

AGENDA



Avatar SUPT Implementation User Forum

Date: January 26, 2022

Time: 2:00-3:30 PM

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	Melony	2:00 PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none">- Claiming Status – Wrapping up Regular monthly claims for November 2021. Deferred Regular claims are current.- Claims Correction Spreadsheet (CCS) – Being worked on as they are received- Practice Management one-on-one virtual sessions by appointment - First Wednesday of every month. Next date is scheduled for 2/2/22. Reach out to the Avatar Fiscal box to work out a different date if this date doesn't work.- NTP requirement to bill Medicare – Please continue to enter your Medicare guarantor- Telehealth Modifiers – Added 3 new Telehealth and telephone modifiers since the last SUPT forum: GT, SC, GQ. Starting February 1st the county will be requiring that the location and the modifier to match for service provided via Telehealth and Telephone. There is a Telehealth Services Modifier Report in Avatar that can be run with pre-billing to make sure modifiers are used correctly.	Rhonda	2:05 PM	10 min
Maintenance and Support Update <ul style="list-style-type: none">- See release items- Progress note entry form – Updated referrals Completed-Linkages field to remove "Triage Navigator Program" and replaced it with "Crisis Navigation"	Justin	2:15 PM	15 min

<p>Program”.</p> <ul style="list-style-type: none"> - Service Request 2.0 & SOC Service Request 2.0 – Added “STRTP” to requested Action drop down 			
<p>Reports/Widgets</p> <ul style="list-style-type: none"> - See release items 	John	2:30 PM	10 min
<p>Program Update</p> <ul style="list-style-type: none"> - Cal-OMS errors – Reminder to please work errors using Cal-OMS reports and widgets. 	Ed	2:40 PM	10 min
<p>Training Update</p> <ul style="list-style-type: none"> - Training Registration Forms <ul style="list-style-type: none"> - Deactivations – Reminder to send in deactivation requests once a staff leaves the agency - Training Request Timeliness – Please have the training requests sent in at least 2 business days prior to training date <p>Progress Note Form – There is an update that allows us to remove the image displayed after the user has submitted their progress note. Please email us at Avatar@Saccounty.net to give us your input on whether we should remove this image.</p> <p>Open Charges Deletion Request (OCDR) – There is a link to the new OCDR spreadsheet on the website. We added “Avatar” to the Client ID column and, “Avatar” to the Practitioner Staff ID field. We also added 2 new fields: the Avatar Practitioner (Staff) Name, and Join-to-tx-ID#. You can get the Join-to-tx-ID# by running the Client Account Ledger.</p>	Melony	2:50 PM	10 min
<p>Avatar NX Demo</p>	Karlynn	3:00PM	10 min
<p>Project Updates</p> <ul style="list-style-type: none"> - Avatar NX –Estimated to move to this new platform in 2022 - We are still working with Netsmart on a couple of outstanding items before we are able to determine a GoLive date - We will be moving forward first with a group of early adopters which will consist of a SUPT and MH program, staff and county sites, as well as a few internal staff - We will update everyone once we have a GoLive date - CareConnect Inbox - Care Connect Inbox module allows communication with other providers both inside and outside of Sacramento County Mental Health Plan - Currently working 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 - Reminder that we will not be implementing any form related enhancement request until we are able to implement Avatar NX. However, please continue to send in these requests so that we can start prioritizing 	Kristi	3:10 PM	5 min

once we do start implementing them.			
<p>Open Forum</p> <ul style="list-style-type: none"> - Question on Service Request Form. There was a part of the form filled out that resulted in a call from the County going out to patients. Does anyone know more about that? –An email went out to contracted providers on 1/31/22 from DHS SUPT to let them know how to process that service requests in the correct way. It’s really important to put the details of the request on the note sections under ‘Services Requested’. Please contact your contract monitor with additional questions. - Are there any Medicare updates? – We are still working to get certified to bill for Medicare. - During the audit with Sacramento County, there are finding of duplicate services for denied services that were re-entered. Is there anything that can be done to coordinate the Avatar team with the Program Coordinator? – Those were re-entered due to denials and having to do replacements. - Once we move the NX system, will service entry procedure still be the same? I.E. Utilizing the service input template, etc. - Yes that will stay the same. For providers using their own EHR using the client charge import progress, it will still stay the same. 	All	3:15 PM	15 min