

# Agenda



## Avatar MH Avatar User Forum

**Date:** September 23, 2021

**Time:** 1:00 to 2:30

**Location:** Virtual using Skype

**Facilitator:** Kristi Duthler  
**Scribe:** Sarah Saldivar  
**Attendees:** (See sign in sheet)

Topic	Presenter	Start Time	Length
<p><b>Welcome/Introductions</b></p> <ul style="list-style-type: none"> <li>Skype meeting overview</li> <li><b>Staffing Update</b> – Melony Ibarra has been promoted to manager over the Avatar training, billing, and support teams. Justin Miller has been promoted to and Administrative Services Officer II in Melony’s previous position.</li> </ul>	Kristi	1:00PM	5 min
<p><b>Claiming/Fiscal Update</b></p> <ul style="list-style-type: none"> <li>Claiming Status Update – Wrapping up June 2021, preparing to claim July 2021</li> <li>Claims Correction Spreadsheet (CCS) – Being completed within 2-3 weeks of submission date.</li> <li>Medicare update – completed up to August 2021 services</li> <li>Rate updates – All rates should be in the system. If you do not see any rates contact your Contract Monitor</li> <li>Claim adjustment reason code – 6/2021 – DHCS has released an updated Reason code list. This is posted on the Avatar website.</li> <li><b>Aid codes 5V and 7V</b> - As of 9/7/21 – Codes have been added for trafficking and crime victims assistance programs. Beneficiaries may now qualify for these if they have aid codes 5V and 7V.</li> </ul>	Richard	1:05 PM	10 min
<p><b>Duplicate Clients</b></p> <ul style="list-style-type: none"> <li>High number of duplicate clients in Avatar. <ul style="list-style-type: none"> <li>This can negatively impact claiming and requires extensive clean-up for both Avatar and contracted providers.</li> </ul> </li> </ul>	Melony	1:15 PM	5 min

<ul style="list-style-type: none"> <li>• Avatar team is working on a performance improvement project (PIP) to allow one pilot program to enter their own admissions. <ul style="list-style-type: none"> <li>○ Avatar will be reaching out to programs that may be involved.</li> </ul> </li> <li>• Demo of Advanced client search <ul style="list-style-type: none"> <li>○ It is recommended to use this feature prior to using the Admission form to minimize errors.</li> <li>○ Users can search by name, sex, social security number and date of birth to see if they match the client being admitted.</li> </ul> </li> <li>• Avatar will be doing clean-up of duplicate clients. <ul style="list-style-type: none"> <li>○ Avatar will be reaching out to programs if their client is being merged with a different client ID or with any questions regarding possible duplicate clients</li> </ul> </li> <li>• If you find a potential duplicate client, e-mail Avatar-Fiscal@saccounty.net and let them know you may have found a duplicate client in the system.</li> </ul>			
<p><b>Maintenance and Support Update</b></p> <ul style="list-style-type: none"> <li>• Release items</li> <li>• <b>CORE Assessment &amp; Crisis Screening and Assessment Form</b> <ul style="list-style-type: none"> <li>○ Removed gender and sexual orientation questions from these forms.</li> <li>○ Sex/Gender Orientation widget will be added to the CORE Assessment.</li> </ul> </li> <li>• <b>Update Client Data</b> - Layout of this form has been changed and new fields have been added. <ul style="list-style-type: none"> <li>○ <b>Sex/Gender/Orientation</b> - additional fields have been added for Gender Identification and Sexual Orientation. <ul style="list-style-type: none"> <li>▪ Sex/Gender/Orientation and Race/Ethnicity are tracked, try to update this information to reflect your client's information rather than select 'unknown'.</li> </ul> </li> <li>○ <b>Preferred Name</b> – Field has moved underneath place for legal name. Recommended to include client's preferred pronouns in this field as well. This information will populate on the Client Information header.</li> <li>○ <b>Social Security Number</b> – If you do not know the client's SSN you should input all zeros.</li> </ul> </li> </ul>	Melony	1:20 PM	10 min

<ul style="list-style-type: none"> <li>▪ You may receive a pop up alerting you that another user has that SSN. Acknowledge the prompt and continue with the form.</li> <li>• <b>Client Plan</b> – Updated reminder to review a client plan to 15 days.</li> </ul>			
<p><b>Reports/Widgets</b></p> <ul style="list-style-type: none"> <li>• Release items</li> <li>• My Service Coordinator Open Clients Widget <ul style="list-style-type: none"> <li>○ Displays a list of clients, episode number, date admitted, last plan update date, and how many days old the plan is.</li> </ul> </li> </ul>	Melony	1:30 PM	10 min
<p><b>NOAB Demonstration</b></p> <ul style="list-style-type: none"> <li>• Question asking if this form is accessible for providers with their own EHR. <ul style="list-style-type: none"> <li>○ Not at this time.</li> </ul> </li> <li>• Question asking if this form will track all NOABD letters sent out moving forward. <ul style="list-style-type: none"> <li>○ It will only track if you hit the “submit” button on the form. Printing a copy of the letter will not be sufficient for tracking.</li> <li>○ A request was made for a report for programs to view the numbers of NOABD submitted through the form.</li> </ul> </li> <li>• Question if the letter can be electronically signed or needs to be printed and signed. <ul style="list-style-type: none"> <li>○ There is no electronic signature on this form.</li> </ul> </li> <li>• Will a copy of the letter save in the client’s chart? <ul style="list-style-type: none"> <li>○ No, a copy will not save. If you click “submit” it will track the submission.</li> </ul> </li> <li>• Do NOABS still need to be uploaded into the client’s chart? <ul style="list-style-type: none"> <li>○ Yes, all NOABS, regardless of language, should still be scanned into the Court/Legal folder as non-episodic.</li> <li>○ Providers that do not use Avatar as their EHR should still upload these letters.</li> </ul> </li> <li>• Question if you would use the Termination option if a client chooses to leave the program?</li> </ul>	Karlynn	1:40 PM	10 min

<ul style="list-style-type: none"> <li>○ Yes.</li> <li>• Question if this is applicable for Children’s programs. <ul style="list-style-type: none"> <li>○ Yes, this applies to Medi-Cal recipients in both Adult and Children’s programs.</li> </ul> </li> <li>• NOABD Policies and Procedures can be located at <a href="https://dhs.saccounty.net">https://dhs.saccounty.net</a> within the Policies and Procedures section.</li> </ul>			
<p><b>Clinical Pathways Demonstration</b></p> <ul style="list-style-type: none"> <li>• Are all programs required to complete pathways for their clients? <ul style="list-style-type: none"> <li>○ Yes</li> </ul> </li> <li>• Are all clients to be put on a safety plan? <ul style="list-style-type: none"> <li>○ No. Refer to Policy and Procedure for information of when a safety plan is required. This will be attached to the meeting minutes.</li> </ul> </li> <li>• When do clients get disenrolled? <ul style="list-style-type: none"> <li>○ Refer to the Policy and Procedures for reasons for discontinued use.</li> </ul> </li> </ul>	Stacey	1:50 PM	10 min
<p><b>Training Update</b></p> <ul style="list-style-type: none"> <li>• <b>Staffing Update</b> – Sambo Chhoueng has been hired as the new Senior Office Assistance and will be taking over the Training Registration desk.</li> <li>• <b>New Tip Sheets available on our website:</b> <a href="https://dhs.saccounty.net/BHS/Avatar/Pages/tipsheets.aspx">https://dhs.saccounty.net/BHS/Avatar/Pages/tipsheets.aspx</a> <ul style="list-style-type: none"> <li>○ User Defined Templates</li> <li>○ Financial Eligibility</li> </ul> </li> <li>• <b>M Modal Training</b> – Speech to text dictation software that works along Avatar. This training will begin offered in November. <ul style="list-style-type: none"> <li>○ One-on-One training sessions with limited space. Submit two preferred dates on the Training Registration Form.</li> <li>○ Training is scheduled to last 2 hours.</li> <li>○ Additional software will need to be installed on the computer the user will be using M Modal software on and trained on. This can be found on the Avatar website on the “Support” section. <a href="https://dhs.saccounty.net/BHS/Avatar/Pages/GI-Support.aspx">https://dhs.saccounty.net/BHS/Avatar/Pages/GI-Support.aspx</a></li> </ul> </li> </ul>	Kat	2:00 PM	10 min

<ul style="list-style-type: none"> <li>○ A microphone is also required to use this software</li> <li>○ Reach out to <a href="mailto:AvatarTrainingRegistration@saccounty.net">AvatarTrainingRegistration@saccounty.net</a> for a list of software requirements and compatible microphones. We have some microphones available for Sacramento County staff.</li> <li>● <b>User Deactivations</b> <ul style="list-style-type: none"> <li>○ Avatar Account/Training Registration forms must be submitted to request deactivation of the user accounts for all staff that have left your agency or will no longer be using Avatar. These forms should be sent to <a href="mailto:AvatarTrainingRegistration@saccounty.net">AvatarTrainingRegistration@saccounty.net</a></li> </ul> </li> <li>● <b>Holiday Training Schedules</b> – The training schedules have been posted through November. Please check the training schedule prior to registering staff for training. Regularly scheduled trainings may be moved due to the holidays.</li> <li>● Next MH User Forum will be held on December 2<sup>nd</sup> due to the Thanksgiving holiday.</li> </ul>			
<p><b>Project Updates</b></p> <ul style="list-style-type: none"> <li>● <b>Avatar NX</b> Web based, will not require Java or Adobe to allow for easy log in. <ul style="list-style-type: none"> <li>○ Quickly see to-do items and others' to do items</li> <li>○ Quick access to upcoming appointments</li> <li>○ Jot down reminders, search for reminders, and check off reminders when completed</li> <li>○ Universal search, allows search for client and documentation in one search</li> <li>○ Chart view will be replaced with the all document view.</li> <li>○ A hold will be placed on our enhancement requests as of 12/1/2021 to prepare for Avatar NX.</li> <li>○ All enhancement requests can be sent to <a href="mailto:Avatar@Saccounty.net">Avatar@Saccounty.net</a></li> </ul> </li> <li>● <b>Electronic Labs</b> – Will be onboarding one program at a time. If you are interested in this feature send an e-mail to <a href="mailto:Avatar@saccounty.net">Avatar@saccounty.net</a> <ul style="list-style-type: none"> <li>○ When it is your agency's turn, Avatar will contact your organization when we are ready to move forward.</li> </ul> </li> <li>● <b>Care Connect Inbox</b> – Allows communication with provider inside and outside of the Sacramento County Mental Health Plan. <ul style="list-style-type: none"> <li>○ Project is currently on hold.</li> </ul> </li> </ul>	Kristi	2:10 PM	10 min

<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>• Issue with diagnosis code F420.248 falling to the 999 report <ul style="list-style-type: none"> <li>○ Requested client information be sent to <a href="mailto:Avatar-Fiscal@saccounty.net">Avatar-Fiscal@saccounty.net</a> to do more research.</li> </ul> </li> <li>• Requested go-LIVE date of a widget to see all open service requests <ul style="list-style-type: none"> <li>○ Avatar team will take a look and reach out about the status of this widget.</li> </ul> </li> <li>• Question about April 2021 services shown that they are still in pending status, requesting update for when they will be posted <ul style="list-style-type: none"> <li>○ Avatar billing team has received an error when uploading a file into the system. A ticket has been opened with Netsmart about this issue. More information to come.</li> </ul> </li> <li>• Question asking why the denials total section of the Phase 2 report does not update. <ul style="list-style-type: none"> <li>○ When a service is denied the status does not change.</li> <li>○ After a new service is approved the billing team will delete the denied service as long as the full process has been followed. This process can take some time.</li> </ul> </li> </ul>	All	2:20 PM	10 min
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