

# Agenda



## Avatar MH User Forum

**Date:** December 1, 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
<b>Welcome/Introductions</b> <ul style="list-style-type: none"><li>Zoom meeting overview</li></ul>	Melony	1:00PM	5 min
<b>Claiming/Fiscal Update</b> <ul style="list-style-type: none"><li>Claiming Status Update – We are wrapping up September 2022 services.</li><li>Claims Correction Spreadsheet (CCS) – CCS are being completed within 4-6 weeks of being submitted. Column 18 (Correction Explanation) has recently been added to the CCS worksheet and needs to be completed for all CCS submissions.</li><li>We have created a CCS reference sheet to help with the process. It will be posted on the Avatar website at: <a href="https://dhs.saccounty.gov/BHS/Avatar/Pages/GI-Claiming.aspx">https://dhs.saccounty.gov/BHS/Avatar/Pages/GI-Claiming.aspx</a></li><li>Medicare update - We have completed October 2022 services for Medicare.</li><li>Rate updates - All rates should be current. If your reports are showing zero dollars, please reach out to your contract monitor.</li><li>Denial Reports – Reminder to run your Phase II reports and work your denials.</li><li>Pre Billing Maintenance – Reminder to run the Pre Billing report.</li></ul>	Richard	1:05 PM	10 min
<b>Maintenance and Support Update</b> <ul style="list-style-type: none"><li>See Release items</li></ul>	Justin	1:15 PM	10 min

<b>Reports/Widgets</b> <ul style="list-style-type: none"> <li>• See Release items</li> </ul>	John	1:25 PM	10 min
<b>New EHR-SmartCare</b> <ul style="list-style-type: none"> <li>• The new EHR vendor name is Streamline. We are contracting with CalMHSA to participate with 22 other counties to implement the same EHR.</li> <li>• Go-LIVE is scheduled for 7/1/2023</li> <li>• The Sacramento County EHR team just received access to a testing environment of SmartCare. We plan to start demonstrating how to navigate in SmartCare at our User Forums in 2023</li> <li>• RAND survey – A survey went out on 11/18/2022 for all end users to complete. The survey is about the positives and challenges we face using our current EHR. There will be a follow up survey a few months after we go-LIVE with the new EHR on our users experience in that system.</li> </ul>	Melony	1:35 PM	5 min
<b>274 Reporting</b> <ul style="list-style-type: none"> <li>• 274 transaction set created to submit the network adequacy tool. Due to this, additional information on the staff registration form will be required. Terminated staff will need to be updated with QM and Avatar in order to avoid any errors when reporting to the state.</li> </ul>	Alex/Dawn	1:40 PM	5 min
<b>CalAIM</b> <ul style="list-style-type: none"> <li>• ECM – Providing ECM provider trainings once a week on Zoom. These are the current date for the December 2022/January 2023 trainings:</li> </ul> <p><b>December 2022</b></p> <p>12/01/22 1:00pm-5:00pm  12/08/22 1:00pm-5:00pm  12/15/22 1:00pm-5:00pm</p> <p><b>January 2023</b></p> <p>1/5/23 1:00pm-5:00pm  1/12/23 1:00pm-5:00pm  1/19/23 1:00pm-5:00pm  1/26/23 1:00pm-5:00pm</p> <p>To register, please email <a href="mailto:BHS-ECM@saccounty.gov">BHS-ECM@saccounty.gov</a></p> <ul style="list-style-type: none"> <li>• Avatar Training for ECM practitioners is separate.</li> <li>• Documentation Reform – QM just released some policies and procedures. They will be creating some sessions for FAQ to provide clarity. It is highly recommended that staff attend the UR committee.</li> </ul>	Dana	1:45 PM	10 min

<p><b>Staff Registration for ECM Practitioners</b></p> <ul style="list-style-type: none"> <li>• Staff Permissions There has been a separate ECM Practitioner Enrollment process created specifically for ECM. ECM is a separate program so providers working in the ECM program cannot work in the other MH programs. There is a different form that is needs to be completed in order to get a staff registered as an ECM provider.</li> </ul>	Alex/Melony	1:55 PM	5 min
<p><b>Documentation for Shared Clients Demo</b></p>	Shalina	2:00 PM	10 min
<p><b>Training Updates</b></p> <ul style="list-style-type: none"> <li>• User Account Reactivation Policy - Staff that has not used Avatar over 90 days will be deactivated from the system. After they become deactivated due to the 90 days, if their account is deactivated for additional 60 days, then they will need to return back to Avatar training to have their account reactivated. If a reactivation request was made within the 60 day period, then we can reactivate the account without the user coming back to training.</li> <li>• ECM Training Registration – Reminder that when registering a staff for training, they will only have ECM permissions.</li> <li>• Prescriber Pre-registration Requirements – Pre-registration with QM is required before staff are able to attend Order Connect training.</li> <li>• Access to the Train Environment – Staff would like hands-on experience can get access to the Train Environment. They can request this via email upon completing the training and quiz. However, the user would only have access to either the LIVE environment or the Train environment, not both. Once Train is activated, the LIVE account will be deactivated until the user notifies us that they are done with the Train environment.</li> <li>• 1:1 Sessions – 1:1 Session are available on our training calendar once a month for any users that may need additional help.</li> <li>• 2023 User Forum Schedules – The 2023 User Forum Schedules have been and posted to the website.</li> </ul>	Melony	2:10 PM	10 min
<p><b>Project Updates</b></p> <ul style="list-style-type: none"> <li>• 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</li> </ul>	Kristi	2:20 PM	5 min

<p>Explorer. Until the release, a work around for the current version of Order Connect has been distributed that can be found on our website using the extension tool in Microsoft Edge or Chrome.</p>			
<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>• Are there state denials related to billing out of county MediCal? – There should not be since MediCal is state wide.</li> <li>• How often does the problem list have to be updated? - The problem list needs to be updated whenever there is a new issue identified or when one has been resolved. This is a live document and up to clinical discretion of the providers working with the clients.</li> <li>• When is the Problem List Program report going live? – It will be going into live this week.</li> <li>• When the new EHR go live, will we have to re-take the training that we already had such as EHR Corrections, etc.? – There will be new trainings because it is a new Electronic Health Records. It will not be using the same interface. There may or may not be trainings similar to Corrections in EHR.</li> <li>• Are you going to require providers that use their own EHR to use the new system or allow them to use their own EHR? If so, how would providers be able to talk to each other? – Eventually agencies will be able to use their own EHR and not have to enter information into the county EHR. This will happen with EHR integration. Similar to Avatar, you will be able to do documentation in your own EHR but you will still have to enter the billing and reporting information in SmartCare.</li> <li>• Are we no longer using the NACT form? –For existing staff, we used the NACT that was just submitted to fill in the gap. As we move forward, we will ask for validation and additional forms to be completed.</li> <li>• Are the denial codes up to date on the website? We run into codes that are misleading. – The denial codes on the website are linked to the DHCS denial link so it is the most up to date.</li> </ul>	<p>All</p>	<p>2:25 PM</p>	