

Minutes



DHHS Mental Health – Avatar Implementation User Forum

Date: 06/19/09

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
20	<p>Post Go-Live support and known issues recap</p> <ul style="list-style-type: none">• Intermittently, reports run slow or will not work at all for periods of 10-15 minutes – we have been working with Netsmart daily to try and resolve reporting issues as quickly as possible.• Service Fee Maintenance – we are waiting for a patch to implement the fees in Avatar. We will not be closing any charges in Avatar until this issue has been resolved and tested.• Co-practitioner Duration- There is currently a bug where editing an existing service entry wipes out co-practitioner duration. We are waiting on a patch for this.• Deleting Open Charges- There is a new process in place for deleting services which will be handled by QM. If you have not received the documentation for this process, please contact Avatar for further information.<ul style="list-style-type: none">○ Secure (i.e. HIPAA compliant) Electronic Submission is strongly encouraged○ Deletions should be received by the 5th of the month to be processed prior to closing of charges for the prior month• Pre-AVATAR Service Data (FY 07/08 AND 08/09)- we will be providing a 2 year new CATS extract on CD only to agencies who request it.• Answer to Group Billing Question (Uma) – There is only ONE practitioner for every member of a group for a group service. The other practitioner needs to be listed as the co-practitioner for that group.• Location (Place of Service) for client charge input- The default has been changed from “Office” to “Unknown” and will need to be updated for each service to reflect the place the service was provided.	John/ Kacey
10	<p>Reports</p> <ul style="list-style-type: none">• Authorization Reports (pending vs Active)- request to add type of authorization (initial or re-auth) (this has been completed and is in production)• Detailed Outpatient Census – request to add the secondary guarantor and the service coordinator (this has been completed and is in production)• Client Demographics Report – broke out from the Census, specifically for demographic data and includes crosstab tables on the last 2 pages.	John

	<ul style="list-style-type: none"> Provider Last Service Report (*New)- all open clients with their last non phone/unknown service 	
5	Training Update <ul style="list-style-type: none"> Due to low utilization of the training offered for AVATAR, trainings will be provided once a month rather than twice a month. Contact the AVATAR team to schedule training. 	Tracy Herbert
5	Support Model Update <ul style="list-style-type: none"> During the forum, the transition to OCIT (Sacramento's Central IT support) was discussed. However, due to difficulties in coordinating the transition, the date for this change is currently not known. Continue to contact Avatar@Saccounty.net or 876-5806 for Avatar problems until notified further. 	Kacey
5	Open Forum <p>Q. Where in Avatatar can we check eligibility?</p> <p>A. For the most reliable, up-to-date information, please continue to verify Medi-Cal eligibility using the processes that were in place for CATS. This includes the Medi-cal website, POS, AEVS (phone) systems.</p>	All
Next User Forum : 7/22/09, 2:00 - 3:30, 7001 East Parkway, Conf rm 1		