

AGENDA



Avatar SUPT Implementation User Forum

Date: May 25, 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
Welcome/Introductions <ul style="list-style-type: none">Skype meeting overviewMoving to Zoom for the July User Forum	Melony	2:00 PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none">Claiming Status – We are wrapping up March regular monthly claims. Deferred regular claims are current and are being completed 2-3 weeks of receiving the invoices.Claims Correction Spreadsheet (CCS) – Current and completed within 2-3 weeks of when we receive the actual invoice.Practice Management one-on-one virtual sessions by appointment – These are the 1st Wednesday of every month. The next session is June 1st. If that date does not work, feel free to contact the Avatar Fiscal inbox so we can work on a date that works.Financial Eligibility/Guarantors – Reminder for everyone to please don't delete guarantors from Financial Eligibility. Deleting guarantors when the client has services can cause major billing issues and can delay the claiming process. We have a Financial Eligibility Tip Sheet available on our Avatar Website for more assistance.	Rhonda	2:05 PM	10 min
Maintenance and Support Update <ul style="list-style-type: none">See Release items	Justin	2:15 PM	10 min
Reports/Widgets	John	2:25 PM	10 min

<ul style="list-style-type: none"> • See Release items 			
<p>Program Update</p> <ul style="list-style-type: none"> • Cal-OMS errors – We have been working with some of our NTP Providers who contacted our team on some old legacy errors that had been hung up in the BHIS system and have created a work around for this. • CalAIM – Contingency Management has been pushed out to Fall 2022. For those who are a part of the pilot, we received word that the startup funding has been received by the county so we will be rolling this out to everyone’s contracts for the next fiscal year. We will be working with Avatar to get those service codes added into each program for the next fiscal year. 	Ed	2:35 PM	10 min
<p>Training Update</p> <ul style="list-style-type: none"> • Training Registration Forms <ul style="list-style-type: none"> ○ Email Submission Only (No more faxed requests) – Reminder to send these registration forms to our email at AvatarTrainingRegistration@saccounty.net. • M Modal training is available by request <ul style="list-style-type: none"> ○ Please send use an email to AvatarTrainingRegistration@saccounty.net so that we can get this training set up. • All trainings will be moving to the Zoom platform starting in July 2022 • Avatar NX Training Plan <ul style="list-style-type: none"> ○ Training Videos – All of the Authorized Approvers from each agency should have received an email with a link to the Sac Drive that allows them access to the Avatar NX Training Videos. If your agency hasn’t received this email, please reach out to us at Avatar@saccounty.net. ○ Registration Forms Not Required to move to Avatar NX ○ A link to the new URL will be distributed to the Avatar distribution list and the Authorized Approvers on 6/3/22. Just a reminder that the new version of Avatar does not require a download from Java. We will be getting rid of the old URL at some point so your staff will not be able to get into the old version of Avatar. ○ NX Q & A sessions after Go-LIVE – We sent out the session dates on an email. Feel free to attend for yourself or send your staff after Go-LIVE if needed. ○ Avatar NX Tip Sheet – We have Avatar NX Tip Sheets on our website to better assist staff members 	Melony	2:55 PM	10 min

Avatar NX Demo	Sarah	3:05 PM	10 min
Project Updates <ul style="list-style-type: none"> • Avatar NX – Go-LIVE 6/6/22 • Order Connect NX – There is a toolkit to have an edge add on to open the current version of Order Connect. Order Connect NX is not available yet but it does have the ability to be used in different browsers. There will be more information on this. • CareConnect Inbox – There is still some issues with CareConnect Inbox. The issue right now is that it is not System Code secure so we are still working with Netsmart to get this fixed. • Perceptive Update – There is an update to Perceptive. There were some issues that some people were having with Document Capture Perceptive. There is a new Perceptive Web Scan Install that was updated on 4/18/22. If you are having issues with scanning, you may want to have your IT make sure you have the most recent Web Scan installed which is on our website. 	Melony	3:15 PM	5 min
Open Forum <ul style="list-style-type: none"> • Is the expected Go-LIVE for everyone 6/6/22? – Yes, we will be sending the URL the Friday before, which is June 3rd. We will be sending it to all the Authorized Approver and everyone who is on our distribution list. We are going to leave the current version of Avatar LIVE for a short time in case there are any major issues but after a month or 2 we will be removing this URL. All staff will then be expected to be using the new Avatar NX version. • Is there any new report viewer or software that needs to be installed? – There is only downloads for Order Connect, the Perceptive Scan tool and for the signature pad. • Will the functionality work the same with uploading service for providers with their own EHR? – Yes, all of the features will remain the same. • Will the favorite forms from the old Avatar still be there on NX? – Yes • If we still use the old Avatar for a few days, it will not hurt anything correct? – That is correct. The two versions have 2 different URL but both go to the same back end table. • Question about being unable to view To-Do box on NX – We didn't have this issue with the Go LIVE with early adopters. We encourage to wait until Go LIVE and if the issue persists, to contact support. 	All	3:20 PM	10 min