

Minutes



Avatar Implementation User Forum

Date: 11/17/2011

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	CSI Update <ul style="list-style-type: none">There are a number of records that are failing "logic validation" Dawn Williams has compiled a list of these errors and Providers have received the information. Providers have done a wonderful job correcting all of the reported errors. The next test file is scheduled to be generated the week of Thanksgiving.<p>The county will submit a monthly file dating back to May 2009 until current. We hope to receive fewer errors with each file submitted.</p><p>Q. Some error messages are confusing to us can you explain what they mean?</p><p>A. Please send specific questions to the Avatar@saccounty.net email box. The error messages we received are from the DMH and we did not edit them before passing them on but we will assist with any questions you have and find the answer.</p>	Dawn
10	Claiming /Fiscal Update <ul style="list-style-type: none">We will provide an update on the current claim status for Mental Health and ADS.<p>ADS – started working in the October file on 11/16/2011</p><p>ADS - Update on 835 – we have started working the older 835's. W started working on the current month 835's on 11/16/2011</p>MH – still working on September. We will update the website when we start on October<p>We are seeing a lot of errors on modifiers. Please email us if you are unsure how to use the modifiers. The DHCS Duplicate Service Report shows missing modifiers.</p><p>The Share of Cost policy will not be implemented until the testing for 5010 has been completed. This is to ensure that the policy will describe what steps need to be taken and eliminate the need for an updated policy with the implementation of 5010.</p><p>ADS will continue to do SOC as usual.</p>	Melony/Kacey
20	Release Document Review <ul style="list-style-type: none">A document that describes the changes scheduled to be released 11/18/2011 will be reviewed.<ul style="list-style-type: none">As discussed in prior forums, we are trying to release new reports and new options in quarterly release cycles. The hope is that this will help eliminate the confusion that frequent changes can cause.This is the first quarterly release.	John/Kacey

	<ul style="list-style-type: none"> • This document will be published to the Avatar Project Website. • The report inventory document has been revised to take into account new reports as well as those reports that have been removed from production. <p><u>Option and Report Changes</u></p> <ul style="list-style-type: none"> ◇ On the Client Resources Option – we have added an indicator for ‘care giver’. This was done so it will show up on the CDS Report. ◇ School District Tracking – way for us to track which district services fall to. ◇ Client Resources by Type – will show the actual resource name, comments in the report. ◇ Phase II Denials by Posting Date – This report was created for ADS Providers and will replace the rebill report. This report will show 835s processed. Compiled items will eventually show up. If trying to match up run the report from the 16th to the end of the month. We will work on some documentation to clarify the report. <p><u>AB190</u></p> <ul style="list-style-type: none"> ◇ AB109 – added Probation - AB109 to the Provider Relationship drop down. ◇ Adult Access Team Service Request Option– AB109 has been added to the Associated Population menu. ◇ Financial Eligibility Option – added an AB109 Guarantor. This would be moved as the Match <p>Q: Will AB109 apply to anyone? A: If you get a client with AB109 you will receive the information before hand. There are very few AB109 clients.</p> <p>Remaining reports are CWS specific:</p> <ul style="list-style-type: none"> ◇ MSE Report ◇ Progress Note Timeliness Report ◇ Progress Note Staff Report ◇ There are some pending report items regarding Progress Note reports that will be included in the next Quarterly Release. ◇ EBP – codes used on services and location will be placed on a separate report. <p>The above referenced documents will be posted to the Avatar webpage as available. Also, we are migrating to a new website and we will send out an email letting you know when this happens.</p> <p>Q: Why do we continue to receive Java errors? A: Netsmart has approved Java 6_29 for use with Avatar. If you continue to receive errors you may need to upgrade your current version at www.java.com/getjava . Please send any questions to the Avatar@saccounty.net email box if you require further assistance.</p> <p>The next Release Document will be in February 2012.</p>	
15	<p>5010 Testing Update</p> <ul style="list-style-type: none"> • As mentioned for several forums, there is a mandated implementation date of 1/1/2012 to change the way we submit our claim files. We must change from the current version (4010) to the next HIPAA version (5010). • We have identified 30 business scenarios that need to be tested. • The changes regarding our claims also include beginning to claim to Medicare. The claims to Medicare must also be in the 5010 format. • Due to the requirement to bill Medicare prior to Medi-cal, and the differences between what the Guarantors will cover there will be changes to current screens/options used by Providers. • This will impact Providers that use both client charge/recurring client charge input as well as those that are live with CWS and whose charges are generated from a progress note. • The changes to the screen/options are global –everyone will see the changes and will need to know what they are and how to use the new fields. <ul style="list-style-type: none"> ▪ The new fields will be added to separate direct service (Billable to both Guarantors) and travel and documentation time that is not reimbursable by Medicare. ▪ Prior to making the changes we will provide information on how to use 	Kacey

	<p>the new fields</p> <p>Q: I called the MediCal office yesterday and a recorded message indicated that the 5010 date had been postponed. Is this true?</p> <p>A: This does not apply to SDMC and therefore does not apply to us.</p> <p>Q: Is the requirement to bill MediCare going to impact the service codes we use?</p> <p>A: Yes it will and as soon as we are finished with our testing we will let you know of the changes.</p> <p>We will produce a hardcopy billing manual and hope to have it finished by March 2012</p>	
5	<p>Reminder of things to come</p> <ul style="list-style-type: none"> • HIPAA 5010 – Must be implemented prior to 12/31/2011 • MyAvatar – ETA 2/2012 	Kacey
10	<p>SachIE Update</p> <ul style="list-style-type: none"> • Three pilot sites are live with CWS and Infoscriber • As would be expected with a pilot there are several issues that need to be worked through. Overall, however the pilot has been successful and we are on target to continue to move forward ~January training and implementing additional Providers. More details are forthcoming. <ul style="list-style-type: none"> ○ We are reviewing issues as we receive them and working through them. <p>In addition to the CWS implementation there are many other things happening:</p> <ul style="list-style-type: none"> ▪ Non-MediCal ADS Providers are coming on board ▪ MHTC ▪ Doc Mgmt <ul style="list-style-type: none"> • As the SachIE Project continues the number of users will continue to grow and consequently the forums for communication need to expand as well. <ul style="list-style-type: none"> ○ Calendar Year 2012 Avatar User Forum Master Schedule is available in hard copy and will be posted to the project website as well. ○ There have been additional user forums added to the Implementation Team's calendar. <ul style="list-style-type: none"> ▪ MH Practice Management User Forum ▪ ADS Practice Management User Forum ▪ DBHS Clinical User Forum User Forum <p>We will be conducting separate ADS and MH User Forums. The Avatar PM (Practice Management) forum will be more specific to billing. The DBHS Clinical Forum will be more specific to CWS issues.</p>	John/Kevin/Kacey
15	<p>Open Forum</p> <p>Uma provided an update on the Treatment plan libraries. The libraries are coming along and we will keep you posted as soon as they are available.</p> <p>Avatar Support line can help with passwords and delete last movement requests but questions concerning reports should be sent to the Avatar@saccounty.net email box. With the implementation of CWS we will be enhancing the Support Model and provide an updated model as soon as possible.</p> <p>There was a request to add duration to the Client Ledger Report. If we added the service code to the Client Ledger Report this would take care of this request.</p> <p>Q. SOC clients being served in the Children's MH arena. Is there any new information on this topic?</p> <p>A: Please ask your Contract Monitor for specifics the Avatar team does not have that information.</p> <p>Please keep in mind that with the holiday next week coverage will be limited.</p>	All
<p>Next User Forum : 12/15/2011, 1:00-2:30, 7001 East Parkway, Conf Rm 1</p>		