AGENDA

Avatar SUPT User Forum

Date: July 22, 2020
Time: 2:00-3:30 PM
Location: Virtual using Skype

Facilitator: Ann Mitchell

Scribe: Sarah Saldivar

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions - **Skype meeting overview**	Ann	2:00 PM	10 min
Claiming/Fiscal Update - **Claiming Status –** Claiming June 2020 - **Claims Correction Spreadsheet (CCS) –** These are current and being processed as they are received.	Rhonda	2:10 PM	10 min

Maintenance and Support Update
- **Review update to service view in Edit Service Information form**
   o New functionality has been added by Netsmart. There is now the ability to add additional fields, this will change the way services are viewed in the Edit Services Information form. If we choose to make this change it will remove the description of the program and service replacing them with the program and service codes.
   o Requested feedback from users on whether the addition of any of the new options:
      ▪ Start time, duration, cost, data entry person, data entry time, data entry date, claim number
 	
- **Demo question on Update Client Data for Cal-OMS –**All Cal-OMS data must be collected and recorded in Avatar.
   o In Update Client Data the "What is your sexual orientation" question is required for Cal-OMS and should be completed for every client.
- **Cal-OMS Submission status**
	Melony	2:20 PM	15 min

- We are getting ready to work on submitting the first file of Cal-OMS data out of Avatar to the state for the month of October 2019. - There have been updates made to the Avatar implementation website. This page can be reached by searching for "Sacramento County Avatar" in any search engine o The schedule for upcoming User Forums, claiming, and Avatar Training page have been updated. - -			

Reports/Widgets
 	
- **Release items since last User Forum**
    o **New Reports & Client Cal-OMS Summary widget**
    o **Client CalOMS Summary widget –** This will show program, admit date, form serial number, discharge date and type, and indicates missing items.
        ■ In cases where a client as an admission date but no form serial number, this means they do not have a Cal-OMS admission on file. These clients will not be able to be discharged without a Cal-OMS admission. Contact Monica Castillion if you notice cases with a missing form serial number.
    o Several new export reports have been created: Cal-OMS admission, Cal-OMS discharge, Cal-OMS Annual Update export. These are primarily for agencies using their own EHRs.
        ■ These reports are meant to be exported into Excel and contains all of the data elements.
        ■ A request was made to create a standard pdf version of these reports with all the data elements.
    o Discharge Missing Item report – This is run by system code. Shows type of discharge and what items are missing.
    o Cal-OMS Admission/Discharge Report –
    o Non DHCS ICD-10 reports – Now automatically display only those clients that do not meet fiscal's current criteria for billable ICD-10 diagnoses.
    o Client Demographics report updated to show Homeless Status.
        ■ It is a red and required field in Update Client Data, but the date should not be changed unless there has been a change in a client's housing status. The field is used to track changes in a client's housing status
	John	2:35 PM	15 min

- SUD Assessment User Report – Requested by System of Care but will be available to providers as well. Can select any user within your system code and view the SUD Assessments they have created within a date range. To be released in September 2020.
- Requested feedback regarding annual reports that have been previously requested. Please submit feedback to Avatar@saccounty.net
    o Annual updates are initially based on admission date. The state gives a 60-day window prior to admit date for the annual update. A request was made to have the report display clients that are within that 60-day window.
    o Another request was made for the report to show which annual updates have already been completed within a date range.
 	
- **Report Inventory has been updated –** This is located on the Avatar website.
- New Report Viewer Installer on the Avatar website – We will be updating back end of Avatar in the next couple of months and new reports will require the new report viewer. All County machines have already had this new viewer installed.			

Training Update
- **All trainings are being offered via Skype for Business**
    o Training Registration forms should be submitted 2 full business days prior to the training date
    o Trainees e-mail addresses should be included on all Training Registration forms as the trainers will be e-mailing Skype meeting invitations 1-2 days prior to the training.
    o Trainees will be e-mailed a quiz to complete after training. Trainees should reply to the e-mail they receive once their quiz has been completed.
- **August Training Calendar**
    o Some trainings have been moved from their regular training date. Please check the August training calendar before submitting training request.
- **Drop-In Sessions**
    o Replaced with one on one support sessions beginning in August. These appointments will be scheduled, requests for fiscal assistance should be e-mailed to Avatar-Fiscal@Saccounty.net and clinical work station appointment requests should go to AvatarTrainingRegistration@saccounty.net
    o These requests should be made a couple
	Kat	2:50 PM	10 min

days before the scheduled date to ensure coverage. ○ A brief description of the issue should be included in the e-mailed request. -			
Program Update - **Name change – Substance Use Prevention and Treatment Services** (SUPT) - Continuing to move forward with Clinical Workstation implementation to include client treatment plan, progress notes, and service request functionality. ○ A questionnaire will be sent to providers to gauge amount of training that will be needed for staffing. This should be coming out in the next week or so. ○ Implementation date of late fall/early winter. ○ Question asked on whether this change would also change billing practices for providers with their own EHRs. This should not impact current billing practices.	Ed	3:00 PM	10 min
Project Update - **Interoperability –** Avatar team working on ability to send information back and forth between different providers and/or system of care. - Provider integration is currently on hold however, providers can use our file upload process for service instead of directly entering via client charge input	Ann	3:10 PM	10 min
Open Forum **Questions form the group:** - Was all the CalOMS data that was converted over from an older system (PRS) to the current system ? ○ We are still waiting for data from the DHCS so they can identify additional information stored in PRS that is needed to do another import file. Currently there are no new export files to prepare. If there are clients that don't have a CalOMS admission in Avatar, but you have the form serial number reach out to Monica Castillon at castillonm@saccounty.net. - Are there issues with a client's CalOMS data will that create billing issues? ○ No, this should not affect billing. - Is there an update regarding Medicare billing? ○ There is currently no new information.	All	3:20 PM	10 min