

# AGENDA



## Avatar SUPT Implementation User Forum

**Date:** March 23, 2022

**Time:** 2:00-3:30 PM

**Location:** Virtual using Skype

**Facilitator:** Melony Ibarra

**Scribe:** Sambo Chhoeung

**Attendees:** (See sign in sheet)

Topic	Presenter	Start Time	Length
<b>Welcome/Introductions</b> <ul style="list-style-type: none"><li>- Skype meeting overview</li></ul>	Melony	2:00 PM	5 min
<b>Claiming/Fiscal Update</b> <ul style="list-style-type: none"><li>- Claiming Status – Completed January 2022, now preparing February. Deferred regular clams are current and are completed within 2 -3 weeks of submission date</li><li>- Claims Correction Spreadsheet (CCS) –Current &amp; completed within 2-3 weeks of submission date</li><li>- Practice Management one-on-one virtual sessions by appointment – The first Wednesdays of every month. The next session available is April 5th</li><li>- Telehealth Modifiers – Just a reminder that we have 3 new Telehealth Modifiers (GT, SC, &amp; GQ). Starting January 1<sup>st</sup>, the County is requiring the location and the modifier to match for the service provided via telehealth or telephone. There is the Telehealth Services Modifier report that you can run to make sure modifiers are used correctly</li></ul>	Rhonda	2:05 PM	10 min
<b>Maintenance and Support Update</b> <ul style="list-style-type: none"><li>- See Release items</li></ul>	Justin	2:15 PM	10 min
<b>Reports/Widgets</b> <ul style="list-style-type: none"><li>- See Release items</li></ul>	John	2:25 PM	10 min
<b>Program Update</b> <ul style="list-style-type: none"><li>- Cal-OMS errors – Reminder of the importance of entering your information into Cal-OMS when you discharge a client</li></ul>	Ed	2:35 PM	10 min

<b>SR 2.0 Response Demo</b>	Sarah	2:45 PM	10 min
<b>Training Update</b> <ul style="list-style-type: none"> <li>- Training Registration Forms - Email Submission Only (No more faxed requests) – Please send your Training Registration Forms via email moving forward. Beginning April 1<sup>st</sup> 2022. We will no longer be accepting faxed Training Registrations Forms.</li> <li>- Fully Completed and Signed Registration Forms –Reminder to complete all sections of the forms including Staff Classification &amp; Staff ID</li> <li>- Full day trainings/Training End Times – SUPT CWS and SUPT Practice Management are all day trainings. They are scheduled until 5pm but depending on attendees’ classification, they may or may not be require to stay the entire day in order to get access and permission that they needed in Avatar.</li> <li>- Avatar NX Training Plan - Training Videos – We will be creating Avatar NX training videos. These videos will demo the navigation of the new NX version. Approximately about 2 weeks prior to our GO LIVE date we will be sending out the videos to the Authorized Approvers of your agencies. We will also be sending out an FAQ handout and a new Avatar NX training guide for users to reference.</li> <li>- Registration Forms Not Required for the NX Training Videos</li> </ul>	Kat	2:55 PM	10 min
<b>Avatar NX Demo</b>	Karlynn	3:05 PM	10 min
<b>Project Updates</b> <ul style="list-style-type: none"> <li>- Avatar NX – We will be moving forward with a group of early adopters which will consist of SUPT &amp; MH programs, staff from county sites and other internal staff. This group will have the opportunity to use Avatar NX and provide feedback prior to our county wide GoLive date. The Early Adopters GoLive date is April 4th and the tentative county wide GoLive date will be June 6<sup>th</sup>. We will send out the URL to Avatar NX the morning of GoLive. At that time users should only access Avatar with the Avatar NX URL.</li> <li>- Order Connect NX – This is our updated version of Order Connect and is used for electronic prescribing and medication management. It is a tool that allows providers to prescribe, review and order tests electronically. Once released, it will be supported by most browsers other than Internet Explorer.</li> <li>- CareConnect Inbox - Care Connect Inbox module allows communication with other providers both inside and outside of Sacramento County Mental Health Plan. We are currently working with Netsmart to ensure the module is system code</li> </ul>	Kristi	3:15 PM	5 min

<p>secure. Once we have determined that the module is working correctly, we will provide an update on the GoLive date.</p> <ul style="list-style-type: none"> <li>- Reminder that we will not be implementing any form related enhancement request until after Avatar NX implementation. However, please continue to send in these requests so that we can start prioritizing.</li> </ul>			
<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>- At our agency for walk in/internal referrals, we do not create an admission in Avatar until the client has their intake, do we submit the service request that day as admission? – The system won't allow you to complete a service request unless the client is admitted into your program.</li> <li>- Are there any Medicare billing updates? – No updates. As the communication from SUPT program staff stated, the county is not able to bill on behalf of SUPT programs. The decision was made to have the NTP providers bill Medicare directly. There was a letter that went out regarding the details and what was needed.</li> <li>- Questions about clients with a status of Medicare F – That is a Medicare risk HMO insurance. These are treated as other health care coverage. These would be entered into Avatar the same way as other health care client with the Medicare risk HMO as the primary guarantor and Medi-Cal guarantor as the second.</li> </ul>	All	3:20 PM	10 min