

Agenda



Avatar MH User Forum

Date: September 29, 2022

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 <ul style="list-style-type: none">Zoom meeting overview	Melony	1:00PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none">Claiming Status Update – We are currently claiming July 2022.Claims Correction Spreadsheet (CCS) – CCS are being completed within 3-4 weeks from the date that they are submitted.Medicare update – We just completed services for August 2022Rate updates – Rate are current. If your reports are showing Zero dollars, please reach out to your contract monitorDenial Reports – Please make sure that you are running your Denial Reports, Phase II Report, and Manual Posting by Program Report.Pre Billing Maintenance – Please run this as well as it will help us with the claim. On this report you will see things such as diagnosis date after the date of service, missing subscriber policy numbers, and services at 99999.	Richard	1:05 PM	10 min
Maintenance and Support Update <ul style="list-style-type: none">See Release items	Justin	1:15 PM	10 min
Reports/Widgets <ul style="list-style-type: none">See Release items	John	1:25 PM	10 min

Columbia Suicide Risk Assessment Demo	Stacey	1:35 PM	10 min
CalAIM <ul style="list-style-type: none"> • ECM – Enhanced Care Management will be going Live on October 1st. ECM staff will be able to provide services starting that date. If you are an ECM provider. Please still communicate with Dana at AndersenD@saccounty.net when your program is ready to Go Live so that we can have referrals ready for you. <ul style="list-style-type: none"> ○ ECM is one of the CalAIM reform initiatives that will help draw Medi-Cal billable services that weren't able to be traditionally billed for. These services include transportation, doctors and dentist appointments, etc. • Documentation Reform – Quality Management has been housing the Documentation Reform updates and have been asking for feedback on policies and procedures. The P & Ps should be finalized and updated on the website within the next couple of weeks. Regarding Payment reform, we still have not received rates from the state so we will keep you updated as we receive information. 	Dana	1:45 PM	10 min
Documentation for Shared Clients Demo	Karlynn	1:55 PM	10 min
Training Updates <ul style="list-style-type: none"> • Avatar ECM Trainings - We now have Avatar ECM training posted on the Training Calendar. We will be offering 2 trainings a month and they are scheduled for the full day starting and 9am and ending no later than 5pm. • M Modal Training Available by Request. M Modal is speech to text tool. It is not on the training calendar but can be requested. • Training Registration Reminders– We have a policy on submitting Training Registration forms 2 business in advance prior to the requested training. • Holiday Training Schedules - The November and December calendar have been posted. There are some changes in the schedule due to the upcoming holidays. 	Kat	2:05 PM	10 min
Project Updates <ul style="list-style-type: none"> • Order Connect NX - Order Connect NX is the updated version of Order Connect and is used for both electronic prescribing and medication management. This tool allows prescribers to prescribe or view and order tests electronically. Once it is released by NetSmart, it will be supported using most browsers other than Internet Explorer. Until the release, a work around for the current 	Kristi	2:15 PM	5 min

<p>version of Order Connect has been distributed that can be found on our website using the extension tool in Microsoft Edge or Chrome. When we have the release date, we will keep everyone updated.</p>			
<p>Open Forum</p> <ul style="list-style-type: none"> • The Phase II Denial by Posting date was not showing any denials but they are populating on Phase II program and Client Charge Status report. Has there been any update on this? – This report is specific to SUPT so it will not be functional to MH. • Will the Suicide Risk Assessment be required to be completed for every client or only with clients who report suicide ideations? – That would be up to your clinical discretion and would be best to discuss this with the contract monitor. This would be a helpful evidence based tool that can be utilized if there are any indicators for suicide. • Are providers with their own EHR required to complete the Suicide Risk Assessment? – As part of the statewide suicide prevention effort, we have implemented the Columbia Suicide Risk Assessment for all users. Providers using their own EHR can implement the same assessment in their own system if they don't want to use Avatar. • Is the registration for Documentation Reform open to everyone? – The Documentation Reform is being discussed in the UR Committee and this is open to everyone. • If you are not an ECM provider or staff and would like to attend the Provider ECM training that Dana Andersen's team provides, you can attend as Observation only for education purposes. • Is the Smart Care a move from Avatar NX? – Yes, we will no longer be using Avatar and will be using Smart Care. • Regarding client's financial eligibility in Avatar, do you require the the MediCal aid code to be entered? – The MediCal aid code will not be required to be entered in Avatar. • Will the PSC 35 report be replacing what the providers currently send to their contract monitors? – Yes. • When should we expect to see training for the new Smart Care? – Our plan would be to start training as close to the Go Live as possible which is on July 1st 2023. We anticipate training to start sometime in May or June of 2023. 	<p>All</p>	<p>2:20 PM</p>	<p>10 min</p>