AGENDA

Avatar SUPT User Forum

Date: September 28, 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
Welcome/Introductions • Zoom meeting overview • Staffing Updates – Rhonda Pregano had been promoted and moved over to county SUPT Program unit. We were able to promote our internal staff member Sylvia Ortiz to an Administrative Service Officer I who will be leading the claiming for SUPT services.	Melony	2:00 PM	5 min
Claiming/Fiscal Update • Claiming Status – We are currently claiming the month of July 2022. • Claims Correction Spreadsheet (CCS) – These are being processed in a timely manner. • Practice Management one-on-one virtual sessions by appointment. These sessions are offered on the first Wednesday of every month. If this date does not work, please reach out to Avatar-Fiscal@saccounty.net • Address Errors and CIN – Reminder to enter HOMELESS and a valid zip code if a client is homeless. Providers can use their agency zip codes. CIN numbers will need to be entered with the first 8 digits as numerical and the last digit as an upper case alphabetical character. • Guarantor Order – Reminder not to change the guarantors when a client's coverage changes. Please	Silvia	2:05 PM	10 min

end date the guarantor in the coverage expiration date field in Financial Eligibility instead.			
Maintenance and Support Update • See Release items	Melony	2:15 PM	10 min
Reports/Widgets • See Release items	Melony	2:25 PM	10 min
Program Update • Cal-OMS errors – We were able to clear off some prior year deficiencies for open admissions that were over 180 days. • CalAIM – Contingency Management has been pushed out to Fall 2022. As soon as we receive information, we will roll this out to everyone. • New NTP service codes available as of September 28th. The State has authorized some additional medication assistant treatment services for Fiscal year 22-23. We have added these new codes to Avatar and they are now Live in the system.	Ed	2:35 PM	10 min
Columbia Suicide Risk Assessment Demo	Stacey	2:45 PM	10 min
CalAIM • ECM – Enhanced Care Management permissions will be Live October 1st. ECM staff will be able to provide services starting that date. ○ ECM is one of the CalAIM reform initiatives that will help draw Medi-Cal billable services that couldn't be traditionally billed for. These services include transportation, doctors and dentist appointments, etc. • Documentation Reform – We recommend that everyone attend the UR committee which will provide more information on Documentation Reform from Quality Management (QM). If you have any questions about Documentation Reform, please reach out to Dana directly at AndersenD@saccounty.net or QM at QMTraining@saccounty.net.	Dana	2:55 PM	10 min
Documentation for Shared Clients	Sarah	3:05 PM	10 min
Training Updates • Avatar ECM Trainings – We now have Avatar ECM training posted on the Training Calendar. We will be	Kat	3:15 PM	10 min

offering 2 a month and they are scheduled for the full day starting and 9am and ending no later than 5pm. • M Modal Training Available by Request. M Modal is a speech to text tool. It is not on the training calendar but can be requested. • Training Registration Reminders – We have a policy on submitting Training Registration forms 2 business in advance prior to the requested training. • Holiday Training Schedules – The November and December calendar have been posted on our website. There are some changes in the schedule due to the upcoming holidays.			
Project Updates • Order Connect NX – Order Connect NX is the updated version of Order Connect and is used for both electronic prescribing and medication management. This tool allows prescribers to prescribe or view and order tests electronically. Once it is released by Netsmart, it will be supported using most browsers other than Internet Explorer. Until the release, a work around for the current version of Order Connect has been distributed that can be found on our website using the extension tool in Microsoft Edge or Chrome. When we have the release date, we will keep everyone updated.	Kristi	3:25 PM	5 min
Open Forum • Is the Suicide Risk Assessment only for programs using their own EHR or is it for all programs? – As part of the statewide suicide prevention effort, we have implemented the Columbia Suicide Risk Assessment for all users. Providers using their own EHR can implement the same assessment in their own system if they don't want to use Avatar.	All	3:30 PM	