

# Agenda



## Avatar MH Practice Management Forum

**Date:** April 28, 2016

**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
<b>Welcome/Introductions</b>	Ann	1:30 PM	5 min
<b>Claiming/Fiscal Update</b> <ul style="list-style-type: none"> <li>- Claiming Update-Last time we met the claiming was suspended. We have started claiming again and up to date</li> <li>- Claims Correction Spreadsheet – update-Currently claims corrections are taking around 2 weeks for turn around.</li> <li>- July 2015 – Clean up Update-There were CPT codes that were uploaded to the state that caused denial. We had 7,000 and currently have 3,000 and plan on being done by July of this year. Make sure that you are running the Phase II code list to verify that your service wasn't denied for another reason.</li> </ul>	Richard	1:35 PM	15 min
<b>Training Update</b> <ul style="list-style-type: none"> <li>- Training schedule/process</li> <li>- Adjusted training calendar for June-Be aware that we will have an adjusted training schedule due to some mandatory trainings. We will have the calendar out as soon as possible.</li> </ul> <b>New Procedure for Password Resets - Reminder</b> <ul style="list-style-type: none"> <li>- Verification Required</li> </ul> <p>Email, System Code, Agency Authorized Approver-Please make sure that all of your staff are aware of who the authorized approver is. That and their email, system code and Agency authorized approver are required for any password resets.</p>	Justin	1:50 PM	10 min
Review Release Items-See release documentation	John	2:00 PM	15 min
Project Updates	Kacey	2:10 PM	10 min

<ul style="list-style-type: none"> <li>- <b>Service Request – High Priority Issue</b>-We have reached a limitation on one of the rows in one of the Service Request forms. In the meantime we have to put something in place to remedy this issue. We will be sending out a communication before May 23<sup>rd</sup>, that will outline that what the new Service Request client ID will be to be used. The communication will also detail how to use it to submit service requests. This new client ID will have to be used when submitting new requests.</li>   <li>- <b>Scheduler PIP</b>-This is a project to see if we can decrease the amount of time it takes client to be seen for their first appointment. There are 4 providers that are participating and training will be held in June. That is why there is a reduced training schedule in June</li>   <li>- <b>UMDAP/Share of Cost/ Medicare</b>- Wanted to make sure that this is on everyone’s radar that we are still working on these items. We are asking that everyone make sure that all of your clients Financial Eligibility are up to date. You should be using Guarantor 123 for UMDAP and Guarantor 50 for share of cost.</li>   <li>- <b>Providers with their own systems</b>-We have working with those provider that are using their own EHR and meeting monthly to make sure they are able to meet the documentation requirements.</li> </ul>			
<p>Open Forum</p> <p>Progress Notes tables have been running slow which affects the reports. We have opened a ticket to look into this.</p>	All	2:20 PM	