

AGENDA



Avatar SUPT Implementation User Forum

Date: May 26, 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 – wrapping up March 2021 services, will start to get ready to claim for April 2021 by next week. Regular deferred invoices are current and being processed as received. - Claims Correction Spreadsheet (CCS) – current, being processed as received. - Practice Management one-on-one virtual sessions by appointment – 1 st Wednesday of every month, e-mail Avatar-Fiscal@Saccounty.net to make an appointment. - NTP requirement to bill Medicare – NTP providers are required to enter Medicare guarantor for all clients with Medicare. This allows Avatar to exclude these clients from our claims. First claims submitted in January came back with thousands of denials due to no Medicare guarantor being entered. <ul style="list-style-type: none"> o These denials will be recouped from providers, a correction process will need to be followed. o Continue to enter Medicare guarantors in Avatar to hold these claims until we are ready to claim Medicare. o Working to get County NPI certified and continuing to work with Netsmart and DHCS to obtain all expected billing requirements to claim Medi-Medi services. - Question from CORE about COB7 Denials –Error by the State. These must be Replaced Question about creating/modifying a report to assist with denials. The Avatar team will look into ways to support this request.	Rhonda/ Melony	2:05 PM	10 min
Maintenance and Support Update - Release items - Place of service update for Residential Providers – Can	Melony	2:15 PM	15 min

<p>now select SUPT Residential in the location field.</p> <ul style="list-style-type: none"> - Question on changing default location from “office” in progress notes for Residential programs. <ul style="list-style-type: none"> o Avatar Team will work with Ed and Program to update the default for all Residential programs. - 			
<p>Reports/Widgets</p> <ul style="list-style-type: none"> - Release items - Client Plan Diagnosis Report – New report released with the March 1st Go-LIVE, will run quicker than previous Client Plan report. - Any requests or suggestions for reports should be sent to Avatar@saccounty.net 	John	2:30 PM	10 min
<p>Program Update</p> <ul style="list-style-type: none"> - Cal-OMS errors – Continue working on Cal-OMS missing data reports. - State released information notice stating that there is now no limit to number of admissions to Residential program for a client per year. - Question if there is a way to complete a Cal-OMS discharge prior to discharge. There is no way to change the requirement in Avatar. 	Ed	2:40 PM	10 min
<p>Training Update</p> <ul style="list-style-type: none"> - Clinical Workstation one-on-one virtual sessions by appointment – Check Avatar training schedule for CWS one-on-one appointment dates. Submit request to AvatarTrainingRegistration@saccounty.net. <ul style="list-style-type: none"> o Requests for one-on-one appoints with the billing team should be sent to Avatar-Fiscal@saccounty.net - Tip Sheets available on our website - User Account Deactivations – Submit Avatar Account/Training Registration form with the “Deactivate Account” box checked to AvatarTrainingRegistration@saccounty.net. - Summer Training Schedules – Due to upcoming Go-LIVES the usual training dates may change. Please check the training schedule prior to submitting training requests. - Question about updating training video for Client Plan to be SUPT specific <ul style="list-style-type: none"> o Avatar training is focused on the functionality of entering information into the system. Documentation training is held by Quality Management who are working on SUPT specific training. o For SUPT documentation training regarding the Client Plan contact Heather Amos (amosh@saccounty.net) o For other documentation questions reach out to Quality Management (QMInformation@saccounty.net) or your Contract Monitor 	Kat	2:50 PM	10 min
<ul style="list-style-type: none"> - Avatar NX –Estimated to move to this new platform in early 2022. 	Kristi	3:00 PM	5 min

<ul style="list-style-type: none"> ○ Web based, will not require Java to allow for easy log in. ○ Quickly see to-do items and others' to do items ○ Quick access to upcoming appointments ○ Rapid access to documents ○ Jot down reminders, search for reminders, and check off reminders when completed ○ TheChart View will be replaced with the All Document View which will allow users to see all relevant assigned documentation on a client in one easy view ○ Universal search, allows search for user and documentation in one search ○ New report viewer is available on the Avatar website, please ensure that your IT has 			
<p>Open Forum</p> <ul style="list-style-type: none"> - Question about Medicare Part C. Avatar is not currently set up for Part C. Avatar team will do research prior to giving direction. - Question about Sacramento Medicare application. Quality Management is working on the application which includes getting our NPI certified with Medicare. Question about need for reconciliation between Medical and Medicare for 2020. DHCS has said it will be retro-ed back to 2020. Still awaiting information from DHCS on the process. - Next user forum is on 7/21 via Skype for Business - 	All	3:05 PM	25 min