

MINUTES



Avatar Implementation User Forum

Date: 4/21/2011

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	Welcome/Introductions	Dawn
10	Bug/Issue Update <ul style="list-style-type: none">• CSI issue is still outstanding and we still need to get the data cleaned up. The technical issue does not affect the data entry efforts.• John has been tracking the Fee Override issue. Netsmart has worked on the request and we have installed the patch in the LIVE system. Unfortunately we are still receiving the same error so we are still working on it and this issue is still unresolved.	Kacey
15	Claiming Update <ul style="list-style-type: none">• MH –Fiscal is currently working on the February and March claim and should be current by next month. Fiscal is current with the MH Claims Correction Worksheet and also current on the posting of the 835.• ADS –Fiscal started posting the ADS 835 last week. We are currently working on the March 2011 claim and current Claims Correction Spreadsheet. <p>Claiming Reminders – Please remember it is the Agency's responsibility to keep track of voids and replacements submitted to the State and Avatar Fiscal. Once submitted run the PCCN for Clients Report to check on the status.</p>	Mary Ann
5	CSI Update <p>A memo was sent out from the Behavioral Health Services Director Mary Ann Bennett on April 6, 2011 requesting service providers to transfer data from the chart to Avatar.</p> <p>Reminder – Sacramento county has not submitted a CSI production file to the State since Sacramento county went live in May 2009</p> <p>Q. Do we have to go back to May 2009 and clean up CSI data?</p> <p>A. Yes. Please utilize the Missing CSI by Program Report. After running the report you will see what screen needs to be corrected.</p> <p>To date we have received 22 lists out of 200+ agencies for missing living arrangements at time of admission. Please submit data as soon as possible. The CSI Error Report shows the missing living arrangements. If you are having difficulty please let your Contract Monitor know the circumstances.</p>	Kacey
10	SachIE Update <p>Requirements sessions are complete and the design of the CWS module is just about complete. There is a Design Review session scheduled for April 22, 2011. The pilot sites have been identified and we will send out a survey monkey asking for UAT participants.</p> <p>Pilot sites are CHW, County operated 36.32 and CAPS, and Turning Point ISA</p> <p>There is a Use Case Development meeting scheduled with Providers on Monday, 4/25/11 to obtain additional UAT scenarios from Providers.</p>	Kacey

	<p>Skills Assessment Survey</p> <p>We have had a good response to date (400+) but we are looking for around 2000 responses. Please send your responses as soon as you can. This will help the Avatar Implementation team in planning strategies. Treatment Assoc and Mercy did not receive the survey.</p>	
15	<p>Reports/Reporting</p> <p>DHCS Duplicate Service Report – You will notice that services show up on this report at times without a HCPC code. If it is not a medi-cal billable service, then you don't need a modifier on it. Note that case management (94510) will at times be missing a HCPC due to a claiming workaround being used by Fiscal. These services DO need a modifier entered though.</p> <p>Phase II Denials Report – 835s sent from the State cannot always be posted back in Avatar for a variety of reasons. For this reason, the report Phase II Denials by Program will not always show 100% of the denials received. The only other viable option at this time is Phase II Denials by Posting (Rebill), which we know is very slow.</p> <p>There is a patch in QA at Netsmart to hopefully resolve the issues of reports timing out due to Avatar locking. As soon as it is ready, we will load it in our TEST system.</p> <p>The Report Inventory document on the Avatar Website will be updated and the obsolete reports are going to be removed. Please send an email to the Avatar mailbox if there is an obsolete report on the list that you still use and we can review other reports that may better suit your needs. Please let us know by April 30th if one of these obsolete reports is still needed.</p> <p>We received a request to add Service Coordinator to the Provider Last Service Report. When we are through with our UAT preparation, we will look at getting this added. As always, thanks for these types of suggestions, and if you have others, please send them to our box.</p>	John
25	<p>Open Forum</p> <p>Kacey reviewed Avatar Project Website to show where the minutes and meeting date could be found for the County Provider Leadership Meeting. The next meeting is scheduled for 5/13/3011, 2:00-4:00</p> <p>John shared with the forum that there might be an issue when Avatar is opened within Windows 7. Please send an email to the Avatar mailbox and John will share a workaround with you.</p> <p>Q. Have any payments been received from OTC for services? A. Yes, it is minimal but we do have some payments. Fiscal will attempt to provide a list of insurance companies that are paying. It can also be found by running the Client Ledger Report.</p> <p>Q. Is there a status update on the County Treatment Plan Coalition Workgroup? A. Four members of QM will be contacting the folks that were part of the requirements sessions. We will be asking members to review the libraries so we can issue feedback to the statewide group. Please send Uma an email if you are an ADS provider that wants to submit details about libraries</p> <p>Q. ADS Provider was wondering on the decision regarding the two acceptable denial reasons. A. The state has indicated that the reasons are: Service is Not Covered or Services have Been Exhausted. We asked for further detail and we have not received an update. The Avatar Implementation Team will ask again on the conf call with DMH today.</p> <p>Q. On the Client Ledger 835 Report how long should I wait for the report to run? A. It is a lengthy report because it has to go out to the 835 tables. In general use the Client Ledgers SAC reports and avoid the Client Ledger 835 Report if you can.</p> <p>Q. Question about modifiers. 2 HEs are showing up on the report.</p>	All

A. Please send us an example to the Avatar mailbox.

Q. Another Modifiers question. We are seeing new services (engagement, cancellations, etc).

A. Services should not be showing if there is not a dollar amount associated with the service. Please send an example so the Avatar box. You do not need to enter a service code for services that are not medical billable.

Q. I ran the Client Services Report SAC and it showed a 1.

A. Please send an example to the Avatar mailbox.

Q. Should I run both reports to check for duplicate services?

A. Yes. The DHCS Duplicate Services and Duplicate Services Report should both be used to check integrity of data entry.

Next User Forum : 5/23/2011, 1:00-3:00, 7001 East Parkway, Conf Rm 1