Minutes

Avatar Implementation User Forum

Date: 7/21/2011
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** **Fee override indicator** –The patch has been loaded in the LIVE environment of Avatar and will be monitored over time to see if the bug has been fixed. **CSI** –The patch has been loaded in both the TEST and LIVE environments and the dictionary values for unknown place of birth, counties should be corrected. **Approved Services on 99999's** – There is a bug in Avatar that is resulting in approved services for zero dollars. NetSmart is working on the fix. The good news is that the problem is resolved when we process replacements on these claims. The next step will be for Fiscal to reclaim them. Providers do not need to do anything regarding these services.	Kacey/John
15	**Claiming Update** **ADS** – Fiscal just started working on the June 2011 claiming **MH** - Fiscal will start working on claims tomorrow for May/June 2011 **MH** – Fiscal is currently working on Medi-Medi replacements. There have been a couple emails inquiries about replacements still showing on reports. Fiscal is only processing rehab services at this time and will move to the next batch of services once the rehab services are finished. **As a reminder** - for all Guarantors 'customized plan' should always be set to 'no' unless the person is falling on and off Medi-Cal eligibility. **Denials for CO22 (OHC)** – management has made the decision to process CO22 denials for claims that are within 1 year of the claim date. Claims will be resubmitted to Medi-Cal but be aware that if it is close to a year old it will more than likely be denied. Please do not send services that are 1 year old or older. ◊ ADS – The OHC timeline for replacements has been lifted for now. The delay reason codes of 1 year do apply to ADS Please don't delete Guarantors if we have already claimed services to that Guarantor. If a client falls off please just enter an end date but do not delete the Guarantor. **MH Reminder** – Do not enter a new service until you are ready to submit a CCS. A lot of services are going out as originals instead of as replacements. **ADS Providers** – We received guidance on how to submit a claim to the State for a minor when OHC does not need to be billed. This guidance also applies to services where we have received incorrect denials from the OHC of not Authorized. Agencies must receive letters client by client indicating this is	Melony

	not a covered service. This letter will have to be received and submitted annually. There is nothing for providers to do yet. Fiscal is currently testing the guidance that the State has given us to claim.	
5	**CSI Update** A test CSI file was submitted on the 24th of June. We should have the results from the State soon. After we receive the results we will determine next steps.	Kacey
10	**SacHIE Update** The first face to face meeting was held with all participating pilot sites and a meet and greet meeting was held with Turning Point ISA. There are a couple major upgrades that will occur during the pilot phase of the project. The current version of Avatar will be upgraded. The new version is called 'My Avatar'. This upgrade will occur toward the tail end of the pilot phase. Q: How about printing chart info? A: All document requirements will remain the same until further notice. The paper charts will be maintained until we reach the document management. Q: Are there hardware requirements? A: Yes there are recommended and minimum HW requirements. The document can be found here on the Avatar website. Q: If we have technical questions who do we send them to? A: Please send all technical questions to the Avatar Implementation Team at Avatar@saccounty.net	Kacey
15	**Reports/Reporting** As mentioned at the last two user forums, we have implemented a new report deployment process. As reports are modified, and as new reports are developed, each report will have a "Report Version Date" link in the report footer. This link reflects the most recent change to the report, and clicking on it will open up details on: • Record selection criteria used by the report • Grouping considerations in the report • Report revision history with explanations of what is changed with each update Reports presented at the forum (deployed on 7/22/11) and which contain the new "Revised" footer are: Missing CSI by Program – Added episode admission date, added print date/time Missing CSI Service Information – New report, reflects services in a date range which are missing the Evidence Based Practice CSI information. Phase II Program Charge Status – Split the "Unbilled" group out into Open, Unbilled and Unbilled DELETE to more accurately reflect the status of the charge. Provider Last Service Report – Added Service Coordinator and Last Service (All Locations)	John
25	**Open Forum** During the first pilot test site meeting there was discussion regarding a need for laptops for field based staff. A laptop will be needed in order to obtain a clients signature in the field. It is also important to plan to provide internet access to field based staff. Dragon Speak software – the Avatar team cannot support the Dragon Speak software but it will function with Avatar. If the decision is made to use this type of dictation software please be aware that the Avatar team cannot help with support. The manufacturer of the software will have to be contacted. Q: Is there a preferred signature pad device? A: The county will provide signature pads. Q: Any update on the new Med-Medi service codes? A; There is not a new update on the Medi-Medi codes at this time. **** The following URL contains information regarding how to work with Medi-cal directly to remove or update erroneous OHC information from a client's Medi-cal Eligibility file.**** **http://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_10724_1.asp**	All
Next User Forum : 8/18/2011, 1:00-2:30, 7001 East Parkway, Conf Rm 1		