

# AGENDA



## Avatar ADS Implementation User Forum

**Date:** January 22, 2020

**Time:** 2:00-3:30 PM

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

**Facilitator:** Ann Mitchell

**Scribe:** Celia Coronado

**Attendees:** (See sign in sheet)

| Topic  | Presenter | Start Time | Length |
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| <b>Welcome/Introductions</b> <ul style="list-style-type: none"><li>- The purpose of the forum is to provide updates on system enhancements, issues and projects. The forum is also a way for agencies to share ideas, concerns or issues that they experience. It is encouraged that staff, at any level, that use Avatar, attend the forum.</li><li>- Avatar team is working to create an ADS distribution list for communication related to system updates and outages, meeting updates, and other important information. If you, or your staff, would like to be added to this list, please provide the names and email addresses to: <a href="mailto:avatar@saccounty.net">avatar@saccounty.net</a>.</li></ul> | Ann       | 2:00 PM    | 10 min |
| <b>Cal-OMS</b> <ul style="list-style-type: none"><li>- We have been working on the Cal-OMS data migration. The majority of the entries have been migrated at this time. If you find that there are issues with any of your submissions, those can be addressed on a case-by-case basis.</li><li>- Question was asked about why Avatar functionality requires the user to use the standard Discharge form first and then the Cal-OMS Discharge? The comment was made that in actual practice for users it should be the opposite. The Avatar Team will submit a question to Netsmart regarding this functionality to see if there is any way we can change this.</li></ul>  | Ed        | 2:10PM     | 15 min |
| <b>Claiming/Fiscal Update</b> <ul style="list-style-type: none"><li>- Currently working on the November 2019 claims.</li><li>- The Fiscal Team is noticing an increase in denials related to modifiers. A Modifier Tip Sheet has been created to provide guidance when entering/editing your services to include modifiers.</li></ul>  | Rhonda    | 2:25 PM    | 10 min |

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| <ul style="list-style-type: none"> <li>- There are two categories of services that will always require an entry of modifiers – Case Management and Physician Consultation.</li> <li>- Other services will need to be reviewed and if additional modifiers are required, the hard-coded modifiers will always need to be entered along with the new modifiers.</li> <li>- The Fiscal Team is working with the State to get definitions for the new denial codes received recently. A communication will be sent once that information is received.</li> </ul>  |               |                |               |
| <p><b>Maintenance and Support Update</b><br/> <b>Release Cycle Overview</b></p> <ul style="list-style-type: none"> <li>- An overview of the Sacramento County Avatar webpage was provided. The Support section contains a “Release Information” tracking document. The document provides a description of releases and identifies the area/form of Avatar that will be affected and which users will be impacted.</li> <li>- The majority of the releases will occur as close to a user forums as possible in an effort to allow for a demonstration of the proposed changes.</li> <li>- One new change is the new type of admission (ZZ Non-County Client) added to the admission form. Programs should use this admission type when providing services to a Sacramento resident not funded by the Sacramento County ADS system.</li> <li>- The Update Client Data form now has a Housing Status and Status Date field that are required to be completed before the form may be submitted. The form also contains a widget in the right column which reflects the client’s historical housing data for the user’s reference. In the event that the form already has a status, you do not need to do anything, unless the status has changed.</li> </ul> <p><b>SUD Assessment pull forward</b></p> <ul style="list-style-type: none"> <li>- The latest release allows for some historical data in the SUD Assessment form to be pulled forward. Some of the data elements that may be pulled forward include previous substance abuse and mental health history. The data may only be pulled forward from a prior submission within the same System Code. The data pulled forward is editable and programs are required to validate the data prior to submitting the form.</li> <li>- Question was asked if the SUD Assessment Report can include the name of the user who completed the form? This is something already in process but still needs final approval. The update to the report should be released shortly.</li> </ul> <p><b>Client Charge Input Import</b></p> <ul style="list-style-type: none"> <li>- For the past few months, the Avatar team has been working on a pilot project to assist providers currently</li> </ul> | <p>Melony</p> | <p>2:35 PM</p> | <p>15 min</p> |

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| <p>doing dual entry of services into their EHR and Avatar. The process has been successful. We are ready to begin offering the import option to other programs. The option will be rolled out to providers one-by-one. If you are interested in using this process, email <a href="mailto:Avatar@saccounty.net">Avatar@saccounty.net</a> to be placed on the list.</p>   |             |                |               |
| <p><b>Reports/Widgets</b></p> <ul style="list-style-type: none"> <li>- The Report Inventory, listed on the Avatar website, provides a list of reports within the system. The inventory also provides a description of the data elements pulled for the report and which users are able to run the report.</li> <li>- Widgets are still being worked on for ADS providers.</li> <li>- If you believe there is something that would be helpful for you, email <a href="mailto:Avatar@saccounty.net">Avatar@saccounty.net</a>. We track the requests and review them for</li> </ul>   | <p>John</p> | <p>2:35 PM</p> | <p>15 min</p> |
| <p><b>Training and Go-Live Update</b></p> <ul style="list-style-type: none"> <li>- Make sure that you are registering your staff for the correct ADS class. ADS clinical work station (CWS) is designed for clinical staff and required for clinical staff who will be doing the SUD assessment. The ADS Practice Management (PM) class is designed for the admin and billing staff. CWS class typically ends no later than 1 p.m. and Practice Management lasts all day. Both start at 9am and the length of the classes fluctuate a bit depending on the class size and the flow of each individual class. All users must remain for the entire class to receive all of their account permissions.</li> <li>- Reminder that training registration forms need to be submitted at least TWO business days prior to the date of the class. Be sure to refer to the Avatar training calendar posted on the Avatar webpage for class dates as they can fluctuate from month to month. Make sure that you are completely filling out the registration form. Don't forget to list the correct agency system code on the form. If you are an Agency that has a Residential program as well as an O/P program, please be sure to indicate which type of program your staff will be working at so that we can ensure that they are trained appropriately. If your staff member who is attending training needs to be trained on the Diagnosis form, make sure to check the box to Add DX permission in section 3 of the form. If your staff will be uploading/scanning documents into Avatar, make sure to check the box that says Add Scanning Permission in Section 3 of the form.</li> <li>- There are monthly <b>drop-in sessions</b> offered for both clinical and/or billing assistance at our Micron training center. These are one-on-one Q&amp;A sessions with one of our team members. Members of the billing</li> </ul> | <p>Kat</p>  | <p>2:50 PM</p> | <p>10 min</p> |

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| <p>team are on site for billing related support. Drop-ins are typically scheduled on the second Tuesday of the month from 1pm-4pm. Please refer to the monthly training calendar to confirm dates/times due to county holidays. No registration necessary. Attendees are assisted on a first-come, first-serve basis.</p> <p>-</p>  |     |         |        |
| <p><b>Project Update</b></p> <ul style="list-style-type: none"> <li>- <b>Care Connect Inbox –</b></li> <li>- Care Connect Inbox is an email box within Avatar that will permit your program staff to share information with other providers on your client's behalf (A Release of Information is required). This project is ongoing and we will provide updates as things progress.</li> <li>- <b>Full CWS ADS Implementation –</b></li> <li>- This project is ongoing and we will provide updates as things progress.</li> </ul> | Ann | 3:00 PM | 10 min |
| <p><b>Open Forum</b><br/><b>None.</b></p> <p><b>Next meeting is March 25, 2020</b></p>  | All | 3:00 PM | 20 min |