

Agenda



Avatar MH Avatar User Forum

Date: July 23, 2020

Time: 1:00 to 2:30

Location: Virtual using Skype

Facilitator: Ann Mitchell

Scribe: Sarah Saldivar

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions <ul style="list-style-type: none">Skype meeting overview	Ann	1:00PM	10 min
Claiming/Fiscal Update <ul style="list-style-type: none">Claiming Status Update – Preparing to claim April 2020 services.Claims Correction Spreadsheet (CCS) – Trying to complete within 2 weeks.Medicare update – Working on September 2019Demonstration on using the New MH County Funds guarantor (G20) – Effective 7/1/20, new guarantor (G20) must be added into the financial eligibility as the last guarantor.<ul style="list-style-type: none">This takes the place of R-Match and grant guarantors, these will not need to be end dated or removed and should be left for current clients.A CIN # is not needed for the G20 guarantor. G20 should be added to every client's financial eligibility by 9/30/2020.Coordination of Benefits for this guarantor should be marked "yes" even though the option is not red & required.A request was made for a step by step guide on this process. (see attached)	Richard	1:10PM	10 min

<p>Maintenance and Support Update-</p> <ul style="list-style-type: none"> • Release items since last User Forum <ul style="list-style-type: none"> ○ Added a new value of 'Housing Plan' to the Plan Type field in the Client Plan ○ Added "Probation/ADRC Intake" to Select Team or Navigator field in Mobile Screening and Assessment. ○ Updates to the Avatar Implementation website –. <ul style="list-style-type: none"> ▪ Report inventory has been updated on 7/23/2020, it can be accessed from the "Support" page linked from Avatar website. ▪ The schedule for upcoming User Forums, claiming, and Avatar Training page have been updated. • Review update to service view in Edit Service Information form <ul style="list-style-type: none"> ○ 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. ○ Requested feedback from users on whether the addition of any of the new options: <ul style="list-style-type: none"> ▪ Start time, duration, cost, data entry person, data entry time, data entry date, claim number • In the Update Client Data form there is a new question, 'What is your sexual orientation'. For MH programs this is not a required field and is only required for CalOMS reporting by the ADS providers. This information is not reported to CSI and will not show up on the Missing CSI by Program report. <ul style="list-style-type: none"> ○ Question on whether gender on this field should be the biological sex or gender identity. This should be the client's sexual orientation. ○ Housing Status – It is a red and required field, 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 	Melony	1:20PM	10 min
<p>Reports/Widgets-</p> <ul style="list-style-type: none"> • Release items since last User Forum <ul style="list-style-type: none"> ○ My Pending Notes 60 days widget has been updated to My Pending Notes 180 days – a new way to view 	John	1:30PM	15 min

outstanding notes that you authored that are still in draft. It allows you to go directly to the note in draft when you click on the Note Date.

- Not all fees for 7/1 and going forward have been updated. Cost based reports will show up as blank or with \$0, these will not resolve until the fees are received and entered into Avatar.
- Multi Program Census – Can be run for up to 15 programs at a time within your system code.
- CANS 50 Narrative – Pulls in first CANS and most recent CANS and second most recent CANS. The first page of the report only shows the current CANS. The second page and beyond will group domains based on the scores and strengths.
- Client Demographics report updated to show Homeless Status.
- Non DHCS ICD-10 reports – Now automatically display only those clients that do not meet fiscal’s current criteria for billable ICD-10 diagnoses.
- Two ANSA Reports have been updated to contain the questions contained within the modified ANSA, ANSA Report and Answer Chart Report. A program level report for the ANSA is being worked on.
- Housing Plan has been added.
- Active Client Final Assessment report – Will be adding the admit date and will combine the HQ and MSP Adult/Child.
- Active Client Psychiatric Assessment report will add the attending practitioner
- KTA census has been renamed to Special Population Census. Contains the same information for KTA clients and will include a count of how many clients are in the special populations.
- Active Client Medications – contains medication, start date, end date and whether it is currently active. Feedback is requested prior to the September release.
- Progress Note Program Details Report – created at the request to see language appointment
- Report Inventory has been updated
- New Report Viewer Install on our website – 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.

<p>Training Update-</p> <ul style="list-style-type: none"> • All trainings are being offered via Skype for Business <ul style="list-style-type: none"> ○ Training Registration forms should be submitted 2 full business days prior to the training date ○ 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. ○ Trainees will be sent a quiz to complete after training • Prescribers should be registered with Quality Management prior to attending Avatar training. • Staff that attend the Order Connect and Order Connect Non-Prescriber training will have an additional meeting invitation sent by their trainer after completing the Order Connect quiz to complete their registration. • August Training Calendar <ul style="list-style-type: none"> ○ There have been changes made to the dates for MH Corrections in EHR and MH Provider Service Request. ○ Order Connect Non-Prescriber training has been opened up in August. • Drop-In Sessions <ul style="list-style-type: none"> ○ 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 ○ These requests should be made a couple days before the scheduled date to ensure coverage. • EPCS (Electronic Prescribing for Controlled Substances) <ul style="list-style-type: none"> ○ We currently finished registering the first phase of doctors. ○ If you are interested in having a prescriber that electronically prescribe controlled substances enrolled in the second phase, submit an Avatar Account/Training Registration form with the EPCS box checked and be sure to include the staff member's e-mail. 	Kat	1:45PM	10 min
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<p>CSI Update</p> <ul style="list-style-type: none"> • CSI Assessment form <ul style="list-style-type: none"> ○ Reiterated that the CSI Assessment should be completed for new clients. This information needs to be populated and is required by the state. 	Dawn	1:55PM	10 min
<p>Project Updates</p> <ul style="list-style-type: none"> - Interoperability – Projects have begun moving forward again after being put on hold due to COVID-19 <ul style="list-style-type: none"> ○ Care Connect Inbox ○ CareQuality - - E-Labs – MHTC will be going LIVE with Quest <ul style="list-style-type: none"> ○ Go-LIVE meeting has occurred ○ We are now in the planning stage 	Ann	2:05PM	10 min
<p>Open Forum</p>	All	2:15PM	15 min

Adding G20 to Financial Eligibility

***Do not delete any guarantors from Financial Eligibility. You are only adding G20 effective 7/1/2020.**

1. Open Financial Eligibility form for the client and select the appropriate episode.

AVATAR, TOM (788458759)
M, 61, 01/01/59
Ht: -, Wt: -, BMI: -

Ep: -
Problem P: -
DX P: -

Location: -
Attn. Pract.: -
Adm. Pract.: -

Allergies (0)

Financial Eligibility

Name: TOM AVATAR
ID: 788458759
Sex: Male
Date of Birth: 01/01/1959

Episode	Program	Start	End
1	Access Team - Adult	01/01/2020	

2. Make sure to do a screen shot or write down the existing guarantor order as it will be cleared out once you add G20. You will need to know this to reassign the order.

Financial Eligibility

Episode Number: 1

Admission Date: 01/01/2020

Program: Access Team - Adult

Default Information From Different Episode: Yes No

Episode To Default From: [Dropdown]

Coverage Comments: [Text Area]

Clear Previous Guarantor Order

Guarantor #1: (300) Kaiser Foundation Health

Guarantor #2: (160) Blue Cross of CA-Anthem

Guarantor #3: (3) DMH

Guarantor #4: (17) R-Match

Guarantor #5: (15) MHSA

Guarantor #13: [Dropdown]

Social Security Number: 001-23-4567

Financial Investigation Medicaid Number: [Text Field]

Financial Investigation Medicare Number: [Text Field]

Link To Financial Eligibility From Another Episode: Yes No

Episode To Link To: [Dropdown]

3. Click on **Guarantor Selection**.

Financial Eligibility

Guarantor Selection

Episode Number: 1

Admission Date: 01/01/2020

Program: Access Team - Adult

Default Information From Different Episode: [Text Field]

4. Click **Add New Item** and complete the following fields.

Section 1: Guarantor Information

Guarantor #	Guarantor Name	Guarantor
R-Match (17)	R-Match	9
MHSA (15)	MHSA	5
MH County Funds (20)	MH County Funds	24

1 - Add New Item button

2 - Guarantor # field (MH County Funds (20))

3 - Customized Guarantor Plan radio button (No)

4 - Eligibility Verified radio button (Yes)

5 - Coverage Effective Date field (07/01/2020)

Effective 7/1/2020

Section 2: Subscriber Information

Subscriber's Name: AVATAR, TOM

Subscriber Address - Street Line 1: 7001 East Parkway

Subscriber Address - Zip: 95823

Subscriber Address - City: Sacramento

Subscriber Address - State: CALIFORNIA

Subscriber's Social Security #: 001-23-4567

Subscriber Sex: Male

Section 3: Eligibility and Assignment

6 - Yes radio button for Subscriber Assignment of Benefits

7 - Yes radio button for Subscriber Release of Info

8 - Yes radio button for Coordination of Benefits

9 - click on Financial Eligibility (left sidebar menu)

Denial Code: [Dropdown]

Subscriber's Covered Days: 9999

Maximum Covered Dollars: 9999999.99

Financial Eligibility

Episode Number: 1

Admission Date: 01/01/2020

Program: Access Team - Adult

Social Security Number: 001-23-4567

Financial Investigation Medicaid Number: [Empty]

Financial Investigation Medicare Number: [Empty]

Default Information From Different Episode: [Radio buttons: Yes, No]

Link To Financial Eligibility From Another Episode: [Radio buttons: Yes, No]

Episode To Default From: [Dropdown]

Episode To Link To: [Dropdown]

Coverage Comments: 7/23/20 - Added ~~G20~~ effective 7/1/20. Richard - Avatar

Clear Previous Guarantor Order

Guarantor #1	(300) Kaiser Foundation Health	Guarantor #3	(3) DMH
Guarantor #2	(160) Blue Cross of CA-Anthem	Guarantor #4	(17) R-Match
Guarantor #5	(15) MHSA	Guarantor #13	[Dropdown]
Guarantor #6	(20) MH County Funds	Guarantor #14	[Dropdown]

- The MH County Funds (G20) guarantor should be the last guarantor. Once you've click Submit, the process is complete.