

AGENDA

Avatar SUPT Implementation User Forum

Date: September 22, 2021

Time: 2:00-3:30 PM

Location: Virtual using Skype



Facilitator: Kristi Duthler

Scribe: Sarah Saldivar

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions <ul style="list-style-type: none">- Skype meeting overview- Staffing Update – Melony Ibarra has been promoted to manager over the Avatar training, billing, and support teams. Justin Miller has been promoted to and Administrative Services Officer II in Melony's previous position.	Kristi	2:00 PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none">- Claiming Status - Wrapping up July 2021, will begin August 2021 next week.- Claims Correction Spreadsheet (CCS) - Current, processing as they are received.- Practice Management one-on-one virtual sessions by appointment. Next date available 10/6/21, e-mail Avatar-Fiscal@saccounty.net to schedule an appointment.- NTP requirement to bill Medicare – Medi-Medi clients, enter Medicare guarantor in their Financial Eligibility form- Claim adjustment reason codes – Effective 6/2021 DHCS has released an updated claim adjustment reason code list. This is posted on the Avatar website.	Richard	2:05 PM	10 min
Duplicate Client <ul style="list-style-type: none">- There has been an increase of duplicate clients in Avatar.- Demonstration of the “Advanced” client search on the My Clients widget.<ul style="list-style-type: none">o It is recommended to use this feature prior to using the Admission form to minimize errors.o Users can search by name, sex, social security number and date of birth.- There are resources for any staff that wish to have a refresher on this form.<ul style="list-style-type: none">o Admission webinar, one on ones, Avatar support	Melony	2:15 PM	5 min

<p>line. Please reach out to Avatar@saccounty.net for assistance with this form</p> <ul style="list-style-type: none"> - Avatar will begin a performance improvement project (PIP) with Mental Health programs to allow more programs to have the admission permissions. Part of the PIP willd to identify staff that are admitting duplicate clients. - Avatar will work with the agencies to assist with additional training that may be required. <ul style="list-style-type: none"> o If issues continue to persist, permissions to admit clients may be revoked. - 			
<p>Maintenance and Support Update</p> <ul style="list-style-type: none"> - Release items - Client Plan – Form has been updated to alert 15 days prior to review date . - Update Client Data – Layout of this form has been changed and new fields have been added. <ul style="list-style-type: none"> o Sex/Gender/Orientation - additional fields have been added for Gender Identification and Sexual Orientation. <ul style="list-style-type: none"> ▪ This and Race/Ethnicity are tracked, try to update this information if your client feels comfortable sharing other than selecting ‘unknown’. o Preferred Name – Field has moved underneath place for legal name. Recommended to include client’s preferred pronoun in this field as well. This information will populate on the Client Information header. <ul style="list-style-type: none"> ▪ Pronouns are not required o Go-LIVE scheduled for 9/23 - 	Melony	2:20 PM	15 min
<p>Reports/Widgets</p> <ul style="list-style-type: none"> - Release items 	Melony	2:35 PM	10 min
<p>Program Update</p> <ul style="list-style-type: none"> - Cal-OMS errors – Continue to complete Cal-OMS discharges and updates. - Outstanding open admissions – DHCS are preparing a data pull for all open admissions to cross reference and clean up internally. Will reach out to programs that have missing information that is not in Avatar, but in BHIS system. - NTP only - Take Home Dosing Service Codes – Additional service codes for take home dosing effective 10/1 should be used to indicate when a take home dose has been given to a client. <ul style="list-style-type: none"> o New Service Code sheet will be uploaded to the Avatar website on the Claiming page 	Ed	2:45 PM	10 min
<p>Training Update</p> <ul style="list-style-type: none"> - Staffing Update – Sambo Chhoueng has been hired as the new Senior Office Assistance and will be taking over the Training Registration desk. 	Kat	2:55 PM	10 min

<ul style="list-style-type: none"> - New Tip Sheets available on our website: https://dhs.saccounty.net/BHS/Avatar/Pages/tipsheets.aspx <ul style="list-style-type: none"> o User Defined Templates o Financial Eligibility - M Modal Training – Speech to text program that works along Avatar. This training will begin offered in November. <ul style="list-style-type: none"> o One-on-One training sessions with limited space. o Submit two preferred dates on the Training Registration Form. o Training is scheduled to last 2 hours o Additional software will need to be installed on the computer the user will be using M Modal software on and trained on. This can be found on the Avatar website on the “Support” section. o https://dhs.saccounty.net/BHS/Avatar/Pages/GI-Support.aspx o A microphone is also required to use this software o Reach out to AvatarTrainingRegistration@saccounty.net for a list of software requirements and compatible microphones. We have some microphones available for Sacramento County staff. - User Deactivations <ul style="list-style-type: none"> o Avatar Account/Training Registration forms must be submitted to request deactivation of the user accounts for all staff that have left your agency or will no longer be using Avatar. These forms should be sent to AvatarTrainingRegistration@saccounty.net - Holiday Training Schedules – Schedule may change due to the holidays. Please check the training schedule prior to registering staff for training. - The next SUPT User Forum will be held on December 1st due to the Thanksgiving holiday 			
<p>Project Update</p> <ul style="list-style-type: none"> - Avatar NX –Estimated to move to this new platform in 2022. <ul style="list-style-type: none"> o Web based, will not require Java or Adobe to allow for easy log in. o Quickly see to-do items and others’ to do items o Quick access to upcoming appointments o Jot down reminders, search for reminders, and check off reminders when completed o Universal search, allows search for client and documentation in one search o Chart view will be replaced with the all document view. o A hold will be placed on our enhancement requests as of 12/1/2021 to prepare for Avatar NX. <ul style="list-style-type: none"> ▪ Any requests can be sent to Avatar@Saccounty.net 	Kristi	3:05 PM	5 min
<p>Open Forum</p> <ul style="list-style-type: none"> - Request made to add the ability edit a progress note that has already been finalized to change the service code. <ul style="list-style-type: none"> o This is not possible within Avatar o PM staff have the ability to edit the service codes 	All	3:10 PM	20 min

<p>on open services via the Edit Services form.</p> <ul style="list-style-type: none">○ If the services are closed, this will not be possible and the note would have to be voided and re-entered or it can be appended if appropriate			
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