

Minutes



DBHS Mental Health – Avatar Implementation User Forum

Date: 10/21/2009

Time: 2:00-3:30

Location: 7001 East Parkway, Sacramento, Conference room 1

Facilitator: Kacey Vencill

Scribe: John Sawyer

Attendees: (See sign in sheet)

Time	Agenda topic	Presenter
5	Welcome	Tracy
10	<p>Claiming Status:</p> <ul style="list-style-type: none">• We are on our 22nd Test 837• We expect to submit a production size 837 within the next few days• Unlike CATS, which only sent the primary diagnosis, Avatar submits all diagnoses, so we have had some significant cleanup in that area• The state has issues with Address records containing preceding or trailing blank spaces, which has been and will continue to be a cleanup issue• As we move forward with claims, we have found issues which will have to be addressed, and services with these issues will be removed from the claim until they are resolved:<ul style="list-style-type: none">○ Missing Medi-Cal policy number○ Missing Diagnosis○ Missing Medicare policy number (for clients who also have Medi-Cal) <p>New Service Codes- We will soon be implementing some new service codes to track non-billable services (i.e. services provided prior to a dated treatment plan).</p>	Kacey
20	Financial Eligibility Review – Went over some specific examples of Guarantor setup and order. Discussed how to set up clients who fall on and off eligibility and are assigned to other (MHSA, etc.) guarantors in between.	Kacey

	<ul style="list-style-type: none"> NOTE: One recently discovered issue with financial eligibility. If a guarantor is flagged as “YES” on the customize guarantor, but there are in fact no customizations on the Customize Guarantor tab, services will fall past that guarantor to the next valid guarantor or to 99999 if there is none. 	
15	<p>MHSA IT Planning Update</p> <ul style="list-style-type: none"> There is a session scheduled for tonight at 5:30 Next session is on October 28th at 5:30. Focusing on Electronic Health Record requirements For planning, we will soon be asking all providers for estimated numbers of users who are: <ul style="list-style-type: none"> Clinicians Prescribers (by FTE) We will also be asking for information on the laboratories agencies currently utilize 	Tracy
15	<p>Updates</p> <ul style="list-style-type: none"> Support Model – We have transitioned our Avatar phone number to a new group who will be tracking calls for us. The number is still 876-5806. License Availability – We are currently able to handle additional license requests. If agencies have additional users who would like a license, please submit their information to Avatar@saccounty.net and we can get them scheduled for training. UMDAP Policy – Has not been formalized, but in short the decision has been made to only include household members who are known clients, except in the case where the client is a child, then the parents need to be included as well. This applies to the Family Registration tab. Fiscal Policy – As mentioned previously, services will be excluded from claiming if they are missing diagnosis or policy numbers. This will be formalized in writing soon, but it will begin immediately due to practical considerations with the claim. Website – Has been updated to reflect the inclusion of Alcohol and Drug Programs. Avatar Site Liaison Contact List – Please verify the contact information on the Avatar Provider list (on the website as well) so that we can keep it as up to date as possible. 	Kacey/Tracy

15	<p>Open Forum</p> <p>Q. Why does the duration field on Client Charge Input allow for too many characters?</p> <p>A. We realize that this opens up the screen to data entry errors, but currently we have no control over the size limit for this field.</p> <p>Q. Have you set deadlines for data entry cleanup for June, July and August?</p> <p>A. We have not yet established formal deadlines, but we expect to begin moving quickly once we are successful in completing the May claiming.</p> <p>Q. Can Episode Number be added to the Client Services Report (Single Client) to assist with data cleanup?</p> <p>A. This change was completed and deployed to production on 10/22.</p>	Kacey
<p>Next User Forum : 11/24/09, 1:00-2:30, 7001 East Parkway, Conf Rm 1</p>		