AGENDA

Avatar SUPT Implementation User Forum

Date: September 23, 2020
Time: 2:00-3:30 PM
Location: Virtual using Skype

Facilitator: Melony Ibarra

Scribe: Sarah Saldivar

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions - **Skype meeting overview**	Melony	2:00 PM	10 min
Claiming/Fiscal Update - **Claiming Status –** Currently claiming 7/2020. - **Claims Correction Spreadsheet (CCS)** Current and being worked on as they're received. - Received many questions about 999 error report. Avatar billing recently made an update to a billing role that caused several clients to fall into the 999 report - Since then liabilities have been updated. Most clients have been fallen off the report. - Providers should run the 999 report and review any clients still on the report. - All billing questions should go to Avatar-Fiscal@saccouty.net	Rhonda	2:10 PM	10 min

Maintenance and Support Update
- **Demo Admission form**
   ○ **"Preferred Name" field – has been moved higher up on the demographics screen.**
      ▪ When entering name in preferred name or alias fields, you should enter both first and last name. **If the preferred name is not already listed as the client's name it should also be added to the alias section as these fields are able to be searched.**
   ○ **Thoroughly search for clients before admitting –** some clients may not know they've been seen by Sacramento County contracted agencies. It is important to search
	Melony	2:20 PM	15 min

using the demographic information you have such as social security, date of birth, or gender.
    ○ **Complete all demographics – If the client is homeless an address still has to be entered** for claiming purposes. **You can use either the word "Homeless" in the address field or the agency's address. The** zip code should be agency's zip code.
        ■ All demographics should be includedeven if field is not red and required in Avatar.
    ○ When clients have been duplicated the Avatar Billing Team can sometimes merge client IDs. If services have already entered this will be more difficult. If a client has been entered into Avatar by mistake you should contact your Contract Monitor and they will work with the Avatar team to remove the client from the system.
- **Chart view header –** Preferred name is now showing on the header when you enter in chart view.
- **Release items –** New items released every quarter. E-mail requests to Avatar@saccounty.net.
- **Demo'd Most Recent SUD Assessment widget**			

Avatar Support Demo - **Demo voiding scanned documents and tip sheet – Clinical Document Viewer.** Tip sheet on this form are attached to the meeting minutes - Anyone who has access to scanning permissions will have access to the clinical document viewer form - Reminder that documents should not be scanned non-episodically. Non-episodic documents can be seen by all agencies.	Stacey	2:35PM	10 min

Reports/Widgets
- **Release items since last User Forum**
- **Reports available for every CalOMS data entry forms**.
    ○ CalOMS admission report, CalOMS discharge report, CalOMS Annual Update Report
- CalOMS Annual Update Census – Based on admit date will group all clients based on whether they have a CalOMS update due or within 60 days prior to admission date.
- **SUD Assessment User Report –** Date range for specific users based on system code.
- **Pre-Billing Maintenance report –** takes place of missing dx, missing policy, and guarantor 999 report.
    ○ **Every row is per client**
- **Guarantor Order Check Report –** Based on guarantor orders
- **Active Clients with Non Episodic Scans –** Scanning role, pulls list of active clients that have documents scanned into non-episodic. Anything that is on that report needs to be moved or voided.
	John	2:45 PM	15 min

Training Update	Kat	3:00 PM	10 min

- **All trainings are being offered via Skype for Business**
  o Training forms should be sent to no less than 2-business days prior to training
  o E-mails for attendees must be included on Training Registration form
  o Class times for Avatar trainings vary and the approximate end time is included on the Skype meeting invitation.
  o SUPT CWS begins at 9am and ends no later than 1pm
  o SUPT Practice Management training begins at 9am and ends no later than 4pm.
  o It is required that staff remain for the entire training and pass the quiz to receive Avatar permissions
- **Drop-In Sessions & Training Refreshers**
- One on One sessions replace drop in sessions, these are scheduled appointments. For CWS requests should be sent to AvatarTrainingRegistration@saccounty.net. Billing requests should be sent to Avatar-Fiscal@saccounty.net
- Requests should include a brief summary of what you would like to discuss.
- **Training Schedule – Holidays**
  o Double check Training calendar during the holiday season, some regularly scheduled trainings will be on different days.			

Program Update - **All SUD Assessments (ASAM) must be entered into Avatar –** All County funded clients need to have ASAM completed in Avatar. (48) - A memo will be sent with specifics of the main components of the Clinical Workstation implementation. Will include a form requesting information on how many staff need to be trained. - Go-Live estimate for early 2021. - Question on what training to take for entering SUD Assessment. This training is SUPT CWS and it is for clinical staff only. - Ed clarified that clinician must be the one to enter SUD Assessment into Avatar. - Staff attending this training need to be registered with QM Staff Registration to complete the SUD Assessment. - Clinical Staff who have not received online ASAM training through the Change Company should go through Talia Isbell or Ed Dzuik.	Ed	3:10 PM	10 min
Project Update - **Avatar NX –**Estimated to move to this new platform in 2021. This will change the look and feel of Avatar. - New version of report viewer is available and recommended for download on the Avatar website. County computers have already been updated with this new viewer.	Melony	3:20 PM	5 min

Open Forum		All	3:25 PM	5 min