

Minutes



DHHS Mental Health – Avatar Implementation User Forum

Date: 04/02/09

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	Tracy Herbert
5	Go-Live Cut Over Review <ul style="list-style-type: none">• 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	Tracy Herbert
10	Training Schedule <ul style="list-style-type: none">• Last week, 22 trainers went through training• Training will begin on April 6th and go through early May• We are trying to accommodate changes. All outstanding requests have been processed and final lists are coming out Monday• Emails will be coming out to each user individually• Training is at Tech Center, not at East Parkway. Directions will be included in the emails• We are not adding new users at this time due to the licensing issues, but if agencies want to “switch out” users or remove users, please do so	Edmond Blagdon
5	Support Model: Training and Go-Live <ul style="list-style-type: none">• Pre Go-Live: send questions to the Avatar mailbox• Go-Live 5-11 through 5-31. There will be a central phone number to call with problems, this will be provided prior to Go-Live• Post Go-Live : to be determined	Edmond Blagdon

20	<p>Business Process Flows</p> <ul style="list-style-type: none"> • Swimlane Diagrams will be available for critical business processes • Examples reviewed: <ul style="list-style-type: none"> ○ Access Team Service Request ○ Provider Episode Management • Reports reviewed: <ul style="list-style-type: none"> ○ Pending Authorization Report ○ Diagnosis and Movement History ○ Expiring Authorization Report 	Kacey Vencill
15	<p>Financial Eligibility Update</p> <ul style="list-style-type: none"> • 270/271 batch transaction: We are still optimistic that this functionality will be available at go-live. • Billing Order: Medicare comes before Medi-Cal in billing order • Entering Eligibility: The Fast Financial Eligibility screen previewed at prior forums does not collect sufficient information for billing, so this option will be unavailable for all users. Instead, the Financial Eligibility option will be the method for entering guarantors and guarantor order. • 2 new fiscal reports will help: <ul style="list-style-type: none"> ○ Loss of eligibility report ○ Assignment of eligibility report 	Kacey Vencill
10	<p>Form Changes (drafts included with agenda)</p> <ul style="list-style-type: none"> • Progress Note • Zip Slip • Client Data Sheet: Will not be required for all clients at cutover, but will be generated as clients come in for their first face to face post go-live. <p>Will be available by the last week in April.</p>	Tracy Herbert
5	<p>Open Forum</p> <p>Q. Will the Diagnosis and Movement History report show hospital and jail admissions?</p> <p>A. To the extent that they have been entered as episodes in Avatar yes.</p> <p>Q. How will extending authorizations work in Avatar?</p> <p>A. The first authorization will “end” and a new authorization will be entered with the new end date.</p> <p>Q. Can you bill on an expired authorization? Will those be paid?</p> <p>A. Yes. There has been no decision at this point not to pay for services outside authorizations on the Adult side, but Avatar does offer the ability to identify these services. The processes on the Children’s side will remain as they are today.</p> <p>Q. What is the process for requesting UMDAP waivers?</p> <p>A. That process is still being developed.</p> <p>Q. For retroactive eligibility determinations, will providers have to enter back months manually?</p> <p>A. No, the MMEF process in Avatar should handle this.</p>	All

	<p>Q. If providers find a client new to Medi-Cal, do they add that information?</p> <p>A. Yes.</p> <p>Q. Do providers remove Medi-Cal for lost eligibility or leave for a period of time?</p> <p>A. That has not been determined.</p>	
Next User Forum : 4/28/09, 3:30-5:00, 7001 East Parkway, Conf rm 1		