

Agenda



Avatar MH Avatar User Forum

Date: January 28, 2021

Time: 1:00 to 2:30

Location: Virtual using Skype

Facilitator: Melony Ibarra

Scribe: Sarah Saldivar

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 – Preparing to claim for 11/2020Claims Correction Spreadsheet (CCS) – Completed within 2 weeks of date submittedMedicare update – Completed 12/2020 and preparing to claim 1/21GT modifiers – Use GT modifiers if using Telehealth as a location.<ul style="list-style-type: none">Do not use Telehealth for location and the GT modifier codes for services codes “in-community” and/or “telephone” in the descriptions. Using GT modifiers will result in services being denied.Reminder on using the New MH County Funds guarantor (G20) – Effective 7/1/2020 G20 must be entered to all clients Financial Eligibility. Applies to any open episode or any episode discharged after 7/1/2020.<ul style="list-style-type: none">Do not delete any guarantors currently in Financial EligibilityRate update – Rate updates have been completed from 1/21 – 3/21. If you are still receiving rates with \$0 please contact your Contract Monitor.New Prolonged Add on Service code for E&M services – 99417, new CPT code was effective to bill for starting 1/1/21, but is not available in Avatar yet. Can be used with 99215 for additional	Richard	1:05PM	15 min

<p>time over 54 minutes.</p> <ul style="list-style-type: none"> ○ Scheduled to go LIVE in Avatar at a later date ● Service Codes <ul style="list-style-type: none"> ○ Discontinued 99201 code effective 1/1/21, deactivated in LIVE. ○ Service Codes 99202, 99203, 99204, & 99205 will be deactivated. ● Women's Health History form Demonstration – Tip Sheet will be attached to the meeting minutes and available on the Avatar website. <ul style="list-style-type: none"> ○ This is required to be completed for any client who reports they are pregnant. ○ Receiving denials for clients with restricted pregnancy/emergency only Medi-Cal due to lack of pregnancy indicator. Any time a client is pregnant the pregnancy indicator should be entered for every service. ○ Question on if there is a notes section in this form. <ul style="list-style-type: none"> ▪ There is a section for notes, but do not update dates in this section. ○ Question about clients with restricted aid codes and are not pregnant. Directed to reach out to Avatar-Fiscal@saccounty.net for any specific questions. 			
<p>Maintenance and Support Update</p> <ul style="list-style-type: none"> ● Release items ● Service Request – Beginning 3/1/21 electronic Service Requests can be made for Substance Use services in Avatar. <ul style="list-style-type: none"> ○ Requests can be made for MH, Substance Use or both. ○ If a Substance Use request is made there is an additional section to complete that contains multi select fields and a section for additional comments. ● Adult Health Questionnaire – Hospitalization section will be added on 3/1/21 	Melony	1:20PM	10 min
<p>Reports/Widgets-</p> <ul style="list-style-type: none"> ● Release items ● Additional Episode Information - added a School Information section to add which school client is attending. This form is required for new and existing clients under 18 up until high school graduation. <ul style="list-style-type: none"> ○ The start date should be the approximate date of when 	John	1:35PM	10 min

<p>client started school.</p> <ul style="list-style-type: none"> ○ If a client is not attending school enter “none” and select the most appropriate option. ○ Question on if charter schools are included. All Sacramento County schools are included. <ul style="list-style-type: none"> ● Registry setting will be updated to display a pop up to notify users if they open a form in a closed episode. ● Room number will be displayed on client search, client list, and header if client is admitting to MHTC ● Client Plan Report – <ul style="list-style-type: none"> ○ Frequency and duration on interventions are now displayed. ○ New elements now displayed. ○ Problems that don’t have a SNOMED code are displayed correctly. ○ Verbiage has been changed for finalized plans. <ul style="list-style-type: none"> ▪ Staff that do not require a co-signature will show the plan has been “Finalized by”. ▪ Staff that do require co-signature may display that their plans has either been “Accepted by” or “Approved by” ▪ It will display the last the last time the plan was routed and approved. ○ If Client Plan is routed to multiple users to approve, it must be approved by every person it was sent to. 			
<p>Approver’s Tip Sheet review</p> <ul style="list-style-type: none"> ● Tip sheets posted on the Training portion of our website. ● If you would like to request a tip sheet fbe created for a specific form or process the request should be sent to Avatar@Saccounty.net ● 	Stacey	1:45PM	10 min
<p>Training Update-</p> <ul style="list-style-type: none"> ● Training schedules for February and March have been posted <ul style="list-style-type: none"> ○ Schedule has been changed for these months due to SUPT Go-Live. ● Provider Service Request and Corrections in EHR will be combined MH and SUPT trainings <ul style="list-style-type: none"> ○ These trainings may fill up quicker, please submit requests as soon as possible to ensure a spot. ● Wednesday 3/31/21 is a County holiday. MH CWS that week has been rescheduled to Tuesday, 3/30 	Kat	1:55PM	10 min

<p>Project Updates</p> <ul style="list-style-type: none"> • CareQuality – Estimated to Go-LIVE next User Forum 3/2021 – Allows the exchange of the Continuity of Care Document (CCD) between other EHRs, including hospitals. A demo will be given during the next User forum. • CareConnect Inbox – Allows for communication between other providers outside of Sacramento County in an “email” format. We do not have a Go-LIVE date. • Avatar NX –Estimated to move to this new platform in 2021. <ul style="list-style-type: none"> ○ This will change the look and feel of Avatar. ○ There will no longer be a client chart but will utilize consoles and widgets. Reach out to Avatar@saccounty.net if you would like to see any new consoles or widgets. ○ NX will be web based and will not use Java. ○ New information on NX will be shared via User Forums when it becomes available. • A new report viewer is available to download on the Support page of our website. <ul style="list-style-type: none"> ○ All County computers have been updated with this new report viewers. 	Ann	2:05PM	10 min
<p>Open Forum</p> <ul style="list-style-type: none"> • Question about training on P16 and McFloop worksheet <ul style="list-style-type: none"> ○ Directed to contact QMInformation@saccounty.net for questions about these. • Question about client with incorrect date of birth in the MEDS <ul style="list-style-type: none"> ○ The client must talk to DHA directly at 916-874-3100 to get the date of birth updated in MEDS • Question about where MEDS information populates <ul style="list-style-type: none"> ○ It is pulled from the MEDS file that is given by the state and downloaded into Avatar. ○ If a client has Medi-Cal from outside of Sacramento County they will not show up in our MEDS file. • Question about a clients with no ID listed as a John/Jane Doe. <ul style="list-style-type: none"> ○ Requested to reach out to QMInformation@saccounty.net and Contract Monitor regarding this issue • Disposition reports unable to run for certain non-County staff. <ul style="list-style-type: none"> ○ Issue is not related to Avatar, but an issue with the computer being used. • Lack of detail in dispositions <ul style="list-style-type: none"> ○ Assessments sent in by Access clinicians will have information. ○ If the referral was sent in by somewhere else (ex. WRAP referrals, lateral transfers) will not have that information available if it was not submitted since they were not seen by an Access clinician. • Question about open (pending) services from August 2020. <ul style="list-style-type: none"> ○ If client had a different guarantor prior to liability being transferred to Medi-Cal time must be given for the 	All	2:15PM	15 min

<p>adjudication to be made by the OHC.</p> <ul style="list-style-type: none">• Question about who to reach out about a client that is outside of age range of clients served.<ul style="list-style-type: none">○ Contact Eryca Taylor from the Access Team at 916-876-5541			
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