

Agenda



Avatar MH Avatar User Forum

Date: May 23, 2019

Time: 1:00 to 2:30

Location: 7001 A East Parkway,
Sacramento, CA 95823
Conference room 1

Facilitator: Ann Mitchell

Scribe: Melony Ibarra

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions	Ann	1:00PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none">• Claiming Status Update – Working on claiming March 2019 services currently.• Claims Correction Spreadsheet (CCS) – Up to date on processing these requests.• Medicare update – Billing Team will be claiming to Medicare for July 2019 services for all providers. The claiming process will probably start mid-August.• Reminder to enter an actual policy number for other healthcare coverage (OHC). If you don't have the OHC policy number use the client's social security number. Do not use the CIN. The CIN should only be used for the Medi-Cal guarantors.• Question- When checking a client's eligibility their OHC code = A do they need to enter the OHC in Financial Eligibility? Answer – No those do not need to be entered in Financial Eligibility• Question – How do we check for medicare eligibility if the client doesn't have Medi-Cal and we can't see it on the Medi-Cal website? Answer – We will look into how eligibility for medicare can be checked.• Billing Team will send Jamie Ly from MHTC the Medslite manual.	Richard	1:05PM	10 min

<p>Review Release Items</p> <ul style="list-style-type: none"> • See release notes on the Avatar website. • Next User Forum we plan on going over some of the outstanding requests from providers to get feedback 	John	1:15PM	20 min
<p>NACT (Network Adequacy Standards and Network Certification)</p> <ul style="list-style-type: none"> • Please make sure to register all of your staff correctly with Quality Management (QM). If there is a change in classification or a staff leaves or moves agencies please notify QM so we have the most up to date information on all staff in Avatar. 	Dawn	1:35PM	10 min
<p>NOABD – (Notice of Adverse Beneficiary Determination)</p> <ul style="list-style-type: none"> • These used to be called NOAs • Providers are going to have to start sending some of these notices in the future. We will send out more information as to when this will start to become effective. • There will be a training from QM prior to Go-LIVE for these notices <p>CSI Assessment – Go LIVE 7/1/19</p> <ul style="list-style-type: none"> • See attached screen shot of the form • In most cases Access will start this form completing the Date of First Contact to Request Services and the Referral Source <ul style="list-style-type: none"> ○ If your program does their own admissions they would complete the above items • Once the client has been referred to your agency your staff will be responsible for completing the form as the items happen. • Closure Reason and Closed out date would only be applicable if the client either accepts an assessment date and then doesn't show at all or if the assessment is completed for the client doesn't continue with treatment. • We will be sending out a communication regarding the items that need to be completed on this form • Starting in July all staff who have attended the Mental Health Practice Management and Clinical Workstation trainings will be given access and we will add this form to both trainings • In the future this will be audited to during Utilization Review 	Alex	1:45PM	10 min
<p>Training Update-</p> <ul style="list-style-type: none"> • June 2019 training calendar – ODS Waiver – We are going LIVE with several new ADS providers using Avatar to accommodate the ODS Waiver on 7/1/19 so our calendar has many reserved days in June and July 2019 for their trainings. • Reminder to use the most recent Avatar Account/Training Registration form – We will also be updating the registration form with the new ADS trainings and ADS specific classifications. 	Melony	1:55PM	10 min

<ul style="list-style-type: none"> Practice Management split - Starting in June we are adding specific ADS trainings. Please check the training calendar before signing your staff up and make sure you are signing up for a MH training. 			
<p>Project Updates</p> <ul style="list-style-type: none"> Lab Orders- We have uploaded the update to fix the payor error that our Pilot has been experiencing. We want to give the pilot program some time to make sure the fix is working and then we will make a plan to roll out the Electronic Lab Orders for Quest to the rest of the providers. <ul style="list-style-type: none"> Just a reminder that the Electronic Lab Order exchange is only with Quest at this time. After we are successfully exchanging orders throughout the MHP with Quest we will look at adding other labs to the exchange. MModal- M Modal is the speech to text software that we have that will work with Avatar and any other desktop programs. <ul style="list-style-type: none"> We have trained almost 15 people to be our Early Adopters. So far we have had positive responses with users. Our plan is to roll this out to the system in the next Fiscal Year. At this point the training is one on one so we have to figure out a plan on how we can train all the users that are interested. More information will be coming by the next User Forum. E-Prescribing (Controlled Substances) – This is scheduled for first or second quarter in the next Fiscal Year. CANS 50/PSC 35 – We still have not been able to release the PSC 35 for providers to use in Avatar due to a system security issue. <ul style="list-style-type: none"> We are waiting on Netsmart to update our system with the fix. The fix has been tested by Netsmart but we haven't tested it yet. We are hoping to be able to test the fix and then give access to providers to enter PSC 35 directly into Avatar. 	Ann	2:05PM	10 min
<p>Open Forum</p> <ul style="list-style-type: none"> There was a request to add episode to the Detailed Outpatient Census. John said there is currently no room to add to this report but we can discuss at the Next User Forum if there are other items that can be removed from this report to make room. 	All	2:15PM	10 min

CSI Assessment

Submit

🔍 📄 🗑️

🛑 🌐 ⭐

Online Documentation

Date Of First Contact To Request Services

T Y

Referral Source

Assessment Appointment First Offer Date

T Y

Assessment Appointment Accepted Date

T Y

Assessment Start Date

T Y

Assessment End Date

T Y

Offer Date Of Next Appointment Following Assessment Start Date

T Y

Provider Appointment Accepted Date

T Y

First Treatment Appointment Following The Assessment Start Date

T Y

Closure Reason

- Beneficiary accepts offered assessment date but does not attend initial assessment appointment.
- Beneficiary attends initial assessment appointment but does not complete assessment process.
- Beneficiary completes assessment process but declines offered treatment dates.
- Beneficiary accepts offered treatment date but does not attend initial treatment appointment.
- Beneficiary does not meet medical necessity criteria.

Closed Out Date

T Y

Referred To

- Managed Care Plan
- Fee-For-Service Provider
- Other (Specify)
- No Referral

Last service in the past 3 years

ServiceDate	Service
2018-10-22	Client Non-Billable Activity
2018-04-17	No Show Client
2018-03-05	Group Therapy
2017-12-06	METHADONE