

Agenda



Avatar MH Avatar User Forum

Date: May 26, 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 <ul style="list-style-type: none">• Skype meeting overview• Moving to Zoom for the July User Forum	Melony	1:00PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none">• Claiming Status Update<ul style="list-style-type: none">○ We are currently claiming for the month of March 2022• Claims Correction Spreadsheet (CCS)<ul style="list-style-type: none">○ CCS are being completed within 2-3 weeks of date submitted• Medicare update<ul style="list-style-type: none">○ We just completed claiming for April 2022 services• Rate updates<ul style="list-style-type: none">○ All rates are current in our systems. If reports are showing Zero dollars, please reach out to your contract monitor.• Denial Reports<ul style="list-style-type: none">○ Reminder to work your denial reports and not only Phase II but also to check your manual posting by program report if it is not showing on your Phase II Program Charge Status report.• Question about whether it is possible to flag what the issue in on the guarantor 99999 report – We have the pre-billing maintenance report that gives reasons as to what is missing.	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
Training Update <ul style="list-style-type: none"> • Training Registration Requests <ul style="list-style-type: none"> ○ Email Submission Only (No more faxed requests) • M Modal training is available by request <ul style="list-style-type: none"> ○ We didn't have many people signing up for M Modal so it is now moved to request only. • All trainings will be moving to the Zoom platform starting in July 2022 • Avatar NX Training Plan <ul style="list-style-type: none"> ○ Training Videos <ul style="list-style-type: none"> - The NX Training video was created and sent out to all Authorized Approvers. This video will help staff learn how to navigate in Avatar NX. The Authorized Approver should save this video to their local drive to share with the rest of the staff. ○ Registration Forms Not Required to move staff to the new Avatar NX ○ A link to the new URL will be to the Avatar distribution list and the Authorized Approvers distributed on 6/3/22 <ul style="list-style-type: none"> - We ask everyone not to log into Avatar NX prior to June 6 because we will not have the staff available to support any questions regarding Avatar NX. ○ NX Q&A Sessions after Go-LIVE <ul style="list-style-type: none"> - We will be scheduling 3 Q&A sessions approximately 2 weeks after Go LIVE. These will be going out to all of our Authorized Approvers from our distribution list. If you or your Authorized Approver haven't received the link to the video, please contact us at Avatar@saccounty.net 	Melony	1:35 PM	10 min
Avatar NX Demo	Sarah	1:45 PM	10 min
Project Updates <ul style="list-style-type: none"> • Avatar NX - Go-LIVE 6/6/22 <ul style="list-style-type: none"> ○ On our support page, there are a few sections dedicated to Avatar NX. We have created an Avatar NX FAQs sheet, NX Keyboard shortcuts and NX Tip Sheets that is accessible to everyone for better assistance. 	Melony	1:55 PM	10 min

<ul style="list-style-type: none"> • Order Connect NX <ul style="list-style-type: none"> ○ There is a toolkit to have an edge add on to open the current version of Order Connect. Order Connect NX is not available yet but it does have the ability to be used in different browsers. There will be more information on this. • Electronic Labs <ul style="list-style-type: none"> ○ There is still some issues with CareConnect Inbox. The issue right now is that it is not System Code secure so we are still working with Netsmart to get this fixed. • Perceptive update <ul style="list-style-type: none"> ○ There is an update to Perceptive. There were some issues that some people were having with Document Capture Perceptive. There is a new Perceptive Web Scan Install that was updated on 4/18/22. If you are having issues with scanning, you may want to have your IT make sure you have the most recent Web Scan installed which is on our website. 			
<p>Open Forum</p> <ul style="list-style-type: none"> • When will the old Avatar not be available? <ul style="list-style-type: none"> ○ We are looking to make it available for the first month and then we will remove the URL. This is just in case there are problems that come up that hasn't come up with our early adopters. • Is it possible to have the video shared on the Avatar website? <ul style="list-style-type: none"> ○ We have had problems in the past sharing videos on the website due to the size limit which is why we took this approach of sending out the link. • Are we able to apply multiple filters at the same time when in Avatar NX? <ul style="list-style-type: none"> ○ Yes, if you select an additional filter it will filter them together. • Can you share which information will be available in the client portal? <ul style="list-style-type: none"> ○ That is My HealthPoint 2.0 which is separate from Avatar NX. We are still working with Netsmart on a Go-LIVE plan for this feature. • Can we run through a scenario for approvers to delete a progress note in one of the future meetings? <ul style="list-style-type: none"> ○ We don't delete progress notes. You can void progress notes which is made available for users who attend Corrections in EHR. • What is the name of who is in charge of the client portal? <ul style="list-style-type: none"> ○ That is our team. We will give updates when have more information available. • Will we be able to see all the quest labs or labs ordered by just our specific clinic? <ul style="list-style-type: none"> ○ It would only be labs that were ordered and resulted back. 	All	2:05 PM	25 min