

Agenda



Avatar MH Avatar User Forum

Date: Sept 24, 2020

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	10 min
Claiming/Fiscal Update <ul style="list-style-type: none"> Claiming Status Update – Preparing to claim for 7/2020. Claims Correction Spreadsheet (CCS) – Current and being completed within 2 weeks of submission date. Medicare update – preparing to claim 10/2019 services. GT modifiers – There have been a lot of denials for service codes with “In Community” and “Telephone” and the GT modifier. These services that have an open status can be updated in edit service form. <ul style="list-style-type: none"> Services that have been claimed out and denied a CCS needs to be submitted with the correct service code to replace it. Question on if there is a report to show these services. The Telehealth Services Modifier report will show services where Telehealth is the location. Question on if there will be Telehealth specific codes to eliminate the need for the GT modifier. There is no current plan to do so. Question on availability of guide for GT/Telehealth services. QM has recently created a document for Telehealth service codes to use for any service using a video conferencing platform. TBS Services with GT modifiers are getting denied. The State 	Richard	1:10PM	10 min

<p>is aware and is working on a solution, expected by end of September.</p> <ul style="list-style-type: none"> Reminder on using the New MH County Funds guarantor (G20) – Effective Date 7/1/2020/. Applies to all clients with open episodes and those discharged after 7/1/2020. G20 should be completed by 9/30/2020. The Program Financial Eligibility Summary Report will display clients missing this guarantor. <ul style="list-style-type: none"> Do not delete any guarantors currently in Financial Eligibility. Question on if guarantors 3 or 17 should still be added. Guarantor 17 should not be used after 7/1/20. Guarantor 3 should still be added if the client has full scope MediCal. Questions for the billing team should be sent to Avatar-Fiscal@saccounty.net 			
<p>Maintenance and Support Update</p> <ul style="list-style-type: none"> Release items – <ul style="list-style-type: none"> MHTC Advanced Behavior Directive – One version for clinicians, one for nurses at MHTC. In multiple forms labels have been added to free text fields where templates are available. <ul style="list-style-type: none"> Question on how to add a system template. New templates must be approved by Quality Management. Send requested template to QMInformation@Saccounty.net for approval. CORE Assessment – Defaulted the "Type of Assessment" to mental health Autosave feature turned on IPA and MSP. Strength Assessment – New form for agencies that have been approved to use and trained on this form. Client Document Capture/Document Capture – Removed Access Form folder. The ability to void scanned documents has been added to anyone who has scanning permissions. Admission form – Added a field to select more than one race for OSHPD. MHTC only. Admission, Pre-Admit, Update Client Data, Discharge & Pre-Admit Discharge – Moved the "Preferred Name" field higher on the forms. 	Melony	1:20PM	10 min

Commented [IM1]: For the future we don't have to list all Release items. They can be seen on the Release document on our website. I would only want to mention items not on the release document or something we demonstrated.

<ul style="list-style-type: none"> ○ Progress Note Entry, Client Charge Input, and Edit Services forms – Added an addition EBP/SS option for Transition to Independence. Check with Contract Monitor if you are approved to use this and other EBPs. ● Edit Service Information form –Registry setting is Display Additional Information in “Select Service(s) to Edit.” Most of the feedback in the Skype chat on the 7/23/20 User Forum said the service code and service program descriptions are more helpful so we will not be making any changes. ● Demo Update Client Data form & Chart View header 			
<p>Avatar Support Demo</p> <ul style="list-style-type: none"> ● Demo voiding scanned documents and tip sheet <ul style="list-style-type: none"> ○ Gives access to Clinical Document Viewer. Allows for correcting or voiding scanned documents. ○ This will be available to everyone with the scanning role. ○ Tip sheet is attached to the meeting minutes. ○ This will replace the need for the Avatar team to delete documents from a client’s chart and can be done for any documents in a client’s chart. ○ The voided documents will not be visible to your agency. The Avatar team will be able to see the voided document which will retain the name of the original person who uploaded it. The moved document will display the name of who moved the document. ○ Question on whether older documents can be deleted. Any document visible can be voided and moved. 	Stacey	1:30PM	10 min
<p>Reports/Widgets-</p> <ul style="list-style-type: none"> ● Release items ● Telehealth Service Modifier Report – shows services containing the location “Telehealth” or service entered with the “GT” modifier. <ul style="list-style-type: none"> ○ GT should always be the last modifier before a duplicate modifier. ○ Question about whether there is modifier code list for GT. A list of service codes you can use the GT modifier with when selecting Telehealth location is 	John	1:40PM	15 min

<p>attached to meeting minutes.</p> <ul style="list-style-type: none"> ○ Question asking GT modifier list had been discussed with providers. It was discussed in the May User Forum and an e-mail was sent out as well. ○ Question on whether the Phase II will show denial codes specific to Telehealth. Denial for GT modifiers is CO 96 N216 CO B7 N570. In addition there is no specific modifier, but services "In Community" and "Telephone" are indicators that is why it was denied. <ul style="list-style-type: none"> ● Treatment Plan has been separated into 3 different plans: Treatment Plan, Housing Plan, and Emancipation Plans. ● Pre-Billing Maintenance Report – Replacing Guarantor 99999, Missing Diagnosis Report, and Missing Policy Number Report. ● Guarantor Order Check – Displays clients currently open with Financial Eligibility in the wrong order. ● Progress Note Timeliness Report – Added to the summary page a county of notes completed more than X (chosen by the user) days from the date of service. ● Active Client Initial Assessment – Based off of admit date, grouped by Service Coordinator. ● Active Client Final Assessments – Added Admit date and CANS/ANSA columns <ul style="list-style-type: none"> ○ Q: How tell if CANS or ANSA for agencies that do both. Next to the date (A) will display for an adult and (C) for a child ○ Question asking if it can be changed so the CORE assessment is not flagged for adult programs that only complete CORE at admission. Avatar is currently unable to turn that off for just one program. ● Program Dashboard Report – Replaced Zip code with Ethnicity breakdown ● Client Vitals Report – Only displayed refused if the client actively refused. ● ANSA Program Summary – Summary for open clients similar to CANS version ● ANSA Narrative report – Brings in most recent ANSA, immediate prior ANSA and first ANSA to compare. ● Active client Psychiatric Assessments – added Attending Practitioner ● Linkages and Referrals Report – Based on linkages selected 			
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<p>on the Progress Note.</p> <ul style="list-style-type: none"> MHTC Team Worksheet – Removed “Doc” column. MHTC Draft Items – Shows all assessments in draft status. Active Clients with Non Episodic Scans – will show anyone open to your program that has a non-episodic scanned document that is not in Financial Information Form category. 			
<p>Training Update-</p> <ul style="list-style-type: none"> QM staff registration should be completed prior to Avatar Training Registration. Avatar Account/Training Registration form update to include Supervisor’s signature for EPCS access for Nurse Practitioners. Drop-In Sessions – <ul style="list-style-type: none"> Replaced by One on One Support Sessions. These are scheduled appointments. For billing/fiscal requests email Avatar-Fiscal@saccounty.net, for clinical appointments e-mail AvatarTrainingRegistration@saccounty.net. These should be scheduled a couple days in advance. Training Schedule – Holidays <ul style="list-style-type: none"> Due to holidays some regularly scheduled trainings may be held on different dates. 	Kat	1:55PM	10 min
<p>Project Updates</p> <ul style="list-style-type: none"> Avatar NX - <ul style="list-style-type: none"> Estimated to move to this new platform in 2021. This will change the look and feel of Avatar. Providers currently do not need to do anything to prepare for the move to NX except there is a new version of report viewer that is recommended to be downloaded on the Avatar website. County computers have already been updated with this new viewer. 	Melony	2:05PM	10 min
<p>Open Forum</p> <ul style="list-style-type: none"> Question about code for Telehealth denials and what month the state started denying these claims. Denials for Telehealth will display as CO 96 N216 CO B7 N570 and began in April 2020. Question about what will change with Avatar NX <ul style="list-style-type: none"> NX is completely web based, there will be no Java required. Stateless connection, less likely to drop connection to Avatar due to network fluctuation. Request made for a list of Service Codes related to Telehealth. These are attached to the meeting minutes. 	All	2:15PM	15 min

