

Agenda



Avatar MH Avatar User Forum

Date: January 31, 2019

Time: 1:00 to 2:30

Location: 7001 A East Parkway,
Sacramento, CA 95823
Conference room 1

Facilitator: Ann Mitchell

Scribe: Stacey Callahan

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
<p>Welcome/Introductions</p> <ul style="list-style-type: none"> Stacey Callahan and Karlynn Only-Sydnor have accepted new positions with the Avatar team. They will be helping with Avatar support and training. 	Ann	1:00PM	5 min
<p>Claiming/Fiscal Update</p> <ul style="list-style-type: none"> Nov. 2018 MH claim is complete. Claims Correction Spreadsheet (CCS) - Completed within 2 weeks of the date submitted Reports to work: <ul style="list-style-type: none"> Phase II (Program/Client Charge Status) reports to work denials Unbilled Report – Unbilled Non-Medi-Cal Services by Program form Lost Add-on report – Lost Add-On Services Report form NON DHCS ICD10 – To avoid using non approved ICD10 code 99999 report - Guarantor 99999 Provider report form Other Health Care (OHC) – Please enter the OHC policy number in Subscriber Policy # field in Financial Eligibility. If you don't know the OHC policy number, use the client's SSN. Do not enter the CIN number for OHC. Medicare – Medicare is setup in our UAT environment and will undergo extensive testing for the next couple of weeks. Medi-Cal eligibility verification (POS) – GMC insurance companies for Medi-Cal do not need to be entered into Financial Eligibility as an OHC. You can find this info after the 	Richard	1:05PM	10 min

<p>“PHP:” line. Correct OHC info will follow the “Other Health Care:” line.</p>			
<p>Review Release Items</p> <ul style="list-style-type: none"> All new items are in Live already. See release notes on the Avatar website. 	John	1:15PM	15 min
<p>New Timeliness Requirement</p> <ul style="list-style-type: none"> CSI Assessment form has been released to track timeliness. We have several data points the state needs to capture. We are working with the state to get specific definitions. This form is being used to show that we are offering a first face to face appointment within the allotted timeframe. This should be documented even if the client declines the first offered appointment. 	Dawn	1:30PM	10 min
<p>New Service code to track Engagement attempts</p> <ul style="list-style-type: none"> 22222 (Engagement Attempt) is a new service code that will track efforts made to engage a client. There is no funding attached to this code, it will be used to show the state that efforts are being made to contact clients. The Engagement code 11111 should still be used when engagement has taken place. The 22222 code is used when engagement is attempted but no contact has been made. Both codes are only to be used for engagement, not after services have begun. 	Alex	1:40PM	10 min
<p>Training Update-</p> <ul style="list-style-type: none"> Service Request 2.0 training status <ul style="list-style-type: none"> Currently we have 466 users with permissions to Provider Service Requests, however only 83 users have taken the Provider Service Request 2.0 webinar. We go Live with Service Request 2.0 on Monday. Existing users will not lose their permissions, however they will lose access to the old Provider Service Request form. Reports for the old form will be available for a reasonable amount of time. If staff feel they need in-house training, they can register for Provider Service Request Training which is offered the first and third Thursday each month. We will need to receive the registration form 48 hours prior to the training. 	Kat	1:50PM	10 min

<p>Project Updates</p> <ul style="list-style-type: none"> - Lab Orders- We continue to pilotat APSS and working with Netsmart to correct an issue which is causing a significant workaround. . Once a solution is found we will be able to implement electronic lab orders and results with Quest to providers. - MModal- Netsmart’s speech to text solution - working on implementationby the end of the fiscal year. Once installed, MModal will work with all applications on your computer, not just Avatar - E-Prescribing (Controlled Substances) - There has been new interest due to the new regulations. We have a roadmap for next fiscal year. - CANS 50/PSC 35 – Providers should continue to scan their PSC 35 and completing the CANS 50 in Avatar or their own system. Awaiting the fix for the PSC35 in Avatar as well as the import functionality for data from providers with their own system. 	Ann	2:00PM	10 min
<p>Service Request 2.0 Demo</p> <ul style="list-style-type: none"> • Go LIVE Monday February 4, 2019 <ul style="list-style-type: none"> - Melony demonstrated how to fill out the new Service Request 2.0 form. - If you submit a service request prior to February 4th on the old form you will still be able to view the disposition via the old Service Request reports - Each of the new forms and reports have 2.0 in the name. When searching for a form or report you can type in 2.0 and find the new forms and reports. - We are now using the actual client ID. Since the client’s ID is being used that client will have to already have an open episode in your program in order to do a service request for them. Service requests for initial authorizations are no longer available unless you are a program that does your own admissions. For all other programs if a client is needing an initial authorization you will assist the client in contacting Access in order to get the Service Request started with Access. This can be done through phone or fax. - The Service Request 2.0 form does not have a draft and final option. Once the form is submitted it is final, you are unable to make edits. Make sure to submit the form correctly the first time. If there are errors Access will disposition the request with “Additional Information Required” and you will have to start the request over. - Erin clarified, discharges that need to be deleted no longer go through the Access Team but are sent to the Avatar team. - Access is projecting a 1-3 day timeframe to process service requests. • As of Monday staff who attend CWS or PM training have 	Melony	2:10PM	15 min

<p>permissions to change Katie A designation. Use the form "Katie A Special Population" to update. This form is non-episodic so be careful to enter the correct designation into it as it will affect all programs that the client is being seen at.</p>			
<p>Open Forum</p> <ul style="list-style-type: none"> • Staff registration updates need to be sent to QM Staff Registration. QM does not track when an account needs to be updated, they only track when a license is about to expire. Make sure folks are being termed through QM and Avatar when they leave an agency. If they are not properly termed then they will still have access to the system. • Avatar Billing Team provider drop in session has been moved to February 19, 2019 due to the holiday. 	<p>All</p>	<p>2:25PM</p>	<p>5 min</p>