Minutes

Avatar Implementation User Forum

Date: 12/15/10
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/Introductions**	Dawn
10	**Bug/Issue Update** • Fee override indicator is being set to yes. Some services are not calculating correctly. Netsmart is working on the issue. • CSI reporting – Netsmart developed a patch and it is currently being tested in the test environment • 837 adjustments are not being populated correctly in a few random instances. Netsmart is working on this issue	Kacey/John
15	**Claiming Update** • MH is claimed through July and started creating a batch for August • ADS is claimed through October • MH and ADS are both current on Claims Correction Spreadsheet Claims Correction Spreadsheet Reminders: • Please submit claims correction spreadsheets as they are processed to the Avatar-Fiscal mailbox at the following email address: avatar-fiscal@saccounty.net • Fiscal is currently submitting a void/replacement claim on a weekly basis • A reminder that a denied service cannot be voided. Those services will have to stay in the system as a denial • Make sure that you are using the appropriate duplicate modifier for duplicate services, all CAPS, no spaces, separated by a comma. Please share this with data entry staff that is not present. One of the most common errors are duplicate modifiers • Denial code for OHC (other health care) No need to enter new	Mary Ann

	service but need to provide OHC info in Financial Eligibility before we can process the request to move charges. • ADS Providers must submit a copy of their invoice for regular claims; retros & claims correction in the AVATAR-Fiscal Inbox– please put info in the subject line. For claims correction they can attach a copy of the invoice in the same email. • 276/277 – Claims status update was submitted last Friday. We will be responding to emails • Adult MH – denials related to billing Medicare. Internally a decision is being made as to how these will be re-billed. Kathy Aposhian will be contacting certain Providers to update MFTs taxonomy code	
5	**CSI Update** • Please continue to work on update. Missing CSI Report is available. Living arrangement is the only item that cannot be updated. • Can the report be modified to include closed CSI? Yes, John will update the report.	Kacey
15	**SacHIE Update** Website updates • There is a new link to the SacHIE project documents on the website. Please review and provide feedback to the screen shot documents http://www.sacdhhs.com/article.asp?ContentID=2172 • SacHIE EHR system - Please respond to the memo sent out from Mary Ann Bennett regarding your agency decision • Meaningful Use Criteria is published on the SacHIE Documents page on the website regarding stage 1 requirements Direction forward – feedback by 12/31 Requirements sessions are complete and we will be moving to development after the first of the year. Please review the website documentation and provide feedback by December 31st	Uma/Kacey
15	**Reports/Reporting** New reports • Report of Open Services within a Date Range will be available soon. After a month of services is claimed the report can be run to find out which services are not being claimed. • Program Financial Eligibility Summary Report is Program data for a specific date as it appears on date report is ran.	John

	Modified reports As suggestions are received to the Avatar mailbox, we may make minor changes to reports: • Print Date/Time added to Unbilled and Phase II Denials reports • PCCN for approvals has been modified to report on status '2' charges, which are additional approvals. Report Inventory Change Avatar Report Inventory document on the website has been sorted for easier use. New reports are highlighted in green. Obsolete reports are at the bottom of the list. Columns have been added for type of "Usage" and for "Frequency" for those billing maintenance reports which should be run on a routine basis.	
25	**Open Forum** Raffle! La Familia won 2 gifts and Terra Nova took home the grand prize! Happy Holidays from the Avatar Team!!	

Next User Forum : 1/20/2011, 1:00-2:30, 7001 East Parkway, Conf Rm 1