Minutes

DBHS Alcohol and Drug Services – Avatar Implementation User Forum

Date: 10/14/09
Time: 9:00 – 11:00 AM
Location: 7001 East Parkway, Sacramento, Conference room 1

Facilitator: Kacey Vencill

Scribe: Glen Holland

Attendees: (See sign in sheet)

Time	Agenda topic	Presenter
10	Welcome / Introductions Glen Holland introduced the Avatar Project team to the attendees.	Glen Holland
5	Project Overview - Practice Management AVATAR Cal-PM is a practice management system. Practice management systems provide the ability register patients, record patient demographics, appointment scheduling and claiming functions. - Communication Vehicles o Website The AVATAR project website will be used to communicate project information including project schedule, schedule for user forums as well as minutes from user forums. The URL is as follows: http://www.sacdhhs.com/default.asp?WOID=MBR o Email Box The AVATAR project team has created a dedicated email box to address project related questions and concerns. This is the preferred method of communication as it will allow us to track received questions to ensure that answers are received timely.	Kacey Vencill
30	Quick Avatar PM Demo A quick demo was provided to give an idea of the data entry that will need to be completed in AVATAR. It included the following options (screens). • Open Episode (Admission) – This is the screen that Providers will use to admit clients to their programs. The admit date can be prior to the AVATAR go-live date. o Client Search – Searching for clients prior to creating a	Kacey Vencill

	new client record, will minimize the number of duplicate records created. • Financial Eligibility – This option (screen) will be used to record eligibility information for the purposes of claiming. • Diagnosis – This option is used to record diagnosis information for clinical reference as well as claiming. • Client Charge Input – This option (screen) is used to record services for the purposes of invoicing and claiming. • Client Ledger – This report shows the value of services provided and the guarantor that the charge is assigned. • Guarantor 99999 Report – This report identifies services with liability (charges) that can not be assigned to a guarantor. This is likely due to incomplete/inaccurate eligibility set up. • Discharge – Use this option to discharge a client from the program after the completion of service provision.	
10	High Level Timeline Review	Kacey Vencill

10	Known business practice changes
	
	 • Provider Invoices will be paid based on units entered into AVATAR
	
	 • Only valid services will make the claim to Drug Medi-cal
	
	 • Must continue to use methadone tracking software if applicable (NTP)
	
	 • Changes in Provider Payment Dates
	
	 • AVATAR will assign Medical Record Numbers (Unique Client ID)
	
	 • New Service Codes (Individual)
	   o Intake and Assessment
	   o Treatment Planning
	   o Discharge Planning
	   o Crisis Intervention
	   o Collateral
	
	 * All DMC Reimbursable services must be face-to-face
		Kacey Vencill

30	Provider Involvement Review • Sites and Users – Providers are asked to identify a minimum of one individual that will act as the liaison between your agency and Sacramento County, AVATAR Team. • Report input – Liaisons will communicate input regarding the types of reports that will be needed. • Security role assignment – Liaisons will ensure that AVATAR users are assigned the correct security role based on job function within your agency. • Training (curriculum review and course sign up for all staff) –	Kacey Vencill

	Liaisons will ensure that all users are scheduled for training. • Installation of Avatar – Liaisons will work with the Sacramento County AVATAR team to ensure that all workstations are prepared for the go-live event. • Cut-over Planning set up – Liaisons will work with the Sacramento County AVATAR team to address any issues related to cut-over planning and to make sure that the go-live event is as successful as possible.	
10	Existing FAQ Review	All
10	Questions and Answers/Open Forum	All

Next User Forum : 11/16/09, 1:00 – 3:00, 7001 East Parkway, Conf rm 1