Avatar Implementation User Forum

Minutes

Date: 8/18/2011
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
5	**Bug/Issue Update** • Fee override indicator – The Avatar Team has narrowed it down to 2 users that are experiencing difficulty with the fee override indicator being set. We are monitoring and working with those users to get it corrected. • A CSI file has been submitted and results received. All data we are required to submit is under the error threshold except for the General Medical Conditions. The General Medical Conditions data should be entered in the Diagnosis option and has been required since 2007. If you are entering the Axis III diagnosis then you do not have to submit a General Medical Condition. Only enter one or the other. Do not enter both. At this time we are not sure yet if the data will need to be corrected. We will give you an update as soon as possible. • CSI is appearing twice on the Missing CSI Service Info Report. John is working on the issue. • Zero dollar approvals bug – Netsmart is working on it and do not have an update at this time. • Group Code for CalWorks –the group service codes do not seem to be calculating according to Medi-cal calculations. This is because CalWORKS is not currently set up as a Medi-cal billable program so attributes specific to Medi-cal are not being applied. This is not a bug, but a set up issue.	Kacey
15	**Claiming Update** • ADS – Fiscal has started working on July 2011 • MH – Fiscal will start working on July 2011 next week • MH – over 13000 Medi-Medi denials have been completed. The majority that has been completed consist of rehab services and some location of service denials. • DHCS is over 4 weeks behind in processing denials please be aware of this when running reports • CO177 – client is not eligible. Nothing that can be done if the client is truly not eligible. If	Melony

	the CIN is incorrect on the MH side then we have to go back to timelines for original submission but you will have to work with fiscal to get this done. • MH – do not have to bill prescription only insurance anymore. • OHC letters – if you receive OHC letters please send zip and encrypt the data and send it to the Avatar-Fiscal box and we will work on it. • ADS 835 – posting is still being done and we are working on most current first Action item –where we are on the 835 posting? ADS Providers cannot run the new denials reports - There is still a long way to go before ADS will be current with their postings and able to leverage the improved denial reports. There is no ETA at this point. Q. On the Duplicate Services Report there is a service showing as a duplicate but it is not a duplicate. A: Make sure there is a modifier entered on the 2nd service before it claims and you will be okay. Q: What is the timeline for a denial with the code CO22 (OHC)? A: W e have one year from date of service but even though we have a year it could actually take longer because you have to notify fiscal by a CCS and enter the OHC info into Avatar. Then fiscal moves the service to bill the OHC. We then have to wait for adjudication from the OHC or 90 days in order to move the service back and bill Medi-Cal again. Q: Billing cycle – when entering claims and looking at modifier report is there a cut off for entering modifiers? A: Yes there is a cut off. Once we create the batch and start claiming if the modifier isn't entered it will not go out with our claim. If possible try to enter at the beginning of the month	
15	**Share of Cost/UMDAP** • If a Client has a Share of Cost then MediCal eligibility does not become effective until SOC is met or Client is obligated to pay SOC • Share of Cost and UMDAP will be discussed at the next Avatar Steering Committee meeting and we will review the details at the next User Forum in September • UMDAP only applies to clients without full-scope MediCal. • At the September User Forum we will review the correct way to enter the eligibility. Prior to the September User Forum please review the following tutorial: **Share of cost tutorial: http://pro-medi-cal.ca.gov/tutorials/soc/socobj.asp** • A portion of the SOC will need to be first spent down within Avatar and then within MEDS. • All Medi-cal Providers have a User ID and Password to the following URL and this is where you log in to spend down the SOC: https://www.medi-cal.ca.gov/Eligibility/Login.asp Q: If we do not serve SOC clients will anything change? A: Be careful and check carefully before assuming a Client does not have a SOC. Often times, clients have a Share of Cost and we are not aware until we verify eligibility.	Kacey
5	**CSI Update – see above in Bug/Issue Update** Q: Why doesn't Avatar require data in all CSI fields before allowing something to be saved? A: Because it is not always possible to capture the data and if it were required it could prohibit the entry of services.	Kacey
10	**SacHIE Update** • Pilot training will start on Tuesday August 23, 2011 • The Pilot sites will go-live in the following order: CHW, TPISA and County CAPS and will run through January 2011 • We should have more information on the ADS timeline by the next Executive Provider meeting on the 29th of August	Kacey

15	**Reports/Reporting** Please review the new Technical Instructions link on Avatar web page – http://www.sacdhhs.com/CMS/download/pdfs/MBR/Avatar%20Technical%20Instructions.pdf	Kacey
25	**Open Forum** • September meeting starts 30 min earlier than usual • Uma wanted to remind Providers that the annual EQRO review is coming up on Sept 14 through September 16th • As we have done in years past, we will be asking providers to join us for the various sessions once we know what the EQRO wants to discuss and when. • Please remember that there is a drop-in Session on the second Tuesday of each month at the Tech Center from 2:00 – 4:00. Please bring any Avatar questions along with real world scenarios for help and review. The sessions are held at our training location on Tech Center drive and the address can be found on the Avatar web page: http://www.sacdhhs.com/default_old.asp?WOID=MBR	All
Next User Forum : 9/15/2011, 12:30-2:00, 7001 East Parkway, Conf Rm 1		