

March 25, 2020

As you are aware we had to cancel the ADS Avatar User Forum, however we had some information regarding updates and issues that we wanted to communicate.

- Claiming Update
  - Wrapping up January 2020 claim.
  - Claims Correction Spreadsheet (CCS) – Processed as received.
  - Monthly MEDS Extract File (MMEF) has been updated through March 2020. All eligibility information in Avatar is current to March 1, 2020
  - Reminders:
    - Please continue to check Modifiers, by running the “Services with Modifiers Report” monthly. Services without the appropriate modifier will cause a denials. If you need assistance please reach out to [Avatar-Fiscal@saccounty.net](mailto:Avatar-Fiscal@saccounty.net)
- Avatar Maintenance and Support Updates
  - See attached Release Document. It will also be posted on our website at the following link under the Release Information link - <https://dhs.saccounty.net/BHS/Avatar/Pages/GI-Support.aspx>
- Avatar Training –
  - See attached document from the Avatar Team regarding Virtual Trainings that are temporarily being offered while our in person training has been suspended per the Public Health’s order to reduce the risk of COVID-19.

The next ADS Avatar User Forum is scheduled for Wednesday June 3rd, 2020 from 2:30PM – 4:00PM. Please feel free to send any agenda items you would like to cover at this or future meetings.

Thank you,

Avatar team

March 27<sup>th</sup>, 2020

### Training Update

Due to the current COVID-19 Pandemic and the most recent nationwide guideline to avoid gatherings, we have temporarily suspended all in-class trainings. At this time we are offering the following trainings through live web based classes via Skype for Business.

MH CWS

MH Practice Management

MH Mobile CWS

MHTC CWS

ADS CWS

ADS Practice Management

Please take a minute to go to our website to see the updated training schedule prior to submitting your Avatar account/ training registration form -

[https://dhs.saccounty.net/BHS/Avatar/Pages/GI\\_Avatar\\_Training.aspx](https://dhs.saccounty.net/BHS/Avatar/Pages/GI_Avatar_Training.aspx).

In order for class attendees to participate in these trainings, the **User** and the **Authorized Approver** both must sign the Avatar Account/Training Registration form prior to registration. In addition the trainee must have a valid e-mail address and access to a computer with internet access, and Skype for Business. Copies of the power point slides and class handouts will be provided prior to the training with the training confirmation email and included with the invitation to the Skype meeting via the e-mail address provided on the training registration form. Please ensure that this is a current, active e-mail address to ensure the participant will be able to log into the training. We recommend that trainees download Skype for Business prior to the scheduled training. The Avatar Team will not have the ability to trouble shoot if a user can't login to the Skype meeting on the date of training. If a trainee is not able to login at the start of the scheduled training they will be asked to reschedule for the next available training.

In order to gain access to the system, trainees must pass a short quiz. Once we have verified attendance in the virtual training and a passing the quiz, we will send the Avatar credentials to the attendee via e-mail form the Avatar Training Registration box.

Thanks,  
Avatar Team