

# Minutes



## DBHS Alcohol and Drug Services – Avatar Implementation User Forum

**Date:** 12/14/09

**Time:** 1:00 – 3:00 PM

**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 - <a href="#">no new introductions</a>	Glen Holland
10	Training Schedule – <a href="#">None of the sessions are filled yet; half of the providers have not yet submitted their user list request for training.</a>	Kacey Vencill
10	Provider Readiness <ul style="list-style-type: none"><li>- <a href="#">Training Scheduled – all submitted requests have been assigned their requested dates.</a></li><li>- <a href="#">Workstations Configured – two or three providers have begun the process of configuring their workstations; ADS Avatar team is available for technical assistance. All workstations must be configured prior to training if providers would like to begin their data entry as soon as possible. It is the responsibility of the providers to configure each workstation that will be using the AVATAR application.</a></li><li>- <a href="#">Go-live Practitioner Lists Submitted – several providers have submitted their list of practitioners, some still need to submit their list. If the practitioner lists are not submitted, providers will be unable to enter any billings until the practitioners have been added to the system.</a></li></ul>	Kacey Vencill
60	Known business practice changes <ul style="list-style-type: none"><li>• <a href="#">Deletion Requests for OPEN Charges – Draft policy on Open Charges Deletion Request was reviewed. This process must be followed to ensure that only valid claims are submitted for reimbursement and to ensure claims are not denied unnecessarily for duplicate services.</a></li><li>• <a href="#">Medi-Medi (Identification of Dual Eligible clients) - Draft policy on Billing ADS clients with Medi-Cal and Medicare (medi-medi)</a></li></ul>	Kacey Vencill

	<p>was reviewed. AVATAR requires that eligibility information be recorded for dual eligible clients (medi-medi).</p> <ul style="list-style-type: none"> <li>• Pregnancy Indicator (For Perinatal services) – A new requirement to report the Pregnancy status for Perinatal providers was presented.</li> <li>• Share of Cost - Draft policy on Share-of-Cost Drug Medi-Cal Billing was reviewed. There are changes in the way that share of cost must be reported to the County. Please refer to draft policy for more details.</li> <li>• Staff Registration – How to register staff was discussed, procedures and a new form will be forthcoming. With the implementation of AVATAR it is required that Providers send new staff information at the time of new hire. If the practitioner is not registered in the AVATAR application,. Providers will be unable to enter services rendered by the individual. It is also now necessary to inform ADS Admin when a practitioner separates from employment. This is so that the practitioner can be inactivated in AVATAR to help prevent the use of the practitioner id when it is not valid.</li> </ul> <p>* (NEW) Resubmissions and Supplemental Claims will be entered by Sac County Fiscal.</p> <ul style="list-style-type: none"> <li>○ A process will be established for Providers to communicate the delay reasons and the duplicate overrides.</li> </ul> <ul style="list-style-type: none"> <li>• Provider Invoices will be paid based on units entered into AVATAR</li> <li>• Only valid services will make the claim to Drug Medi-cal</li> <li>• Must continue to use methadone tracking software if applicable (NTP)</li> <li>• Changes in Provider Payment Dates</li> <li>• AVATAR will assign Medical Record Numbers (Unique Client ID)</li> <li>• New Service Codes (Individual) <ul style="list-style-type: none"> <li>○ Intake and Assessment</li> <li>○ Treatment Planning</li> <li>○ Discharge Planning</li> <li>○ Crisis Intervention</li> <li>○ Collateral</li> <li>○ (NEW) DMC NTP Individual (for NTP providers only) – this new service code will be added</li> </ul> </li> </ul> <p>* All DMC Reimbursable services must be face-to-face</p>	
10	<p>Provider Involvement Review – already covered in previous topics</p> <ul style="list-style-type: none"> <li>• Sites and Users</li> <li>• Report input</li> <li>• Security role assignment</li> </ul>	Kacey Vencill

	<ul style="list-style-type: none"> <li>• Training (curriculum review and course sign up for all staff)</li> <li>• Installation of Avatar</li> <li>• Cut-over Planning set up</li> </ul>	
10	Questions and Answers/Open Forum	All
<b>Next User Forum :</b> 01/19/10, 1:00 – 3:00 p.m., 7001 East Parkway, Conf rm 1		