

Agenda



Avatar Implementation User Forum

Date: 10/21/2010

Time: 1:00-2:30

Location: 7001 East Parkway, Sacramento, Conference room 1

Facilitator: Kacey Vencill

Scribe: Cat Keeley

Attendees: (See sign in sheet)

Time	Agenda topic	Presenter
5	Welcome	Dawn
10	Bug/Issue Update <ul style="list-style-type: none">• <u>Open Netsmart items</u><ul style="list-style-type: none">○ Fee override○ 837 file CAS segment isn't being appropriately populated on the claim file. Ticket has been open since 9/20/10○ New reporting feature going well	Kacey/John
15	Claiming Update <ul style="list-style-type: none">• <u>Claims Correction Spreadsheet</u><ul style="list-style-type: none">○ CO *22 references that there is other health care (OHC), Do not enter a new service. Continue to put on the Claim Correction spreadsheet so it can be moved to another Guarantor○ CO *22 N192 not always Medicare only. This error code could indicate that the client has a Medicare risk insurance which DOES need to be billed first.○ PCCN is not always a consecutive number on the report. Be sure to check carefully and find all numbers that are related to client○ When entering new services on replacements only enter for the specific service that needs to be corrected○ ADS reminder to submit Drug Medi-Cal certification form with replacements○• <u>Claim Status</u><ul style="list-style-type: none">○ ADS – Fiscal has claimed for services through 6/30/2010○ ADS – Fiscal has until November 30, 2010 to add delay reason codes and submit claims from 7/1/2010-10/31/2010○ MH – Fiscal has claimed for services through 6/30/2010○ MH Phase I denials through June have been submitted as of 10/1/2010. This could generate new denials for Providers to review. New denials will be in the Phase II format and should be easier to review. Some items were not be claimable due to Share of Cost, late submission, and lack of eligibility• <u>Duplicate Modifiers Reminder</u><ul style="list-style-type: none">○ Make sure they are uppercase, no spaces, only use the 3 codes 59, 76, 77	Melony

	<ul style="list-style-type: none"> • <u>Unbilled</u> <ul style="list-style-type: none"> ○ Please run unbilled report on ADS side through next week. Some possible unbilled reasons may be related to no diagnosis entered, no policy number, or wrong Practitioner identified 	
20	<p>SachIE Update</p> <ul style="list-style-type: none"> • Business Process Review summary <ul style="list-style-type: none"> ○ Sessions are moving forward. Meeting scheduled for Executive Management to review requirement requests made to date and make final decision • Direction forward <ul style="list-style-type: none"> ○ New information on the Internet with screen shots ○ User Acceptance Testing will be the next step after the requirement sessions are complete. Scheduled for April 2011 ○ Pilot testing and training and rollout process will take place in selected sites to tentatively start next July (2011) 	Uma/Kacey
15	<p>Reports/Reporting</p> <ul style="list-style-type: none"> • <u>Report platform change follow-up</u> <ul style="list-style-type: none"> ○ Moved to new backend platform in September. • <u>New reports</u> <ul style="list-style-type: none"> ○ Client Services Report for Multiple Programs ○ Fiscal Year Summary • <u>Modified reports</u> <ul style="list-style-type: none"> ○ Added location by Service to Summary of Services by Program Report • <u>Report change suggestions</u> <ul style="list-style-type: none"> ○ Cal billing units is the total amount but it doesn't match doesn't always match the ODCR screen 	John
25	<p>Open Forum</p> <p>Q. Only PCCN data shows for January and April. There is no February and March. Why?</p> <p>A. Please send specific information to Avatar@Saccounty.net so it can be reviewed. Don't forget to zip, encrypt, and password protect before sending.</p> <p>Memo regarding Fast Financial Eligibility system upgrade will be distributed today.</p> <p>The Access team will start using the Fast Financial Eligibility feature. This new functionality will populate fields that Providers will see when logging in to the system. Providers need to check the financial eligibility information for accuracy.</p>	All
<p>Next User Forum : 11/18/2010, 1:00-2:30, 7001 East Parkway, Conf Rm 1</p>		