

AGENDA



Avatar SUPT Implementation User Forum

Date: January 27, 2021
Time: 2:00-3:30 PM
Location: Virtual using Skype

Facilitator: Melony Ibarra
Scribe: Sarah Saldivar
Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions - Skype meeting overview	Melony	2:00 PM	5 min
Claiming/Fiscal Update - Claiming Status – Currently claiming for 11/2020 - Claims Correction Spreadsheet (CCS) – Current with claiming. - Billing concerns and questions should be sent to Avatar-fiscal@saccounty.net .	Rhonda	2:10 PM	10 min
Maintenance and Support Update - Demo Additional Episode Information – Used to assign a service coordinator to a client. <ul style="list-style-type: none">Question on whether this must be updated when staff goes on vacation. This is not needed. - Use of Cal-OMS Youth/Detox Discharge form for Residential providers. – For Detox residential programs when using this form you must select the Discharge Status as either <ul style="list-style-type: none">“Left before completion w/ Satisfactory Progress/Standard” or“Left before completion w/Unsatisfactory Progress/Standard”.	Melony	2:20 PM	10 min
Reports/Widgets - Release items since last User Forum - Cal OMS Admission Missing Items report – displays missing elements from the Cal OMS admission. All elements must be completed. Will be in LIVE 1/28/21 - Registry setting will be updated to notify users if they open a form in a closed episode. - Room number will be displayed on client search, client list, and header if client is admitting to MHTC	John	2:30 PM	10 min

<p>Program Update</p> <ul style="list-style-type: none"> - Cal-OMS errors – Reminder to continue to run reports and use widgets to minimize and fix errors. Contract monitors should be working with providers on these errors. Errors received from DHCS after submission will be given to providers by their Contract Monitor. - SUPT CWS Go-LIVE – Should have received survey to gather information regarding Order Connect <ul style="list-style-type: none"> o Go-LIVE date is 3/1/2021 - Additional programs were created in December for Detox and Intensive Outpatient treatment programs in Avatar <ul style="list-style-type: none"> o . Example: If you are serving a client going into detox they should be discharged from regular program and admitted into the detox program, You must complete CalOMS information in the Detox program and any other appropriate information for an episode including claiming and documentation. 	Ed	2:40 PM	10 min
<p>Training Update –All trainings are being offered via Skype for Business</p> <ul style="list-style-type: none"> - SUPT CWS Go-LIVE Schedule for full CWS and Service Request <ul style="list-style-type: none"> o Go-Live date is 3/1/2021, training will take place in February o On the Avatar Account/Training Registration forms please submit your top 2 class dates since class sizes are limited. <ul style="list-style-type: none"> ▪ Forms should be submitted as early as possible, no later than 2 business days prior to training date ▪ There are separate trainings for SUPT CWS for current users and new users. ▪ If staff will be entering diagnosis, ensure the “add Diagnosis permission” box is checked on section 3 of the form. <ul style="list-style-type: none"> • Staff will receive a recorded webinar and quiz to complete to obtain access to diagnosis form. o Question on whether all counselors need to attend SUPT CWS to receive training on Progress Notes and Client Plan. <ul style="list-style-type: none"> ▪ Yes, all staff who will be using Avatar as their EHR should attend. They will receive training on Progress Note Entry, Health Questionnaire and Client Plan. o Additional Order Connect Non-Prescribers trainings will be held in February and March training calendars. Staff who will be responsible for entering client allergies and medications should attend this training. o Agencies using progress notes and client plan should send at least 2 staff members to attend Corrections in EHR training. <ul style="list-style-type: none"> ▪ 2 staff members per program can have access to void notes in Avatar. Ensure the “Add Void Note Permissions” box is checked on the Avatar Account/Training Registration form. ▪ Recommend staff attend this training after 3/1/21 Go-LIVE date. 	Kat	2:50 PM	15 min

<ul style="list-style-type: none"> ▪ SUPT Practice Management is a pre-requisite for Corrections in EHR ▪ Staff attending this training should have an understanding of how billing in Avatar works. ○ Staff submitting service requests in Avatar will need to attend Provider Service Request training. Every program will be submitting Service Requests. ○ Providers using Avatar as their EHR will be entering their services via Progress Note Entry and will no longer need to use the Client Charge Input form to enter services. <ul style="list-style-type: none"> ▪ Entering services via Client Charge Input will result in duplicate services. ○ Programs who are not using Avatar as their EHR should continue to use Client Charge Input. ○ Programs not using Avatar as their EHR should continue to send their staff to SUPT PM and SUPT CWS (new users) trainings. ○ Question about access to running reports and the report viewer. The report viewer must be installed by your agency's IT staff to run reports, but access to reports is granted during training 			
<p>Project Update</p> <ul style="list-style-type: none"> - CareQuality – Estimated to Go-LIVE next User Forum 3/2021 – Allows the exchange of the Continuity of Care Document(CCD) between other EHRs, including hospitals. A demo will be given during the next User forum. - CareConnect Inbox – Allows for communication between other providers outside of Sacramento County. We do not have a Go-LIVE date. - Avatar NX –Estimated to move to this new platform in 2021. <ul style="list-style-type: none"> ○ This will change the look and feel of Avatar. ○ There will no longer be a client chart but will utilize consoles and widgets. Reach out to Avatar@saccounty.net if you would like to see any new consoles or widgets. ○ NX will be web based and will not use Java. - A new report viewer is available to download on the Support page of our website. - 	Kristi	3:05 PM	5 min
<p>Open Forum</p> <p>Talia Isbell: DMC Providers – Check payment log e-mails and/or the Phase II Denials by Posting Date report to ensure that denials are processed in a timely manner.</p> <ul style="list-style-type: none"> • Denials have a 6 month timeline for processing. • Talia and Avatar Fiscal require 5-6 weeks to review and process the CCS and Invoice • Try to submit SUPT replacements no later later than 4.5 months from the date of denial. • Two dates are listed on the Phase II Denials by Posting Date report. Focus should be on the first column as that is the date the denial occurred. • If you are processing replacements it also includes submitting replacement invoice packet to Talia Isbell (IsbellT@saccounty.net) and submitting the CCS to 	All	3:10 PM	20 min

Avatar-Fiscal@saccounty.net and cc Talia Isbell.
Ensure that replacement services are entered as
replacements cannot on submit replacements on
denied services