

AGENDA



Avatar SUPT User Forum

Date: January 25, 2023

Time: 2:00-3:30 PM

Location: Virtual using Zoom

Facilitator: Melony Ibarra

Scribe: Sambo Chhoeung

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions <ul style="list-style-type: none">Zoom meeting overviewNew Staff Introduction – Amanda Draper has joined our Support team as an Administrative Services Officer.	Melony	2:00 PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none">Claiming Status – We are currently claiming December 2022.Claims Correction Spreadsheet (CCS) – Our CCS are being completed in a timely mannerPre-Billing Reports – There are 3 areas to check with this report: Diagnosis, financial eligibility, and practitioner information. Reminder to enter the first 8 numbers and last letter should be a capitol for the CIN number.For the Address error report, if the client is unhoused please enter HOMELESS in all caps and use your agency zip code. This is to be entered on the first line of the address. This can be updated in the Update Client Data Form in Avatar.Guarantor Order – Please do not delete any guarantors from the Financial Eligibility. If the coverage has expired, please end date it instead.Practice Management one-on-one virtual sessions by	Silvia	2:05 PM	10 min

<p>appointment – One-on-one sessions offered the first Wednesday of the Month. Please reach out if this date does not work for you.</p>			
<p>Maintenance and Support Update</p> <ul style="list-style-type: none"> • See Release items 	Justin	2:15 PM	10 min
<p>Program Update</p> <ul style="list-style-type: none"> • Cal-OMS errors – Please continue to run your report and work on your state CalOMS errors • CalAIM Contingency Management: SUPT still awaiting go-live date from DHCS – We will keep you updated once we receive more news. • Pregnancy indicator extended to 365 days postpartum: SUPT still awaiting guidance from DHCS 	Ed	2:25 PM	10 min
<p>CalAIM</p> <ul style="list-style-type: none"> • ECM – We recently had 2 SUPT programs that have gone live with ECM and there is another program that will be going live shortly. • Open Question Forum – We implemented an SUPT ECM Provider Forum once a month. If you are a program with an ECM program, we strongly encourage you to attend. For more information on the ECM Provider Forum, please contact us at the emails listed below. • ECM Questions: Email BHS-ECM@saccounty.gov • CalAIM Questions: Email AndersenD@saccounty.gov and/or MooreDa@saccounty.gov • Please use the following guarantors when entering guarantors for Managed Care: <ul style="list-style-type: none"> Managed Care-Aetna (601) Managed Care-Anthem (602) Managed Care-HealthNet (603) Managed Care-Molina (604) 	Dana	2:35 PM	10 min
<p>Training Updates</p> <ul style="list-style-type: none"> • ECM Training Schedule Update – Currently ECM training is scheduled twice a month through February. Starting in March, it will be scheduled only once a month on a Tuesday. • Transition from Avatar to SmartCare Training – Avatar training schedules will continue to look the same as they do now through the month of April. Starting in May we will be making some changes. The last SUPT PM and SUPT CWS trainings will be held at the end of April. In May, after receiving the Training Registration form, we will be emailing the class materials such as the PowerPoint Presentations Notes, Training Guide, link to the Training Videos, Avatar Website link, and 	Kat	2:45 PM	10 min

<p>the link to take the quiz. After passing the quiz, the attendee can reach out to the Avatar Training Desk and after confirming the quiz results, they will be sent their account information. There will be an Avatar CWS Q&A sessions every Wednesday starting May 3rd via Zoom. Order Connect training will also be scheduled live every Wednesday afternoon via zoom for staff needing Order Connect permissions. We will also be providing live monthly Avatar Q&A sessions via Zoom specific to a combined audience of Practice Management, Service Request, Scheduler, and Corrections in EHR.</p> <ul style="list-style-type: none"> • Upcoming User Forums – Additional User Forums have been scheduled and posted to the webpage. It can be found at the link to our webpage: https://dhs.saccounty.gov/BHS/Avatar/Pages/GI-Meetings.aspx • Reminder that we have a 2 business day policy when submitting requests for training. Please send in requests form at least 2 days prior to the training date. 			
<p>New EHR-SmartCare</p> <ul style="list-style-type: none"> • We are currently working alongside CalMHSA and 22 other counties to implement our new EHR, SmartCare. We will be going live on July 1st, 2023. We recently gained access to the SmartCare environment and are working on developing training materials and user guides for our users. 	Kristi	2:55 PM	5 min
<p>SmartCare Demo</p>	Justin	3:00 PM	15 min
<p>Open Forum</p> <ul style="list-style-type: none"> • Can you explain the Pregnancy Indicator? – When a client is pregnant, there is an indicator on our claim. The forms used is Women’s Health History. This form is what put the indicator on our claims when we claim to DHCS. • Will Progress Notes be imported over? – There will be a subset of medication and progress notes that will be imported over in SmartCare. • Will we be able to use the Progress Note templates from Avatar in the new system? – We will take a look at the possibility of using the old Avatar templates in SmartCare. • Will programs have to scan in documents? – Yes, there will be documents needed to scan in. QM will come up with a list for items needing to be scanned in. • Will there be a specific training for those who do billing? – Yes, there will be separate trainings for those who do billing and for direct care staff. • Can a Q&A session for SmartCare be provided? – Yes, this is something that we are planning to provide in the future. 	All	3:15 PM	

<ul style="list-style-type: none"> • How much training are you planning to provide to the staff before we go live for this platform? – CalMHSA are creating training videos which will be passed on to our providers in the future. Our team is currently deciding if any additional training are needed and we plan to provide some virtual trainings via Zoom. • How far in advance will providers be provided the trainings before launch? – There are currently 3 pilot counties going live on February 1st and March 1st. CalMHSA will be putting out the training in March. We will be taking a look at the videos before putting this out for our providers. We are hoping to get these out sometime in May 2023. • How will providers receive SmartCare support on a daily basis? – It will be similar to Avatar Support. We will be keeping the same team and phone number. We will only be changing the name of the email box, but once we do thing, we will be sending out an email blast. • Will we be provided specific billing related training via SmartCare? – Yes. 			
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