Agenda

Avatar MH Avatar User Forum

Date: March 24, 2022
Time: 1:00 to 2:30
Location: Virtual using Skype

Facilitator: Melony Ibarra

Scribe: Sambo Chhoeung

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions • Skype meeting overview	Melony	1:00PM	5 min
•	Richard	1:05 PM	10 min
Maintenance and Support Update • See Release items	Justin	1:15 PM	10 min
Reports/Widgets • See Release items	John	1:25 PM	10 min

Training Update
• Training Registration Requests - Email Submission Only (No more faxed requests) – Beginning April 1st, we will no longer be accepting faxed Training Registration forms. Please submit the Training Registrations form via email at AvatarTrainingRegistration@saccounty.net.
 	
    o Fully Completed and Signed Registration Forms – Please make sure that all sections of the forms are completed including the system codes, staff classification and the Authorized Approver's signature.
 	
    o Full day trainings/Training End Times – Reminder that MH CWS and MH Practice Management are both full day trainings and are scheduled until 5pm. Depending on the attendee's professional classification, they may be expected to remain logged into training all day. Prior to training, please be sure that staff are able to log onto Skype for Business on their device.
 	
• Avatar NX Training Plan **-** Training Videos - We will be creating Avatar NX training videos. These videos will demo the
	Kat	1:35 PM	10 min

navigation of the new NX version. Approximately 2 weeks prior to our GoLive date we will be sending out the videos to the Authorized Approvers of each agency. We will be handing out an FAQ handout and a new Avatar NX training guide for people to reference. Registration Forms Not Required for the NX Training Videos

- Question about if we can move our trainings onto a new platform other than Skype – We are currently looking into that and are in the process of requesting the licenses for ZOOM. We are hoping to concentrate on moving over to ZOOM after the GoLive trainings for NX.

- Can we have different a list of which topics will be covered in the Avatar trainings? – We have the Class Description posted on our web page and will post the class details on the minutes for today's User Forum. Training requirements for some classifications will be changing in the near future.

MH CWS Training by Professional Classification:

Half Day Training (dismissed at lunchtime):
- Admin

- Inquiry (View) only

- Jail Staff

Full Day Training:
- LVN Nurse (will need to attend separate OCNP training with prescribing piece to complete OC training)

- LMFT

- LCSW

- LPCC

- Master's Level Unlicensed- Elig Waived

- Student Intern

- Graduate Student

- MHA I & II (dismissed mid-afternoon)

- Peer Staff (dismissed mid-afternoon)

- MHRS

- MHA III

- MD

- Nurse Practitioner

- Nurse RN

- Physician's Assistant

Prescribers (Order Connect and Psychiatric Bundle):
- MD

• Nurse Practitioner • Nurse RN • Physician's Assistant			
Avatar NX Demo	Karlynn	1:45 PM	10 min
Project Updates • Avatar NX – We will be moving forward with a group of early adopters which will consist of SUPT & MH programs, staff from county sites and other internal staff. This group will have the opportunity to use Avatar NX and provide feedback prior to our county wide GoLive date. The Early Adopters GoLive date is April 4th and the tentative county wide GoLive date will be June 6th. We will send out the URL to Avatar NX the morning of GoLive. At that time users should only access Avatar with the NX URL. • Order Connect NX - This is our updated version of Order Connect and is used for electronic prescribing and medication management. It is a tool that allows providers to prescribe, review and order tests electronically. Once released, it will be supported by most browsers other than Internet Explorer. Until the release of the updated version, a work around will be distributed to assist Order Connect Users in accessing the current version of Order Connect using an extension tool in Edge. • CareConnect Inbox - Care Connect Inbox module allows communication with other providers both inside and outside of the Sacramento County mental Health Plan. We are currently working with Netsmart to ensure the module is system code secure. Once we have determined the module is working correctly, we will provide an update on the GoLive date. • Electronic Labs – We are continuing to work with one provider at a time in order to GoLive with E-labs. If your agency is interested in using Electronic Labs, please send us an email with the name of your agency, a contact name, an email address and quest account number to the Avatar box at Avatar@saccounty.net. We will put your agency on a list and will be in contact with you to schedule a planning meeting. • Just a reminder that while we have put a pause on any form related enhancement request in order to implement Avatar NX, we still encourage everyone to send in those request so that we can start prioritizing them.	Kristi	1:55 PM	10 min
Open Forum • Question about what "A disposition unable to contact means" – Anyone can submit a service request on behalf of anyone in the county. When multiple service requests are sent and a linkage had already happened, the service request will result in this	All	2:05 PM	25 min

disposition. This happens because this is technically a new and distinct service request that caused a linkage to your program and all service requests will need to have a disposition. • When will the training videos for NX be available to view? – We don't have an exact date. The plan is to send them out approximately 2 weeks prior to GoLive, so an estimate is in mid-May. • Are there any plans to have contactors be able to upload services into Avatar instead of doing data entry for each service? – We offer this service to providers with their own EHR now. If you are a provider that will need this service, please email us at Avatar@saccounty.net • Once GoLive with NX happens, will the current Avatar not be accessible? – They are 2 separate URLs. There will be more information on when the current version URL will be discontinued. • Will everyone GoLive at once? - It will be everyone. We do have 3 contracted providers and some internal staff that are going live first, but after that it will be county wide. • For agencies who are uploading service data to you now, will that look any different once we switch to NX? – No it will not. The functionality would stay the same. • Regarding the 99999 report, what are reasons that they are reporting to the guarantor? – Research has to be done to determine the cause. First check the financial eligibility, either guarantors are set up incorrectly or aren't set up at all. The eligibility date needs to cover all the service dates entered. The guarantor plan field shouldn't be changed but if that's changed, sometimes it will force it to fall to the 99999 report as well. If there is not a valid ICD-10 and diagnosis entered, that will also cause it to 99999 report. If your program has checked all these items and you are still not able to figure out why the services are falling to the 99999 report, please send it over to AvatarFiscal@saccounty.net. There is a report called "PreBilling Maintenance" available that will show possible reasons for items not being claimable. • Once the problem is fixed for the service falling to the 99999 report, how long does it take for the services to come off the report? – It shouldn't take any longer than 24 hours. The reason it takes longer is because there is a manual process that happens in the background to update the system. It is called Update Liability. The billing team has that set up to happen every night so it should happen the next day.			