Agenda

Avatar MH Practice Management Forum

Date: December 17, 2015
Time: 1:30 to 3:00
Location: 7001 A East Parkway,
            Sacramento, CA 95823
            Conference room 1

Facilitator: Kacey Vencill

Scribe: Justin Miller

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions	Kacey	1:30 PM	5 min
Claiming/Fiscal Update - Claiming Update-Claims correction are up to date. CPT codes that went it to effect and had errors we are working on and have completed 424. We are working on Oct 2015 claims. - July 2015 – Clean up Update- You should have received an email with approved diagnosis from Alex Rechs. Please make sure to use only the approved diagnosis. The Non DHCS ICD 10 report that will catch any errors - New Advanced Billing Rules – check for included diagnoses send invalid diagnoses to the Guarantor 99999-Any invalid ICD10 would fall to the 99999. You should check the approved list. - Issue with some PCCN numbers not visible- You may see in the client ledger the information is there. When you run the Phase II report the PCCN numbers are not visible. We have an open ticket to fix this issue. We have not seen it with denials but it is affected all others. - Reminders- We have seen errors with the formatting for modifiers and please do not put any spaces or other formatting other than what should be there. Please make sure to indicate at least a zip code if the client is homeless to generate a city. Please make sure this information is correct to prevent claiming errors. - DHCS is not denying services based on the ICD10 diagnosis and will not affect claiming.	Richard	1:35 PM	15 min
Training Update - Training schedule/process- We need the authorized approver	Justin	1:50 PM	10 min

signature on all requests submitted to Avatar. Please remember to follow up if you have not heard back on a request that was sent in. - Master User Forum Schedule for 2016 - posted			
New Procedure for Password Resets - Verification required-We are aiming to implement January 1st a new verification process. The user id with numeric value, the name of their authorized approver and system code will be required or password will not be reset. We will also be adding some additional criteria for verification which will include Date of birth. Month/Day only. A communication has been drafted and will be sent out to providers. - Email Notifications-We will also be sending email notifications to the user and the authorized approver.	Kacey	2:00 PM	10 min
Release Items - Review Release Items-See release spreadsheet.	John	2:15 PM	20 min
Project Updates - Client Billing- We are going to be able to generate client bills and you should have received a communication to hand out to clients. - Share of Cost-We will have to implement or Share of Cost and Share of Cost spend down.	Kacey	2:30 PM	15 min
Open Forum Down time procedure- Everyone should have procedures in place and please ensure we have the appropriate person to contact when the system is down identified as your agencies Avatar liaison(s).	All	2:45 PM	15 min