

Minutes



DBHS Mental Health – Avatar Implementation User Forum

Date: 8/27/2009

Time: 9:00-10:30

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	Tracy
10	<p>Post Go-Live known issues recap.</p> <ul style="list-style-type: none">• <u>Provider start date implementation</u>- A new editable date field has been added in the option for recording the provider start date. Mental Health staff is working to convert data from the 5,200+ records with an existing start date to bring those dates into the new field. Once that is done, providers will need to go through and review their programs for accuracy.• <u>Duplicate service error message</u>- There is a known issue where providers can see a “duplicate service” error message in Client Charge Input even when there are no services visible to their program. Apparently the only considerations that Avatar is making to find a possible “duplicate” for a client is date and service code. We have asked that this be fixed, but we have also expressed a preference that the error message give more information in general to allow users to determine if the service is in fact a duplicate.• <u>Scheduler error message</u>- There is a known issue where providers can get an error message at the time of discharge saying “a future appointment exists” when there are in fact no appointments in their program. In these cases, Avatar is responding to an appointment for the client in a different program. We have submitted this as a bug, but users can also bypass this and “OK” to continue with the discharge.• <u>Fee maintenance fixes</u>- Three of the four known issues with fee/liability posting have been addressed and the ETA on the last issue is sometime next week. After this fix is loaded in our TEST environment, we will need to go through a verification process prior to implementing the fixes in our production system.	Kacey/John
20	<p>Reports Issues</p> <ul style="list-style-type: none">• Guarantor 99999 reports- These were removed due to the reporting server problems they caused. We are working closely with Netsmart to resolve the reporting problems and we will be getting some version of these reports published prior to billing finalization.• In an effort to minimize reporting problems temporarily, there is currently a 20,000 record limit to reports. This should not affect most providers.	John

	<ul style="list-style-type: none"> • Netsmart has increased the number of reporting instances to prevent one large job from shutting the entire report server down. • Netsmart also has one of their developers reviewing all of our reports to review them for performance improvements. 	
15	<p>Business Process Update</p> <ul style="list-style-type: none"> • <u>CSI Changes</u>- There are a couple issues with CSI admission that we are currently working on <ul style="list-style-type: none"> ○ The school district dropdown information table is currently blank and apparently has been since go-live. We will be working to correct that ○ There are some new (and possibly unnecessary) data elements on the last page which if selected cause other items to become mandatory. Do not use these items at this time. • <u>Pre-Avatar CATS CDs</u>- for fiscal years 07/08 and 08/09 were distributed. Agencies which have not previously requested this information may still do so. • <u>Service/Claim validation process</u>- We will be scheduling some provider workshops at Tech Center to walk through billing issues with provider staff. <ul style="list-style-type: none"> ○ Topics of coverage will include reports, claiming and service entry ○ Dates are currently expected to be September 3rd, 9th and 11th • <u>UMDAP review</u>- <ul style="list-style-type: none"> ○ UMDAP is family based, not client based ○ To see if a client has an existing family ID, go to the Admission option, and the search results will show a "Family ID" column. If there is a Family ID on file the number will show here ○ UMDAP is added on the "Family Registration" option ○ ONLY do Family Registration on UMDAP clients. ○ UMDAP is not required for Medi-Cal or 3632 clients. ○ UMDAP is completed for Realignment, Medicare only and Share of Cost clients 	Kacey
15	<p>Open Forum</p> <p>Q. One provider discussed an "error in event handler" error message they receiving when entering group services?</p> <p>A. Please contact the Avatar@saccounty.net mailbox regarding these issues and send as much information as possible, including screenshots. While these types of errors are often the result of and incorrect Java installation, there may be other issues that we need to investigate further.</p> <p>Q. How will provider start dates be affected by the conversion and the combining of CATS cost centers?</p> <p>A. Provider start date is not anything that converted over from CATS. These dates have all been entered since Avatar go-live. With program consolidation, the conversion routing would take the earlier program admission in the event that a client was open to 2 programs which were being combined. In general, since CATS admission dates corresponded to provider start dates, the Avatar provider start date should match the program admission date for admissions converted from CATS.</p> <p>Q. Can we get rid of the 15 minute Avatar timeout lock?</p> <p>A. DHHS/DBHS has had an existing policy in place where all machines must have a 15 minute timeout in place to protect confidential data. Because Avatar can be accessed from outside</p>	Tracy

the county network, we implemented a 15 lockout in general from within Avatar as well.

Q. Is the Client Resources option required?

A. Client Resources was designed to be a place to track contact information regarding a client that spanned programs. There is no intent currently that it be mandatory.

Q. When will Review Meds Information and Delete Services become available again?

A. There is no plan at this time to make either of these options available to providers. As currently designed, there are confidentiality problems with both of them that we are unable to resolve without programming changes by Netsmart.

Q. When is the correct time to use the “engagement” service code?

A. The intent of this service code was to track attempts to contact the client prior to the original face to face.

Q. For guarantors where there is no policy/CIN number, what do we use for identification?

A. Make sure that the SSN is correct in the financial eligibility information.

Next User Forum : 9/17/09, 2:00-3:30, 7001 East Parkway, Conf Rm 1