DHHS Mental Health – Avatar Implementation User Forum

Date: 12/17/08
Time: 3:00 – 4:30 PM
Location: 7001 East Parkway, Sacramento, Conference room 1

Facilitator: Kacey Vencill

Scribe: Len Gray

Attendees: (See sign in sheet)

Time	Agenda topic	Presenter
5	Welcome / Introductions	Tracy Herbert
20	User Acceptance Test recap • The general feedback was that UAT went very well. • Users love the reports and reporting capabilities • The biggest area where quirks were encountered was in the scripts. Typos, missed details, etc… • MHTC indicated they thought use of Avatar would help smooth out operations • We encountered an issue with Fiscal testing regarding upload of the Sacto MEDS file (MMEF). Due to a change Netsmart performed on the base application, our file was too large to complete the upload (900MB). Netsmart is reverting back to the previous version and will perform testing using a larger file prior to releasing this change again.	Tracy Herbert

15	Avatar Account Creation
	• **Need names of users and role required for each by 1/5/09**
	    ○ John sent spreadsheet for all contacts to use. Only soft copy will be accepted, attached to an email sent to the Avatar@saccounty.net mailbox. All data elements in the spreadsheet are required for each named user.
	    ○ Any user not included in the spreadsheet sent back to John, will not get included in the Training schedule nor have log on credentials at Go-Live.
	• Credentials will only be provided to those who attend training.
		John Sawyer

30	Avatar Demo • Client Diagnosis was walked through. The data that shows will represent only what your logon ID allows and will not show data for other entities. • Diagnosis History was run. This report is the same as the CATS I1 – treatment data • The Client Services Report was run **NOTE:** We experienced excessive slowness with providing demonstrations requested during this user forum. After researching the issue, it was determined that the PC being used had not been logged on to for several days and was receiving multiple operating system and IE7 Microsoft security patches. In addition to a couple other network monitoring / inventorying utility tasks that were running concurrently. Although some reports are currently being tweaked to improve run performance, users should not walk away with the expectation that a given report would take the 5-10 minutes to run as was encountered during the demos.	Kacey Vencill

10	**Policy Updates** • UMDAP: A policy is currently in draft form. UMDAPs will not be required for clients with full scope Medi-cal, 3632 or Healthy Families. UMDAPS will be required for clients who are indigent/self-pay/realignment only, share of cost medi-cal, medi-care only, or private insurance. Still discussing whether UMDAPs should begin on the first of the month or on the actual date of UMDAP. • Access Authorization process. A policy is currently in draft form and will include: o Episodes will have an admission date and provider start date o Providers have 60 days between the admission date (aka authorization date) and first service to the client o Units without an active authorization will need to be backed out o At go-live, all new clients will require an authorization. Existing clients will be folded in during the first year of Avatar. o Access will enter "Intake Staff" as the assigned practitioner upon opening an episode.	Tracy Herbert
	Go-Live Transition A discussion regarding how to accommodate the project needs for transitioning from use of the legacy application (CATS/MSO) to Avatar took place. The following transition was discussed as preferred by the users present: 1. Services through 2/28/09 entered in CATS by 3/2/09 2. Conversion activities start 5:00PM 3/2 through 3/7/09 (Sat) 3. Final Go-Live set-up activities occur in Avatar 3/8/09 through 3/13 4. Avatar available to enter March services by 3/14, go-live 5. Providers enter all of March services into Avatar by 4/2/09. This will be reviewed with Sacto management. User Forum members will be notified once the final decisions have been documented. George McElroy encourages any Providers who were behind with data entry, work to get caught up well before the dates mentioned below.	Tracy Herbert
5	**Suggestions for future User Forums**	Users
5	**Next month's project activities in review** 1. Complete UAT – Fiscal process 2. Training preparation (Train the Trainers, curriculum development, etc…) 3. Next round of Conversion	Kacey Vencill
10	**Open Forum** The following questions and answers were provided at the User Forum: Eligibility A discussion surrounding eligibility took place. For go-live, the Sacto is still hopeful that the real-time, 270/271 interface with the State MEDS system will be in place. Until we can see this functionality in our instance of Avatar, we can't definitively answer details like, will this negate the need to log on to the MEDS system or make the phone calls separately. However, that is the intent of this transaction and functionality.	All

Q. **A question regarding getting kicked off the system was asked. At peak utilization period, CATS/MSO runs out of concurrent user capacity and user at times can not gain access or get dropped from the application. Will this occur in Avatar?**

A. The current contract is being amended to included 250 additional user licenses. 550 will be used at Go-Live, 135 will be used for the Sacto Alcohol and Drug Services users and the balance for growth. If an entity does not have CATS/MSO today, they won't get access at Go-Live. Netsmart (Avatar vendor) will be scaling the infrastructural devices to ensure the concurrent user capability figure is increased accordingly. It's currently stated at 125 in the contract.

Q. **If there are questions or problems the day after Go-Live, how will those be handled?**

A. The Support and Operation model is just starting to be formulated.

For the Go-Live transition period (about 2 weeks after users have started use of Avatar), users who experience problems or training related obstacles will be asked to communicate and / or review one of the following, prior to escalating to the project "Action Center":
- Supervisor
- Site liaison
- Next door neighbor
- Users that attended Acceptance Testing
- Training documentation or user guides
- Internal support staff to ensure internet connection is functional

Should these problem triage alternative not resolve the issue, an email to Avatar@saccounty.net or call to the Avatar Project Action Center (APAC).

Once the transition period passes, the APAC will be replaced with the standard support model in place today for CATS/MSO.

Next User Forum : 1/20/08, 3:00 – 4:30, 7001 East Parkway, Conf rm 1