DHHS Mental Health – Avatar Implementation User Forum

Date: 03/09/09
Time: 9:00 – 10:30 AM
Location: 7001 East Parkway, Sacramento, Conference room 1

Facilitator: Tracy Herbert

Scribe: John Sawyer

Attendees: (See sign in sheet)

Time	Agenda topic	Presenter
5	**Welcome / Introductions** Eddie Blagdon will be replacing Len Gray as the Project Manager for Avatar	Tracy Herbert

10	**New Go-Live Target**
	• There have been some ongoing issues for resolution prior to go live which are pushing back implementation. Sacramento County is using a hybrid model for Avatar which is unique and as a result some new issues have arisen which Netsmart has never worked through. They are being very responsive however and have recently hired a California manager who is pushing forward with Sacramento problem resolution..
	• Problems which are being resolved
	   o Loading of the MMEF file
	   o Report speed for internal county staff. Providers will be connecting via a different method and do not appear to suffer from this problem.
	   o The 270/271 eligibility process was originally set to be available at go-live. Due to several issues such as a delay in getting a Provider ID from the state, this may not be ready at that time. If it is not, then the eligibility process for Avatar will be identical to how it currently works with CATS (i.e. individual client lookups and entering the data manually).
	   o A goal of implementation was streamlining of the cost centers. This process is being incorporated into the data conversion from CATS and there is testing going on to ensure that this is done correctly.
		Tracy Herbert

15	**Go-Live Cut Over Review** • 5/1/09 – Stop entering data for services rendered post 4/30/09 into CATS • 5/4/09 – Complete all data entry into CATS for services up to 4/30/09 • 5/5/09 – Access to CATS disabled for all service providers • 5/11/09 – Start using Avatar for data entry • 6/2/09 – Complete May 09 data entry into Avatar There will be a process in place to back out services which were entered into CATS for services rendered prior to 5/1/09. There will NOT be a way, however, to rebill for services prior to Avatar.	Tracy Herbert

15	**Finalized BPR Decisions**	Tracy Herbert
	• Most of the BPR changes have been addressed in prior Forums and there are no changes to what has been presented.	
	• One new issue will have to do with Child and Adult Access authorizations which were completed prior to 5/1/08 but for which the client does not enroll until after Avatar implementation.	
	Because these authorizations will have been completed in MSO, which is not converting, the Access teams will outline a process by which the providers can contact Access for Avatar authorizations.	
15	**Appointment Scheduling**	Tracy Herbert
	• Because the scheduler will require additional setup and training prior to go-live, we are requesting that all providers which intend to use the scheduler within Avatar email Avatar@saccounty.net if they do intend to use the scheduler.	
	○ If providers do not implement use of the Avatar scheduling option at go-live, there will be an opportunity for them to use it in the future if they desire.	
	○ There is no requirement to do scheduling in Avatar, it just offers the ability to keep this information in one location and to allow for reporting on visits.	
	○ To use the scheduler, an individual must have an Avatar Login ID.	
15	**Training Scheduling**	Tracy Herbert
	There will be a communication coming out to providers next week which will identify all users who have been identified for Avatar along with some scheduled training dates.	
	• Training will start on April 6th and continue through go-live	
	• There will be make-up sessions scheduled both before and after go-live for users who are unable to attend their scheduled session	
	• Training will be tailored based on user role	
	○ Inquiry role- 4 hours	
	○ Data Entry role- 8 hours (which included inquiry training)	
	○ Authorization role- 12 hours (includes data entry and inquiry)	
10	**Sample Training Guides**	Kacey Vencill
	• Training guides are being created for all functional duties in Avatar	
	• The guides will be provided compiled as a manual at training depending on the user role	
	• Guides will also be available online, and as they are modified, users will be notified of the changes and where they can obtain them.	
	• Due to budget constraints, the manuals will likely not be in binder but will be stapled by functional area and there will be a table of contents.	
5	**Open Forum**	All
	Q. **For users who have a long history of working in CATS, it would be helpful to have some kind of glossary of CATS to Avatar terms for reports, screens, etc. Will this be available?**	
	A. To a certain extent it will. The caveat is that many of the reports and options in Avatar are not identical replications of those in CATS. Avatar items are being designed to be exactly what Sacramento wants, without many of the limitations which were present in CATS.	
	Next User Forum : 4/2/09, 9:00-10:30, 7001 East Parkway, Conf rm 1	