

# Minutes



## Avatar Implementation User Forum

**Date:** 1/20/2011

**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	<b>Welcome/Introductions</b> <ul style="list-style-type: none"><li>• Dawn reminded the group to please ask questions during Open Forum. All attendees benefit from the Q &amp; A portion if the monthly meeting.</li><li>• Kacey reviewed with the group that feedback has been received regarding the pace of the User Forum meeting. Kacey will make every effort to slow down and give the opportunity for questions and/or comments. Please speak up if clarification is needed and ask questions if something is unclear. There is always the option to send comments, questions, and concerns to the <a href="mailto:Avatar@Saccounty.net">Avatar@Saccounty.net</a> mailbox too.</li></ul>	Dawn/Kacey
10	<b>Bug/Issue Update</b> <ul style="list-style-type: none"><li>• There is a continuing issue with the Fee Override Indicator not set correctly. There has been a ticket open with Netsmart since September and Netsmart is working on the issue.</li><li>• The CAS segment issue has been resolved. It was determined that the cause of the issue was because guarantors were removed from the client's financial eligibility records when the guarantor had previously been billed for the service.</li></ul>	Kacey/John
15	<b>Claiming Update</b> <ul style="list-style-type: none"><li>• Website updated with a new claiming page status – there is a new link off the Avatar web site called, Current Claiming Status. Once Fiscal finishes a claim and the State has accepted the claim the info will be updated on this <a href="#">page</a>. Please provide feedback/recommendations regarding this new page to <a href="mailto:Avatar@Saccounty.net">Avatar@Saccounty.net</a>.</li><li>• There was a suggestion to add in the date to track the 97 days to the Current Claiming status link. This would be difficult to</li></ul>	Melony/ Mary Ann

	<p>manage because the document would not be reposted daily and the date would be stale.</p> <ul style="list-style-type: none"> <li>• Please do not send fiscal questions directly to Melony and Mary Ann. All fiscal questions should be sent to the <a href="mailto:Avatar-Fiscal@Saccounty.Net">Avatar-Fiscal@Saccounty.Net</a> so the entire team will see your email and be able to respond.</li> </ul> <p><b>MH</b></p> <ul style="list-style-type: none"> <li>• Currently working on September 2010</li> <li>• Claims Corrections spreadsheets processed weekly</li> <li>• Providers should not run Unbilled Report</li> </ul> <p><b>ADS</b></p> <ul style="list-style-type: none"> <li>• Currently working on December 2010</li> <li>• No claim corrections received for 3 weeks</li> <li>• Providers should not run the Unbilled Report</li> </ul> <p><b>Reminders</b></p> <ul style="list-style-type: none"> <li>• When submitting a question please remember to zip, encrypt and send the password in a separate email.</li> <li>• When filling out the Claims Correction Spreadsheet please fill out your contact info at the bottom of the form.</li> </ul> <p>Fiscal is noticing errors when a client has OHC that is the parent's coverage. Please include the relationship to subscriber and the subscriber's DOB. You will also need to update the subscriber's address.</p> <p>OHC must have a policy number. If you are not able to find a policy number; please use the SSN of the client.</p> <p>Reminder - When claiming Medi-Cal the relationship used is always "Self".</p>	
5	<p><b>CSI Update</b></p> <p>The County has made some progress with the DMH and CSI. The report has been modified and the report is called Missing CSI. Please continue to clean up the data.</p> <p>Providers are still unable to update living arrangements since the admission screen is completed by the Access team at time of admission. If living arrangements is known Providers can send info zipped, encrypted and password protected to <a href="mailto:Avatar@Saccounty.net">Avatar@Saccounty.net</a> and we will update the information for you. CSI needs to be cleaned up back to May 2009.</p>	Kacey

	<p>Non-admits need info cleaned up as well. If that client is showing up on your report. Fill out as much info as possible. Indicate unknown if you have never seen client.</p> <p>What if Client does not have a SSN? Need to put something in that field. Can use all zeros.</p>	
15	<p><b>SachIE Update</b></p> <p>Mary Ann has sent out a memo requesting agency response to SachIE decision regarding use of County EMR or usage of an internal electronic health record system. If you have not provided a response please send the decision ASAP.</p> <ul style="list-style-type: none"> <li>• SachIE website update- typing tutorials on the Avatar website. Please share with colleagues that may benefit</li> <li>• Skill assessment will be sent out shortly</li> </ul>	Kacey
15	<p><b>Reports/Reporting</b></p> <ul style="list-style-type: none"> <li>• New reports - Active Client Eligibility Comparison. This report is pulled monthly from a state report and info will be stale. SSN is compared with the MEDS SSN. Often points out pseudo SSN. Shows MEDS file date and current eligibility. Only pulling County 34 (Sacramento County Medi-Cal). If report shows ineligible then report often gives special eligibility info. Please remember to take into consideration Date of Claim. DMH will not accept a replacement if CIN is different from the original. Must leave incorrect CIN until voids, replacements are complete, Please make a note in Coverage Comments on screen one of Financial Eligibility</li> <li>• Question: When a CIN changes and 6 months later in UR. If CIN has been updated with the correct CIN. Wrong CIN must be entered back until Voids are complete.</li> <li>• Advanced Billing Training - 2nd Tuesday of each month. Bring your billing questions here, we are going to be trying to make this more of a report oriented hands on session</li> <li>• New report Phase II Denials by Posting (rebill). Please run both reports. Phase II Denials by Posting and Phase II Denials by Posting (rebill) and check accuracy. Both reports can be run at the same time. If discrepancies please let us know.</li> <li>• Please let us know if you have questions/concerns on reports. Send all questions to <a href="mailto:Avatar@saccounty.net">Avatar@saccounty.net</a></li> <li>• If you receive system errors when using Avatar. Please send us an email with the details with screen information and what fields cause the error message.</li> </ul>	John
25	<p><b>Open Forum</b></p> <p>Uma reiterated that passwords must never be included in</p>	All

zipped/encrypted emails. Always send under separate cover.  
Incorrect CIN review is covered in the second training. Please come back to training if you need more clarification.

Please make sure you are not working in the test system. There is not anyway to copy over data from test to live. Can always use the URL that is found on the Avatar web page.

Question about exporting Denial Report to Excel. There is a request to have all info on one line.

Uma asked the group to review and read the comment on the Active Client Eligibility Comparison

If SSN is changed in the Admission screen it does change in all areas within Avatar.

We finally have received the County Treatment Planning Coalition libraries. Uma will be contacting the meeting attendees for feedback.

Avatar phone line 876-5806 should be used for Avatar issues. Please do not leave messages on other phones.

There is a two step process on OADR. Please send as soon as realized to QM and ADS Avatar

**Next User Forum :** 2/17/2011, 1:00-2:30, 7001 East Parkway, Conf Rm 1