

Agenda



Avatar MH Avatar User Forum

Date: January 27, 2022

Time: 1:00 to 2:30

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 overview	Melony	1:00PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none">- Claiming Status Update – Completed November 2021 Services, Preparing December 2021 Services- Claims Correction Spreadsheet (CCS) – They are being completed within 2-3 weeks of the date submitted- Medicare update - Completed December 2021. We will be preparing January 2022 Services within a couple of weeks- Rate updates – Rates are currently being updated January 2022 through June 2022. They should be completed on time for January invoicing. Please reach out to your contract monitor if your report is still showing zero dollars.- Denial Reports – Reminder to run your Phase 2 reports to work your denials as well as your Manual Posting by Program Report. Please continue to enter address information like you have been for homeless clients.	Richard	1:05 PM	10 min
Maintenance and Support Update <ul style="list-style-type: none">- See release items- Progress Note Entry – Updated referrals Completed-Linkages field to remove “Triage Navigator Program” and replaced it with “Crisis Navigation Program”.- Progress Note Entry Crisis – Added “Courts-JDTRC” to referral source drop down- NOABD Generation – Added Arabic Letter options- Service Request 2.0 & SOC Service Request 2.0 –	Justin	1:15 PM	10 min

<ul style="list-style-type: none"> - Added "STRTP" to requested Action drop down - MHTC Progress Note Entry – Updated Psychiatric Admission Note template 			
Reports/Widgets <ul style="list-style-type: none"> - See release items 	John	1:25 PM	10 min
PSC-35 Demo <ul style="list-style-type: none"> - Required entry into Avatar for ALL Providers (those using their own EHR and those using Avatar) as of February 1st - See the PSC-35 Tip Sheet on the Avatar website for instructions on how to fill out the form 	Stacey	1:35 PM	10 min
Progress Note Entry <ul style="list-style-type: none"> - Document Routing-Skip Document Display - There is an update that allows us to remove the image after the user has submitted their progress note. Please email us at Avatar@Saccounty.net to give us your input on whether we should remove this image. Open Charges Deletion Request (OCDR) <ul style="list-style-type: none"> - There is a link to the new OCDR spreadsheet on the website. We added "Avatar" to the Client ID column and, "Avatar" to the Practitioner Staff ID field. We also added 2 new fields: the Avatar Practitioner (Staff) Name, and Join-to-tx-ID#. You can get the Join-to-tx-ID# by running the Client Account Ledger. 	Melony	1:45 PM	5 min
Training Update <ul style="list-style-type: none"> - Training Registration Forms <ul style="list-style-type: none"> - Deactivations - Reminder to send in deactivation requests once a staff leaves the agency - Training Request Timeliness - Please have the training requests sent in at least 2 business days prior to training date 	Melony	1:50 PM	10 min
Avatar NX Demo	Karlynn	2:00PM	10 min
Project Updates <ul style="list-style-type: none"> - Avatar NX - Estimated to move to this new platform in 2022. We are still working with Netsmart on a couple of outstanding items before we are able to determine a GoLive date We will be moving forward first with a group of early adopters which will consist of a SUPT and MH program, staff from county sites, as well as a few internal staff. We will update everyone once we have a GoLive date - Electronic Labs - Currently working with one provider at a time to Go Live with eLabs. If any agency is interested in using electronic labs, please email us at Avatar@Saccounty.net with the name of your agency, a 	Kristi	2:10 PM	10 min

<p>good contact name, email address and Quest account number(s)</p> <ul style="list-style-type: none"> - Care Connect Inbox – The Care Connect Inbox module allows communication with other providers both inside and outside of the Sacramento County Mental Health Plan. Currently, we are working to ensure the module is system code secure. Once we have determined the module is working correctly, we will provide an update on the GoLive date 			
<p>Open Forum</p> <ul style="list-style-type: none"> - Regarding Client Demographics report, it would be helpful to see these at a detailed level. - There is an issue with space on the report so we are unable to display all demographic information. - Will the PS-35 be added to the Active Client Final Assessment Report? - We are not able to due to the issue of space. - PSC-35: What if the caregivers didn't complete the additional question section on their paper form? - We will looking into updating this to see if we can make sure it is required. - For the caregiver fields, for STRTP-MH Programs, who would be considered the caregiver? - Since there is no caregiver, you would document that within the associated progress note as the reasoning for no PSC-35. - Are there any plans of direct entries of CANS/ANSA into Avatar? - Yes, there are plans. We are working with Netsmart for CANS and ANSA is already in LIVE. For import capability, we are currently working with Netsmart with this. - Question on Training Registration Forms if signatures are required for submission for new training - Signatures are not required by the user for new trainings. Signatures by the Authorized Approver is required for all forms. - Will there be Order Connect Access on the same browser as Avatar NX? - Currently not, the Order Connect connection will still need to go through Internet Explorer while Avatar NX can be used with Edge and Chrome. There is an Order Connect NX coming out from Netsmart that will be able to be used with other browsers. 	All	2:20 PM	10 min