Minutes

Avatar MH Practice Management Forum

Date: February 23, 2012
Time: 1:30-3:00
Location: 7001 A East Parkway,
Sacramento, CA 95823
Conference room 1

Facilitator: Kacey Vencill

Scribe: Gay Teurman

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions Please remember to check the dates and times posted on the User Forum Master Schedule. The meeting is no longer necessarily 1:00 every third Thursday as it use to be due to room availability.	Dawn	1:30 PM	5 min
CSI Update We have had successful submissions for our May 2009 and June 2009 test files. Corrections needed for all test files will continue to be sent out to providers compiled by Agency. Please continue to fix these in the live environment. In addition, as a reminder If you do not know the social security # do not use 9's or 1's use all zeros or the claim will fail. We are now getting ready to submit July 2009 test files.	Dawn/Kacey	1:35 PM	5 min
Claiming /Fiscal Update Fiscal is currently working on claiming December 2011. It is taking longer to process our claims. The processing times for our CCS's have been within 2-3 weeks. Due to changes made in the way the State provides information for errors in the claim file. Please try to remember when entering modifiers for duplicate services that you need to enter the modifier in uppercase with no spaces, ex. (HE,76). We are getting hundreds of these errors on every claim. If the modifier is entered incorrectly the State rejects the whole claim In addition, please do not delete a guarantor anytime a service has been claimed using that guarantor. Please remember to use end dates if the guarantor is no longer appropriate for use.	Melony	1:40 PM	10 min

With CCS transfers, please make sure you are checking the client ledger before entering the guarantor for the transfer from guarantor column on the CCS. We have found on the CCS's we are receiving for transfers that the majority of the services are not sitting at the guarantor requesting to be transferred from and we are returning these spreadsheets to be corrected by providers before we can process them.

   Q. Why can't we delete a guarantor if we have never used the guarantor?
   A. If the client never had any services claimed to that guarantor, you can delete it. However, once you look at the client ledger if you have claimed even just one service and realize you do not need it then you need to end date the guarantor.

Q. On the Phase II Program Charge Status report what does pending mean?
A. This means the service was claimed to medi-cal but we have not received the results of the adjudication yet.

   Q .If the charge is under DMH open, should we leave as is?

   A .If you are referring to the C022 discussion we had last month; and the C022 denial is received between 12-15 months, from original claim date, then you need to make sure all of the steps have been taken. See notes in the January 26th 2012 User Forum minutes.

CSM default is the 99999 report.

We have received a number of UMDAP questions recently in the Avatar mail box. One example of a question was:
   Q. Can you move all these denials for being ineligible to UMDAP?
   A. UMDAP is an agreement to pay. If you do not have an UMDAP then you cannot transfer liability to UMDAP at the time the services were delivered since there was not an active UMDAP in place.

In addition, clients often have an UMDAP liability that is very low on an annual basis. We cannot transfer every denial to UMDAP if the denial amount is greater than the client's annual UMDAP amount. We could only transfer the liability of what the clients is responsible for ($37 dollars as an example) on an annual basis. If the client does not have an UMDAP those charges should be transferred to another guarantor.

We get a lot of questions about which order the financial liability should be for particular clients in particular programs. The Avatar team will refer you back to your program coordinator for assistance with the funding streams in the contracted program. We do not know the financial guarantor responsibility for the 600 programs in Avatar.

5010 update

Fiscal has been working with the state on the ADS issues as mentioned last month that have held up the testing process. This week we have submitted a claim that we are hopeful has resolved the issue. If we get these resolved we will be able to give you an update next month. We hope to be going live in the 5010 environment by the end of March. One Agency had asked at the drop in session what other providers were sending to the Watts line for those requests to remove erroneous OHC. There is specific information on the website that states what is needed. If you don't have all the information required it states that "UNKNOWN" is acceptable. The July 2011 user forum minutes will give you the website information.			
Quarterly Release Document Review To find the Avatar link on the website the easiest way is to Google Sacramento County Avatar. It is the first hit. Click the "Support" tab, to find the report inventory and quarterly release documents. The tabs on the release document indicate the release cycle in which the change was introduced. • The ones in red are those that are not yet released and pending deployment after the forum. • Included in the report tab will be the report name and the description of the changes made. The take away for new folks is that we make these modifications now on a quarterly basis. We let people know what the report is for, what has changed, what the report does, where it is pulling from. The next changes will be done in May. Releases can be both for forms and reports.	John	1:50 PM	20 min
SacHIE Update • **Pilot Update** Three pilot sites are going and there are still 30 remaining issues out of 200. However, all is going very well.. • **New Security Protocol to be implemented**- As we move forward with EHR we need to put precautions in place to verify the person on the other side of the phone when people ask for a new password. • On or about the middle of March you will receive a memo that will ask you to validate all people that will need to have access and two-email address that we can validate their accounts. Accounts that do not have this information will be deactivated. The e-mail address will be stored in Avatar with their user ID. This will work similar to how a bank will send you an e-mail verify that you have requested a new password. Two e-mails, an organizational e-mail and personal e-mail are required. The staff that monitors this box will need to be aware of this process and who uses Avatar. You will have 30 days to review who your users are and give	Kacey	2:10 PM	25 min

us these e-mail addresses,
- **Timeline/Schedule Review**

The Pencil diagrams will be updated with new timelines soon on and posted to the website.

- All posted dates are dependent on the MyAvatar release date.
- The upgrade for MyAvatar is due around the April 23. 2012. You will hear a formal announcement regarding the release date. We will provide an opportunity to get prepared for the new user interface. The interface will be expanded to include order connect, and document management.
- There will be another UAT after the release of My Avatar. There will be test scripts provided and you will have opportunity to let us know things that you would like to be different. Not every suggestion is incorporated but we do want the feedback. This round will include ADS and MH providers
- The primary focus will be centered on document management and order connect, and include CWS although we have already done UAT for CWS. We will be putting all of the modules together now. We are thinking this will happen mid May. We will be asking for participation.

The current schedule plan for the additional sites to begin to train and go live will be around July 23, 2012.

- When this happens it will allow for the new sites to be coming on board with a much richer electronic health record than the pilot sites did originally.

- Stage One Meaningful Use Requirements do not stipulate that the orders can be sent electronically or that we are able to receive them electronically. In future phases, (2014/2015-current plan) the order will have to be able to be sent and received electronically. At this point the lab will send the order result to the requesting provider and the results will have to be entered into Avatar.

The MHTC will have test scripts that are unique to that facility. However, UAT for the MHTC will be with the rest of the system. The training and go live for the MHTC will probably be between July 2012 and March 2013.

ADS will be coming on board as well on the same timetable. ADS will be determining what works for them as well.

Q. Are you going to go over MyAVatar with us?

A. Yes, we have not worked out the specifics of how that training will look at this point. It is likely not going to be four-hour training since you are familiar with most of the options.

• We are in the processes of hiring a training coordinator. We are targeting to fill this position by March 15 2012. • Once the training coordinator is hired, we will be working with this individual to work on a training plan. • The plan will determine how many trainers we need and what the format of the training offerings will look like.			
Open Forum Q. Financial eligibility: Is it correct on page three, the policy number field should be left blank? A. NO. The policy number field needs to be filled out for it to claim out to any billable guarantor. People were putting social security number in the group number box for the Medi-Cal guarantor. Please do not do this it will get our whole claim rejected by the State.	All	2:35 PM	25 min