Agenda

Avatar ADS-Implementation User Forum

Date: March 02, 2012
Time: 11:00-12:30
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 Introduction of the Implementation team Review of who was in attendance by provider type Purpose of the meeting was reviewed: ADS specific issues as it relates to Avatar and Practice management	Kacey	11:00 AM	5 min
Claiming /Fiscal Update ADS drug medical claims- We have finished January 2012, and are currently working on CCS and retro submissions. The claiming status page is on the project web site. This page will explain the best time when to run your unbilled report and some of what fiscal staff is currently working on. Q. Have you finished the NTP OHC claiming that was due February 29, 2012: Fiscal has re-worked the majority of the services and they have been claimed. In addition, the deadline was moved from 2/29 to 3/6. **ADS Services Denied for Late Submission (CO29)-** After about 32 hours of analysis, it became clear that we would not be able to meet the deadline of 2/29. That due date was updated to 3/6 but we still would not have been able to meet that new deadline with all the resources we have working on other projects. Dedicating all our resources to this issue would have meant the strong possibility we would jeopardize the timeliness of our monthly claim. We will work on this as we can. Those denials will not be a reduction in the provider invoices. The County will absorb the loss of revenue.	Melony	11:05 AM	10 min

Timeline Review The pencil diagram was reviewed. This information has been posted to the project website. All dates in the schedule are dependant on My Avatar release date. • The upgrade for MyAvatar is due around the April 2012. You will hear a formal announcement regarding the release date. You will be prepared for the new user interface Meaningful use requires that lab orders be recorded electronically. It does not require that the orders are transmitted electronically for stage 1. In future phases, (2014/2015-current plan) the order will have to be able to send and be received electronically. Currently the lab will send the order result to the requesting provider and the results will need to be entered into Avatar. The plan for the additional sites to go live will be around July 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.	Kacey	11:15 AM	10 min

Release Document Review
 	
• The easiest way to find the Avatar website is to search for "Sacramento County Avatar" in Google or another search engine.. It is the first hit.
  o Click Support, which is where the report inventory resides.
  o The tabs in the release document indicate the release dates of the reports. Each tab represents the Month in the release. 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.
  o The next changes will be done in May. Releases can be both for forms and reports.
  o February was the last quarterly release. The new items are on the website. The next release date will be in May.
  o Get familiar with this process. It sometimes takes a couple of months to get what you need in terms of a report.
Q. What are Columns C, D, E, and F for?
	John	11:25 AM	10 min

A. Columns C, D,E & F are the user roles, who has access to the reports. The reports that are in red indicate that the reports that will not be released until after the forum. On each report, there is a blue link at the bottom at each report that will perform like a legend. This will indicate to you where the data is coming from. Q. Is there a cutoff date that you stop asking for data to develop a report? A. John is very good about being flexible around this. He will do an analysis to determine what can be done to accommodate the request.			
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. With people in the field, it is difficult for us to determine who might be calling. With County internal requests, we can tell who is calling. 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. If you do not do this, their accounts 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 us these e-mail addresses, which should give you plenty of time to plan for this	Gay	11:35 AM	5 min
5010 Testing Update ▪ We were going to cutover January 2012. Fiscal has been working with the state on the ADS issues as mentioned last month that have held up the testing process. The issue was that every test file we claimed was denied for CO*B7 (invalid NPI) This week we submitted a claim and got passed the NPI issue but still had another denial on that claim. ▪ Now that we have the NPI issue resolved, we think we will be able to to successful with the rest of our testing scenarios. We plan to complete the ADS testing this month. We hope to be live by the end of this month in	Kacey	11:40 AM	5 min

	the 5010 format.			
SacHIE Update	Kacey	11:45 AM	10 min
• **User Acceptance Testing Participation**			

SacHIE Update
 	
   • **User Acceptance Testing Participation**
 	
   • In May we will begin User Acceptance Testing (UAT). You will have an opportunity to participate. We would like you to let us know of your interest by e-mailing the Avatar e-mail box at Avatar@saccounty.net.
 	
   • This is for everyone, not just existing users. Testing is tedious and it comes before training. This way you get to provide input about what works and does not work. The pencil diagram will show the proposed timeline. The timeline is on the project website.
 	
   • How many people should participate and what level? This is for the user. Therefore, if your managers are not doing the progress notes then we do not need to have the managers test this part.
 	
   • We will send out a survey monkey and have you identify the user, user role and scheduling preferences.
 	
   • It will require user's from every modality in the system.
 	
   • **Training Coordinator Update**
 	
   • We are in the process of hiring a training coordinator that will be dedicated and we establish a comprehensive robust training plan. The target start date is March 15th. The position is not a county position. We have 11 candidates that we will be interviewing that have proven experience with developing training plans. Part of the plan will be how many trainers we need. Then we will be looking to bring on trainers. We are also working with Consumer River College to work with their interns of the Health Information Technology program that we could leverage as a resource for training.
 	
   • Q. How long will the interns work with you prior to going to the field?
 	
   • A. We are not sure at this point. However, we do know that they will have familiarity with electronic health record theoretically; they would just have to become family with MyAvatar to train.
	Kacey	11:45 AM	10 min

MyAvatar Sneak Peek (continued) A walk through of the widget functionality was demonstrated. . Examples of things we can do with widgets. We may determine how many are the maximum in any given role home page role. Two of these widgets will not go anywhere, you cannot close them. These two are the client and the form look up. This is like the client look up or form look up. This is like the help search for option.	John	11:55 PM	10 min

There are scroll bars on the widgets, ex. On the client widget, you can open the client and scroll to the client in the widget. You can also expand the widget or shrink the widget. In addition, there are hyperlinks in some of the widgets that will take you directly to the form in the application. The Progress note widget is a user based widget. Progress notes that the user has entered that are still in draft so that the user can see what notes still need to be completed. The swirly button is a refresh button. In the progress note, widget it would drop off those notes finished if you refreshed it after you have completed the note and set to pending approval. The myCalendar widget gives you the ability to tie it to a g-mail calendar, outlook calendar or sync it to an internet calendar so that you can integrate your personal calendar. It will only sync incoming right now. It does not sync out to your personal calendar. We can set conditional flagging based on our formatting so that it meets billing logic.			

Open Forum
    Q. Was there a policy decision on Share of Cost?
    A. Yes, there will be a decision. No, there has not been one made. ADS providers should continue to do what they are doing.
    The Avatar team is not involved in making policy decision so we appreciate your patience around this issue.
	All	12:05 PM	25 min