Avatar MH User Forum

Date: January 26, 2023
Time: 1:00 to 2:30
Location: Virtual using Zoom

Facilitator: Melony Ibarra

Scribe: Sambo Chhoeung

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions • Zoom meeting overview • New Staff Introduction - Amanda Draper has joined our Support team as an Administrative Support I.	Melony	1:00PM	5 min
Claiming/Fiscal Update • Claiming Status Update – We are currently claiming for November 2022 services. • Claims Correction Spreadsheet (CCS) – We are currently completing this within 4-6 weeks of submission. We are still experiencing high volumes on submissions due to duplicate submissions. • Medicare update - We have completed claiming for December 2022 services. • Rate updates – Rates are current. If your reports are showing zero dollars, please reach out to your contract monitor. • Denial Reports – Please run your Phase II Program Status report, and Manual Postings by Program in order to work your denials. • Pre Billing Maintenance – Reminder to run the Pre Billing Maintenance report. • Reminders: Just a couple of reminders. Make sure to enter a valid zip code, even when you enter Homeless as and the address. Also, make sure you are entering information in the Address 1 line.	Lana	1:05 PM	10 min
ECM Claiming • Claiming Updates – We are currently claiming December 2022 services • Guarantors – When entering new managed care	Mike	1:15 PM	5 min

guarantor, please remember that all managed plan guarantors will always start with "managed care". All in the managed care plans (MCP) are in the 600.

- Please use the following guarantors when entering guarantors for Managed Care:

  Managed Care-Aetna (601)
  Managed Care-Anthem (602)
  Managed Care-HealthNet (603)
  Managed Care-Molina (604)

- If the client has Other Healthcare or Medicare please enter that guarantor information as well.
- Order should be as follows if the client has all guarantors–
  - o OHC
  - o Medicare
  - o MCP
  - o MH County Funds
- Reminder that the Policy number for the Managed Care Plans is the CIN number

Maintenance and Support Update	Justin	1:20 PM	10 min
• See Release items			

274 Reporting	Justin	1:30 PM	5 min

CalAIM	Dana	1:35 PM	10 min
• ECM – Please reach out to the email below for any questions regarding ECM. • Open Question Forum • ECM Questions: Email BHS-ECM@saccounty.gov • CalAIM Questions: Email AndersenD@saccounty.gov and/or MooreDa@saccounty.gov			

Training Updates	Kat	1:45 PM	10 min
• ECM Training Schedule Update – Currently ECM training is scheduled twice a month through February. Starting in March, it will be scheduled only once a month on a Tuesday. • Transition from Avatar to SmartCare Training – Avatar training schedule will continue to look the same as they do now through the month of April. Starting in May we will be making some changes. The last MH CWS training will be held on April 26th. The last scheduled MH PM training scheduled live via Zoom will be on MAY 2nd. After that, after receiving the Training Registration form, we will be emailing the class materials such as the PowerPoint Presentations Notes, Training Guide, Training Videos, Avatar Website link, and the link to take the quiz. After passing the quiz, the attendee can reach out to the Avatar Training Desk and after confirming the quiz results, they			

will be sent their account information. There will be Avatar CWS Q&A sessions every Wednesday starting May 3rd via Zoom. Order Connect training will also be scheduled live every Wednesday afternoon via zoom for staff needing Order Connect permissions. We will also be providing live monthly Avatar Q&A sessions via Zoom specific to a combined audience of Practice Management, Service Request, Scheduler, and Corrections in EHR. • Upcoming User Forums – Additional User Forums have been scheduled and posted to the webpage. It can be found at the link to our webpage: https://dhs.saccounty.gov/BHS/Avatar/Pages/GI-Meetings.aspx • Reminder that we have a 2 business day policy when submitting requests for training. Please send in requests form at least 2 days prior to the training date.			
New EHR-SmartCare • We are currently working alongside CalMHSA and 22 other counties to implement our new EHR, SmartCare. We will be going live on July 1st, 2023. We recently gained access to the SmartCare environment and are working on developing training materials and user guides for our users.	Kristi	1:55 PM	5 min
SmartCare Demo	Justin	2:00 PM	15 min
Open Forum • What is the difference between Managed Care and OHC? – Managed Care plan is tired to MediCal and OHC (Other Health Coverage) is not a part of MediCal and is actually private health insurance. • Regarding ECM, will it specify the Managed Care Plan on the MediCal check? – Yes it will show you on MediCal Eligibility website. It shows as Health Plan member. Example attached. • Is there a firm date for when Avatar will no longer be available after the new EHR goes live? - All users will be able to remain to have access to Avatar for at least 6 months. • Do we need to do any trainings before having access to SmartCare? – Yes, CalMHSA is creating training videos and materials. Once our team gains access to the trainings, we determine which additional items will be needed. There may be some Sacramento specific training and training materials. • Will forms like Financial Eligibility be converted over? – We are working on converting financial information over. • How would we complete a records request for all	All	2:15 PM	

records? – We are working on this as well, but as we mentioned, in the first 6 months you will still have access to Avatar. • Are we only going to have access to SmartCare system at the Go Live date or will we have access and training sooner? – There will be training sooner but the access will start on July 1st. • In regards to exporting reports, which options do we have for exporting report, for example like Excel? – The export options are Word, Excel, PowerPoint, PDF, and much more.			

Example of Client Eligibility to show that a client has a Managed Care Plan

⚠️ **Eligibility Message:** SUBSCRIBER LAST NAME: ██████ EVC #: 425G1DM3MT. CNTY CODE: 34. PRMY AID CODE: 60. MEDI-CAL ELIGIBLE W/ NO SOC/SPEND DOWN. HEALTH PLAN MEMBER: PHP-ANTHEM BLUE CROSS: MEDICAL CALL (800)407-4627. ACCESS DENTAL PLAN: DENTAL CALL (877)821-3234. PART B AND D MEDICARE COV W/MEDICARE ID #██████████. MEDICARE PART B COVERED SVCS MUST BE BILLED TO MEDICARE BEFORE BILLING MEDI-CAL. MEDICARE PART D COVERED DRUGS MUST BE BILLED TO THE PART D CARRIER BEFORE BILLING MEDI-CAL. CARRIER NAME: ENVISION RX PLUS. COV: R.

Subscriber Name: ██████████

Subscriber ID: ██████████

Submitted ID: ████████ Subscriber ID Updated

Subscriber Birth Date: 03/13/1957

Issue Date: 08/23/2022

Primary Aid Code: 60

First Special Aid Code:

Second Special Aid Code:

Third Special Aid Code:

Responsible County: 34-Sacramento

Medicare ID: ██████████

Primary Care Physician Phone:

Service Type: R

Service Date: 07/01/2022

Trace Number/Eligibility Verification Confirmation Number: 425G1DM3MT