

AGENDA



Avatar SUPT User Forum

Date: November 30, 2022

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 overview	Melony	2:00 PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none">Claiming Status – Currently claiming October 2022Claims Correction Spreadsheet (CCS) – Currently being completed in a timely manner. Column 18 has newly been added to the CCS for the correction explanation if the reason for corrections in Column 8 was selected as “Other”.Practice Management one-on-one virtual sessions by appointment – This is offered the first Wednesday of the month. We do not require video to participate.Address Errors and CIN – If a client is homeless, you will need to enter the word HOMELESS on the first address line and a valid zip code. For the CIN, it needs to be entered in the subscriber policy number of the guarantor selection in the client’s eligibility. It is nine digits with the first 8 as number and the last digit will be an uppercase letter.Guarantor Order – Reminder to update any guarantor that is no longer effective or was entered incorrectly. Please only make updates to the guarantor effective and end dates and do not move it from the order or delete the guarantor.	Silvia	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 <ul style="list-style-type: none"> See Release items 	John	2:25 PM	10 min
Program Update <ul style="list-style-type: none"> Cal-OMS errors – Reminder to run your reports and correct any errors. CalAIM – Contingency Management has been pushed out to Fall 2022. We don't have an update on this yet and are still waiting on directions from DHCS. New NTP service codes available as of September 28th. We received clarification on the Take Homes on whether we needed to add additional service codes and we did not. The additional service codes were built to bill MediCare. Pregnancy indicator extended to 365 days postpartum – The Post-natal timeline has been extended from 60 days to 365 days. The information notice received is based on MediCal eligibility. 	Ed	2:35 PM	10 min
New EHR-SmartCare <ul style="list-style-type: none"> The new EHR vendor name is Streamline. We are contracting with CalMHSA to participate with 22 other counties to implement the same EHR. Go-LIVE is scheduled for 7/1/2023 The Sacramento County EHR team just received access to a testing environment of SmartCare. We plan to start demonstrating how to navigate in SmartCare at our User Forums in 2023 RAND survey – A survey went out on 11/18/2022 for all end users to complete. The survey is about the positives and challenges we face using our current EHR. There will be a follow up survey a few months after we go-LIVE with the new EHR on our users experience in that system. 	Melony	2:45 PM	5 min
CalAIM <ul style="list-style-type: none"> ECM – Dana's team is providing ECM provider trainings once a week on Zoom. These are the current date for the December 2022/January 2023 trainings: December 2022 12/01/22 1:00pm-5:00pm 12/08/22 1:00pm-5:00pm 12/15/22 1:00pm-5:00pm	Dana	2:50 PM	10 min

<p>January 2023</p> <p>1/5/23 1:00pm-5:00pm 1/12/23 1:00pm-5:00pm 1/19/23 1:00pm-5:00pm 1/26/23 1:00pm-5:00pm</p> <p>To register, please email BHS-ECM@saccounty.gov</p> <ul style="list-style-type: none"> Avatar Training for ECM practitioners is separate. Documentation Reform – QM just released some policies and procedures. They will be creating some sessions for FAQ to provide clarity. It is highly recommended that staff attend the UR committee. 			
<p>Staff Registration for ECM Practitioners</p> <ul style="list-style-type: none"> Staff Permissions – There has been a separate ECM Practitioner Enrollment process created specifically for ECM. ECM is a separate program so providers working in the ECM program cannot work in the other SUPT programs. There is a different form that is needs to be completed in order to get a staff registered as an ECM provider. 	Alex/Melony	3:00 PM	5 min
<p>Documentation for Shared Clients</p>	Sarah	3:05 PM	10 min
<p>Training Updates</p> <ul style="list-style-type: none"> User Account Reactivation Policy - Staff that has not used Avatar over 90 days will be deactivated from the system. After they become deactivated due to the 90 days, if their account is deactivated for additional 60 days, then they will need to return back to Avatar training to have their account reactivated. If a reactivation request was made within the 60 day period, then we can reactivate the account without the user coming back to training. ECM Training Registration – Reminder that when registering a staff for training, they will only have ECM permissions. Prescriber Pre-registration Requirements – Pre-registration with QM is required before staff are able to attend Order Connect training. Access to the Train Environment – Staff who would like hands-on experience can get access to the Train Environment. They can request this via email upon completing the training and quiz. However, the user 	Melony	3:15 PM	10 min

<p>would only have access to either the LIVE environment or the Train environment, not both. Once Train is activated, the LIVE account will be deactivated until the user notifies us that they are done with the Train environment.</p> <ul style="list-style-type: none"> • 1:1 Sessions – 1:1 Session are available on our training calendar once a month for any users that may need additional help. • 2023 User Forum Schedules – The 2023 User Forum Schedules have been and posted to the website. 			
<p>Project Updates</p> <ul style="list-style-type: none"> • Order Connect NX - Order Connect NX is the updated version of Order Connect and is used for both electronic prescribing and medication management. This tool allows prescribers to prescribe or view and order tests electronically. Once it is released by Netsmart, it will be supported using most browsers other than Internet Explorer. Until the release, a work around for the current version of Order Connect has been distributed that can be found on our website using the extension tool in Microsoft Edge or Chrome. 	Kristi	3:25 PM	5 min
<p>Open Forum</p> <ul style="list-style-type: none"> • If a patient shift MediCal from one county to another, will the process be to close out the Cal-OMS whenever they switch counties? i.e would we do a discharge Cal-OMS in Sacramento County and open it up in Yolo County, and the following month when they come back, open up another Cal-OMS and Sacramento SUD? Correct, if the client leaves Sacramento County, there will need to be a discharge Cal-OMS done and when they come back there will need to be a new one done. • On the staff registration form, is it required that all ECM staff have an NPI number? – Yes, in order to bill any payor, the NPI number is required. 	All	3:30 PM	