

AGENDA



Avatar SUPT Implementation User Forum

Date: December 1, 2021
Time: 2:00-3:30 PM
Location: Virtual using Skype

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

Topic	Presenter	Start Time	Length
Welcome/Introductions <ul style="list-style-type: none"> - Skype meeting overview - Staffing Updates – Sylvia Ortiz and Jenny Chen joined the Billing team as Accounting Technicians. Elena Juarez and Shalina Owens joined the Support team as Administrative Services Officer Is. 	Melony	2:00 PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none"> - Claiming Status – Regular monthly billing 10/2021, deferred and regular claims are current - Claims Correction Spreadsheet (CCS) - Being completed between 2-3 weeks of submission date. - Practice Management one-on-one virtual sessions by appointment – First Wednesday of every month. Next date is scheduled for 1/5/22 - NTP requirement to bill Medicare – No updates. Please continue to enter Medicare guarantor for Med-Medi clients. - Telehealth Modifiers – Use of telehealth, telephone and store and forward modifiers are mandatory for services provided on or after 11/1/21. 3 new Telehealth and telephone modifiers have been added: GT, SC, GQ <ul style="list-style-type: none"> o GT - Telehealth o SC – Telephone o GQ – Store and Forward -only applies to physician consultation services codes. <ul style="list-style-type: none"> ▪ Currently Sacramento County has been recommending that the location of a service should match the modifier being used. As of 2/1/22 this will be a Sacramento County Requirement.A report was created to help find discrepancies - Telehealth Services Modifier Report ▪ An email will be coming from both Sacramento County SUPT program staff and Avatar-Fiscal with the requirements. 	Rhonda	2:05 PM	10 min

<ul style="list-style-type: none"> ○ Modifiers can be entered in the Client Charge Input form or for agencies using Progress Note Entry, they can be added using the Edit Service Information form. ○ When entering modifiers, please remember to include any hardcoded modifiers as well. ○ The Services with Modifiers report should be run after adding modifiers to ensure that all modifiers have been entered correctly. ○ The ODS code list has been updated and has been posted to the Avatar website. 			
<p>Maintenance and Support Update</p> <ul style="list-style-type: none"> - Release items - SUD Assessment – New field has been added to track number of minutes it took to complete the SUD Assessment. This should be the total amount of time spent on SUD Assessment. - 	Justin	2:15 PM	15 min
<p>Reports/Widgets</p> <ul style="list-style-type: none"> - Release items 	John	2:30 PM	10 min
<p>Program Update</p> <ul style="list-style-type: none"> - Cal-OMS errors – Continue to monitor Cal-OMS open admissions and annual updates, complete discharges timely. County is working with DHCS to obtain a file extract to close out orphaned opened admissions in the state’s BHIS system. <p>Question – How many days do providers have to enter discharge CalOMS after discharge? Contracted providers should enter CalOMS data as soon as possible while they still have contact with the client.</p>	Ed	2:40 PM	10 min
<p>Training Update</p> <ul style="list-style-type: none"> - M Modal Training – M Modal is a speech to text dictation software, this training is now being held virtually. <ul style="list-style-type: none"> ○ The training is scheduled for 2 hours. ○ Trainings are one-on-one trainings that are held virtually so only 2 attendees can attend per training session - User Deactivations – When a user leaves an agency or no longer requires access to Avatar an Avatar Account/Training Registration form must be submitted to AvatarTrainingRegistration@Saccounty.net. - Training Schedules – Training schedules through January have been posted on the Avatar website. Due to the holidays some trainings will not be held on their regularly scheduled days. Please refer to the training schedule before submitting training requests. - SUPT User forum schedule for 2022 has been posted to the Avatar website. The next SUPT User forum will be held on 1/26/2022 	Kat	2:50 PM	10 min
<p>Project Updates</p>	Kristi	3:00 PM	5 min

<ul style="list-style-type: none"> - Avatar NX –Estimated to move onto this new platform February 1st 2022 with a group of early adopters <ul style="list-style-type: none"> o 100% web based, does not require Java, can be run on any web browser including on tablets except Internet Explorer - Question-Will the zoom feature work in Client Plan in Avatar NX? Yes. - When will Avatar NX go live? We are hoping to go live with one early adopter SUPT program on 2/1/2022. The tentative Go-LIVE for all users would be April 2022. <ul style="list-style-type: none"> o If your agency uses Avatar as their EHR and would like to be an early adopter, e-mail Avatar@Saccounty.net. - Will users be required to attend training again prior to Avatar NX? No, user permissions will remain the same. The Avatar team will create additional aids to assist in the transition. - Care Connect Inbox – Care Connect Inbox module allows communication with other providers both inside and outside of Sacramento County Behavioral Health Plan <ul style="list-style-type: none"> o Currently working to ensure the module is system code secure. Once we have determined the module is working correctly, we will provide an update on the GoLIVE date - Reminder that the Avatar team will not be implementing any form related enhancement request after this user forum to prepare the system for Avatar NX. - Known issue when accessing forms via the chart view, there is a fix coming. For now these forms can be accessed through the home view. 			
Open Forum	All	3:05 PM	25 min