

# AGENDA



## Avatar SUPT Implementation User Forum

**Date:** July 27, 2022  
**Time:** 2:00-3:30 PM  
**Location:** Virtual using Zoom

**Facilitator:** Melony Ibarra  
**Scribe:** Sambo Chhoeung  
**Attendees:** (See sign in sheet)

Topic	Presenter	Start Time	Length
<b>Welcome/Introductions</b> <ul style="list-style-type: none"><li>Zoom meeting overview</li></ul>	Melony	2:00 PM	5 min
<b>Claiming/Fiscal Update</b> <ul style="list-style-type: none"><li>Claiming Status – We are currently wrapping up May and preparing for June</li><li>Claims Correction Spreadsheet (CCS) are current. Just a reminder that these claims are processed 2-3 weeks from when Avatar Fiscal receives the invoices.</li><li>Practice Management one-on-one virtual sessions by appointment. - These are the 1<sup>st</sup> Wednesdays of the month and the next date available is August 3<sup>rd</sup>. Please reach out to Avatar Fiscal if this date does not work for you and we can work on a date that will work.</li><li>Address Errors – Reminder that if a client is homeless to enter homeless in all uppercase and to enter the zip code of the program</li><li>CIN - CIN should only be 9 characters, the last character should be an alpha character, upper case. Anything after that will cause a denial.</li></ul>	Rhonda	2:05 PM	10 min
<b>Maintenance and Support Update</b> <ul style="list-style-type: none"><li>See Release items</li></ul>	Justin	2:15 PM	10 min
<b>Issue Tracking Widget Demo</b>	Justin	2:25 PM	10 min

<p><b>Reports/Widgets</b></p> <ul style="list-style-type: none"> <li>• See Release items</li> <li>• <b>Problem List</b> – Form name in Avatar is Sac SUPT Problem List. Please contact Programs if you have any questions about who should be completing this.</li> <li>• <b>Problem List Report</b> – This report will be the same for both MH and SUPT. Your SUPT system code will allow you to see only the SUPT Problem List. This list will show problems from all SUPT providers.</li> </ul>	John	2:35 PM	10 min
<p><b>Program Update</b></p> <ul style="list-style-type: none"> <li>• Cal-OMS errors – Reminder to complete Cal-OMS timely. We are still working with the state on the older Open Admissions.</li> <li>• CalAIM – Contingency Management has been pushed out to Fall 2022. We are still waiting for some guidance from DHCS regarding the Contingency Pilot.</li> <li>• New NTP service codes – We will be adding new services codes into Avatar shortly and they are specific to the NTP medication assisted treatment services. DHCS has added 6 new services.</li> </ul>	Ed	2:45 PM	10 min
<p><b>SUPT NOABD Timeliness Form Demo</b></p>	Karlynn	2:55 PM	10 min
<p><b>Training Updates</b></p> <ul style="list-style-type: none"> <li>• Training using Zoom – Starting July 5<sup>th</sup>, we started using Zoom for all of our trainings instead of Skype for Business.</li> <li>• Avatar NX Training Video – The training video has now been posted to our Avatar webpage.</li> <li>• M Modal training – Reminder that our M Modal training is not listed on our Avatar Training Calendar but is available upon request.</li> <li>• Training Registration Forms – Reminder to submit the Training Registration Forms 2 business days prior to the training date.</li> </ul>	Kat	3:05 PM	10 min
<p><b>Project Updates</b></p> <ul style="list-style-type: none"> <li>• Avatar NX – We went LIVE with Avatar NX on 6/6/22. On our website, we have added many resources that will provide assistance when navigating Avatar NX.</li> <li>• Order Connect NX – This is the updated version of Order Connect and is used for electronic prescribing and medication management. This tool will continue to allow providers to prescribe medication, review and order lab tests electronically. Once it is released by Netsmart, it will be supported using most browsers other than Internet Explorer. Until the release, a work</li> </ul>	Kristi	3:15 PM	5 min

<p>around for the current version of Order Connect has been distributed that will assist in continuing to use a tool to access via Internet Explorer. This can be found under the support link on our website in Provider Files.</p> <ul style="list-style-type: none"> <li>• CalAIM – The Problems list, which is one piece of the Documentation Reform initiative of CalAIM is now live in Avatar.</li> <li>• We are working to implement necessary changes in Avatar for the Enhanced Care Management (ECM) piece of CalAIM. With ECM, there will be the addition of new service codes specific to ECM services for ECM Providers. There will also be a few small changes to some existing Avatar forms. As we move forward with the implementation, we will continue to provide updates to everyone.</li> </ul>			
<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>• For file import, if we haven't finalized our contracts and receive our new invoices, should we still go ahead and submit that file import for July services? – Yes, the services will still be entered but the invoices will just not be processed until the contract is completed.</li> <li>• Where is the legend on active Client Eligibility Comparison Report? - It will be located on the report details.</li> <li>• For the Problems List, if we have a client and homeless is already on there from a prior provider, is that something that we need to add to our episode as well if it is already on the list? – No it will not need to be provided. The Problems List is shared between all SUPT Providers.</li> <li>• Since the Problems List is to replace the Client Plan, are we still doing this in conjunction to the Client Plan? Once we change EHRs, will there just be the Problems List? – We will be sending out an information letter with more information in regards to what is required. For now we are asking everyone to continue with both at this time.</li> <li>• Is the LPHA the only person that is able to put in the main diagnosis or can a counselor do that on the Problems List as well? – Counselors can enter into the Problems List as well as LPHA. We will be determining by your medical necessity that the LPHA is the staff that is determining the diagnosis.</li> <li>• Are we responsible to end date the problem when we discharge if no other program is open or is it the new provider's responsibility to end it with meeting with the client? – This would depend if the problem has been resolved at discharge. Some problems could persist even upon termination so there are some factors to</li> </ul>	All	3:20 PM	10 min

consider before closing out a problem on discharge.			
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