

# Agenda



## Avatar MH Avatar User Forum

**Date:** July 28, 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 currently claiming May 2022</li><li>Claims Correction Spreadsheet (CCS) – These are being completed within 2-3 weeks from the date they were submitted</li><li>Medicare update – We had just completed June 2022 services</li><li>Rate updates – Rate are current in the system. If your report is showing zero dollars, please reach out to your contract manager.</li><li>Denial Reports – Reminder to work your denial reports and the Manual Postings by Program.</li><li>Pre Billing Maintenance – There is a pre-billing maintenance report form that you can run that will let you know what is wrong with services and which criteria are missing.</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>Issue Tracking Widget Demo</b>	Justin	1:25 PM	10 min
<b>Reports/Widgets</b> <ul style="list-style-type: none"><li>See Release items</li><li><b>Problem List</b> – Form name in Avatar is Sac MH Problem List. Please contact Programs if you have any questions</li></ul>	John	1:35 PM	10 min

<p>about who should be completing this. The Problem List is non-episodic and will be shared among all MH programs. The Problem List is live in Avatar now and will be done in addition to the diagnosis form and the Client Plan.</p> <ul style="list-style-type: none"> <li>• <b>Problem List Report</b> - This report will be the same for both MH and SUPT. Your MH system code will allow you to see only the MH Problem List. This list will show problems from all MH providers.</li> </ul>			
<p><b>Training Updates</b></p> <ul style="list-style-type: none"> <li>• Training using Zoom Starting July 5<sup>th</sup>, we started using Zoom for all of our trainings instead of Skype for Business.</li> <li>• Avatar NX Training Video– The training video has now been posted to our Avatar webpage at <a href="#">Training Videos</a> (saccounty.gov).</li> <li>• M Modal training - Reminder that our M Modal training is not listed on our Avatar Training Calendar but is available upon request.</li> <li>• Training Registration Forms - Reminder to submit the Training Registration Forms 2 business days prior to the training date.</li> <li>• Tip Sheets – Just a reminder that all of our Tip Sheets have been updated to the NX version and are available on our website under <a href="#">Tip Sheets and Training Guides</a> (saccounty.gov).</li> </ul>	Kat	1:45 PM	10 min
<p><b>CalAIM Overview</b></p> <ul style="list-style-type: none"> <li>• We will be sending out the PowerPoint to our distribution list.</li> </ul>	Darlene	1:55 PM	15 min
<p><b>Project Updates</b></p> <ul style="list-style-type: none"> <li>• Avatar NX - We went LIVE with Avatar NX on 6/6/22. On our website, we have added many resources under our <a href="#">Support</a> link that will provide assistance when navigating Avatar NX.</li> <li>• Order Connect NX - This is the updated version of Order Connect and is used for electronic prescribing and medication management. This tool will continue to allow providers to prescribe medication, review and order lab 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 version of Order Connect has been distributed that will assist in continuing to use a tool to access via Internet Explorer. This can be found under the support link on our website in the Provider Files.</li> <li>• CalAIM – The Problem List which is one piece of the Documentation Reform initiative of CalAIM is now live in Avatar.</li> </ul>	Kristi	2:10 PM	5 min

<ul style="list-style-type: none"> <li>We are working to implement necessary changes in Avatar for the Enhanced Care Management (ECM) piece of CalAIM. With ECM, there will be the addition of new service codes specific to ECM services for ECM Providers. There also will be a few small changes to some existing Avatar form. As we move forward with the implementation, we will continue to provide updates to everyone.</li> </ul>			
<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>If we see pending or open claims for the month of April and March, will we be able to contact Avatar Fiscal? – Yes, you can contact Avatar Fiscal at <a href="mailto:Avatar-Fiscal@saccounty.net">Avatar-Fiscal@saccounty.net</a>. We may need to take a look at those services.</li> <li>Can we direct referrals to the ECM programs within our agency? – Yes, That would be an appropriate referral since they are in your program.</li> <li>Are we sharing the recording for the User Forum for users on this meeting? – We will not be sharing the recording on our website but we always share the minutes under <u>Meetings</u> on our website.</li> <li>Are there any updates on the auto-refresh for appointment making? – We will try to get the auto-fresh turned on as soon as possible.</li> <li>Are there any updates regarding the Importing Files glitch on the 99215 and 99417? There was a glitch where the add-ons could not get imported properly. – We have been working with Netsmart and they have identified the issue and are currently working on it.</li> <li>Is it recommended to add the 99215 and 99417 before or after importing? – After importing would be best since it would help us reconcile quicker.</li> </ul>	All	2:15 PM	15 min