi-Factor opt-in available for SmartCare account

- Staff can now opt into SMS Multi-Factor (MFA)

- This is optional and staff will need to turn it on if they want to enable and use it. It will require a phone number that is able to receive text messages. If phone number setup in SmartCare is not able to receive text messages, will need to update it to one that can

- We do not charge for messages sent through the SMS Services, but you are responsible for any message and data rates imposed by your mobile provider, as standard data and message rates may apply.

- Email MFA will still be enabled as a fallback method

SMS/Text Message Multi-Factor opt-in available for SmartCare account
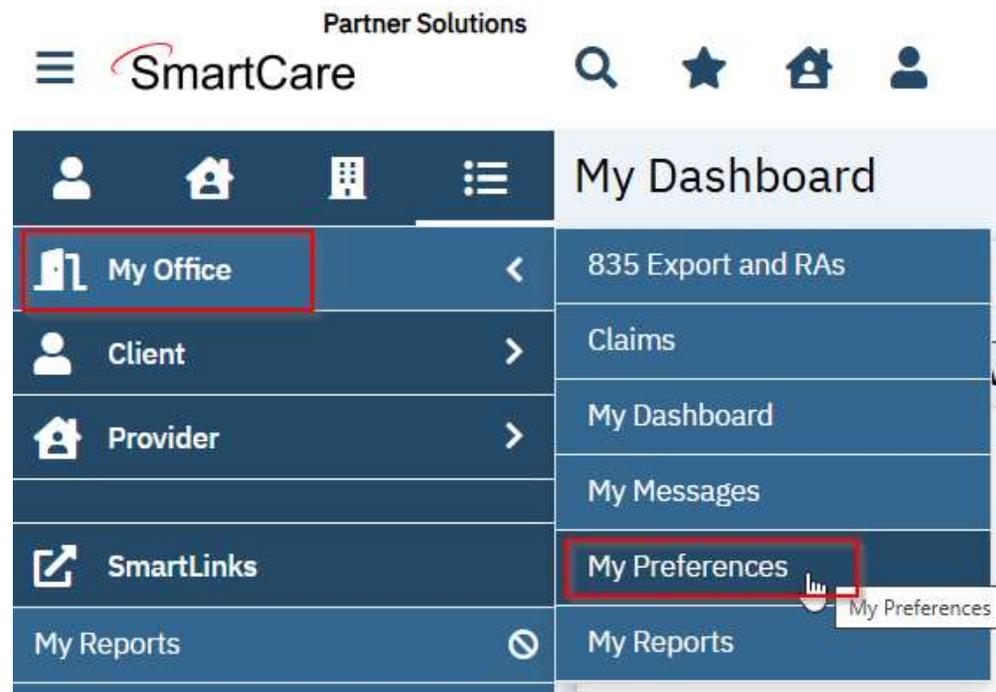
SMS/Text Message Multi-Factor opt-in available for SmartCare account

Contact

Phone	(999) 999-9999
E-mail Id	testuser@noreply.com

SMS/Text Message Multi-Factor opt-in available for SmartCare account

Mobile

Smart Key	
☐ Registered For Push Notifications	
☐ Registered For Web Notifications	
☑ Registered For SMS Notifications	Send test SMS Notification
☑ Registered For Email Notifications	Send test Email Notification

SMS/Text Message Multi-Factor opt-in available for SmartCare account

- Make sure to click on save button to save changes!

- Once saved, can send a test text message to verify working

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SMS/Text Message Multi-Factor opt-in available for SmartCare account

- If you click on "Do not have access to Device?" link, it will fall back to sending authentication code to email address setup in SmartCare for your account.

- Text message will come from a 512 code (subject to change)

2-Step Verification

Enter the Authentication Key sent to the Registered Device.

Authentication Key [   ]

Validate   **Send Again**   **Cancel**

Do not have access to Device?

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

- Strongly 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

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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

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
  - Claims Trouble shooting should be posted by the end of the month!!! (along with dedicated chapter in the manual)

New Reports

- PS Provider Practice Billing Information (Provider Fiscal Reports Directory)
    - NPI numbers
    - UPI number
    - Tax Id number
    - 837 Sender Id
    - 837 Sender Name

Upcoming Reports

- ## PS 837 File Claim Lifecycle
  - ### Track status of all claims associated with a select 837 billing file

- ## PS Batch Claim File Lifecycle
  - ### Track status of all claims associated with a select Batch Claims Upload file

- ## Should be completed by end of next week and will go over in next meeting

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Self Password Reset

- We have turned on the ability to directly request password reset through SmartCare
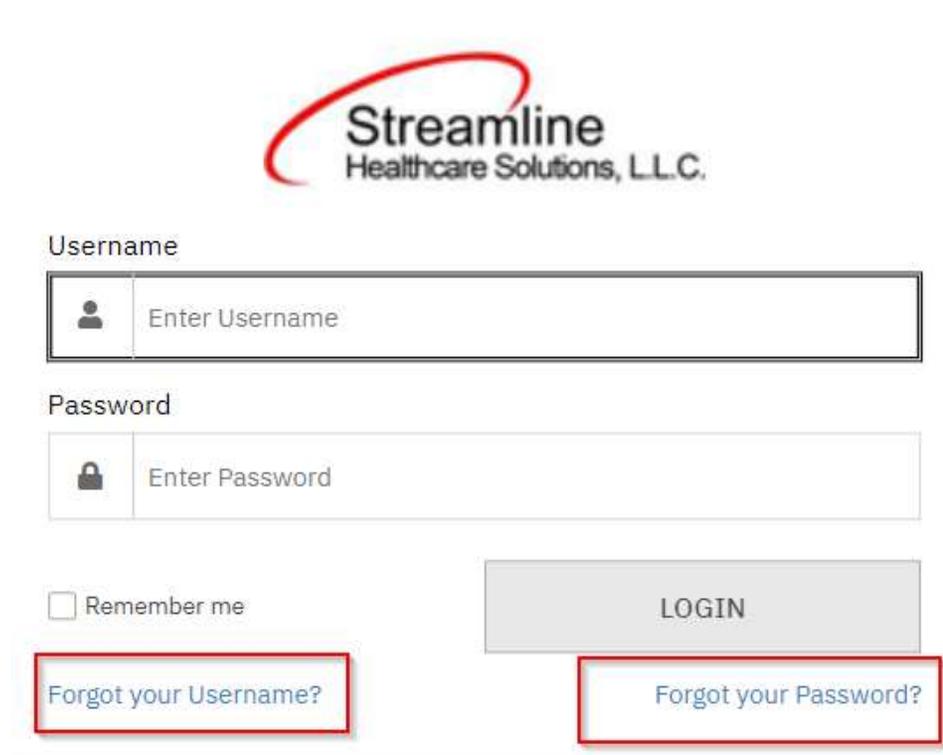
Streamline
Healthcare Solutions, L.L.C.

Username

Enter Username

Password

Enter Password

☐ Remember me

LOGIN

Forgot your Username?

Forgot your Password?

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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
    - Make sure to let us know if your email domain 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 leas 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

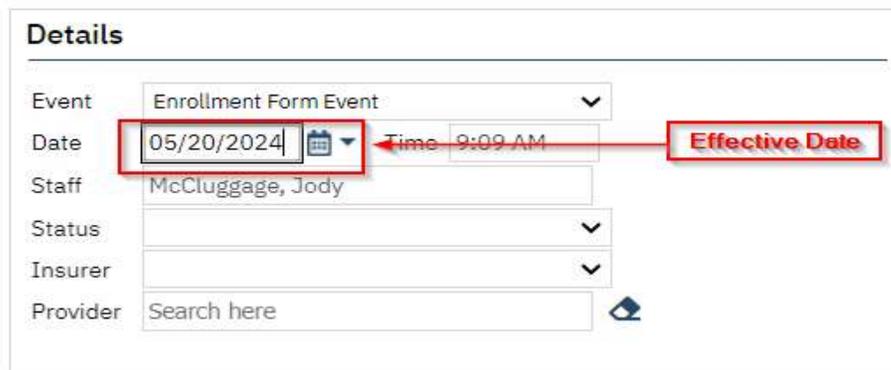# Claim Submission Recommendations

- 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

- 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

  - Enrollment Best Practices - https://partnersolutions.starkmhar.org/wp-content/uploads/sites/3/2026/02/SmartCareMCO_Enrollment_Event_Best_Practices.pdf

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

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Voiding Rebilled Denied Claims?

- Voiding denied claims is not required prior to resubmitting denied claims but can be useful for troubleshooting purposes as the claims no longer show up as denied claims but voided.

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Void or Replacement 837 claims

- SmartCare does support 837 Void and Replacement Claims (Claim Frequency Codes 7/8)
  - Some important caveats
    - Requires correct Claim Id (not Claim Line Id) and Payer Claim Control Number
      - Will get a Payer Control Number Invalid error if Payer Claim Control number
    - Operates at the Claim Level and not the Claim Line level so if there are multiple claim lines associated with the claim, will impact all claims.
- Still recommend doing corrections and/or voids through the portal as gives you more control and can verify what is happening

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
    - **No PHI should be included**

- PartnerSolutions.Org/SmartCareResources
  - https://starkmhar.org/partner-solutions/smartcareresources/

Holiday/Office Closure Schedule

- Monday – May 25, 2026

- Friday – June 19, 2026

- Friday – July 3, 2026

Next Meeting

- Thursday, March 26, 2026

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Open forum

- Questions for us?

- Topics for future meetings?