Avatar ADS-Implementation User Forum

Date: April 06, 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 ▪ There was a quick check in to see which type of providers attended at the user forum this morning. ▪ The Implementation team introduced themselves to the audience. ▪ There was a request for a clarification of roles and responsibilities regarding who are the ADS fiscal liaisons. In a previous forum, Victor was introduced as the "new Robert". This caused a bit of confusion. Robert clarified that Melony will oversee claiming, Mary Ann will focus on Mental Health related claiming, and Robert will have oversight of all fiscal responsibilities. All fiscal questions and concerns should be sent to the Avatar-Fiscal@saccounty.net e-mail box.	Kacey	11:00 AM	5 min
Claiming Status Update ▪ The ADS claims are complete for February 2012. Currently we have additional resources assisting in the retroactive Claims Correction Spreadsheets. Currently we are working on those received in February 2012. With additional resources, the process will move more quickly. ▪ Shelia, who has been with ADP processing for quite a while, has accepted a new position. Currently, fiscal is cross training others to help fill in for her position. Rosalie and Robert Grabowsky will be cross-trained to assist in the claiming processes. ▪ Could we institute a follow up for providers from fiscal that our CCS has been received? See Action item. (Discussion: When the CCS is received, they are reviewed thoroughly. Confirmation of a valid CCS is sent to provider within 5 days of receipt. Follow up with	Mary Ann	11:05 AM	10 min

avatar fiscal after two weeks if you have not heard. Please note if you are in a hurry.)			
Issues with Drug Medi-cal Claims • NTP and OHC—Mary Ann and Melony will work with Robert to develop three scenarios about NTP and OHC and set up a conference call with the NTP providers to communicate these scenarios and discuss the issue. Robert will set this up and let providers know the date. • Services denied for CO*177 (Minor Consent)—many denials lately. After researching this issue, we found that the State is seeing one thing and we are seeing something else. There is a glitch in the system and we are working with the state on this. We have decided not to recoup minor consent CO*177 denials. Eventually, they will need to have replacements. We will update you as more information becomes available. • CO 22 Denials – when OHC was billed—There was an error in our system and we know there are a few files that we did not bill OHC first. So, if you receive a CO22 on your denials. Look at your client ledger. If the ledger shows that the there was OHC billed, then Medi-cal was billed, let us know. You will not need to enter a new service. • Q. Some of these denials are over 12 months old and we can only go back 12 months on the meds system to verify. How do we resolve this? On an exception basis fiscal can help trouble shoot this issue. We have a once a month drop in session on the second Tuesday of every month 2-4 pm. We can resolve this issue during those sessions.	Robert	11:15 AM	20 min
Timeline Review ▪ MyAvatar has been officially released from Netsmart. We are target for go live with our upgrade to MyAvatar. We anticipate the upgrade to take place on May 7th. After the upgrade, we will be doing User Acceptance Testing (UAT). At that time, we anticipate that we will integrate the other modules (document management and order connect) to the three pilot sites. After July 2012, we will begin a rolling go live. If you have a preference of when you would like to go live, please let us know if you want to go first, last, etc. Send your request to the Avatar@saccounty.net e-mail box.	Kacey	11:35 AM	10 min
New Security Protocol to be implemented ▪ On or about March 17, 2012 a memo was sent to all providers to send two e-mail addresses for each Avatar user. This memo was regarding the new security protocol we spoke about in the last user forum as well as the	Gay	11:45 AM	5 min

Executive Directors meeting preceding this meeting. If you are currently not actively using Avatar, you will not need to worry about these e-mail addresses until you are ready to go live. This will be part of your go live event. However, if you are a current user you will need to provide us with two e-mail addresses for each user for us to verify the user has requested a new password in the even that they do request a new password. The deadline for submission of these e-mail addresses is April 17th, 2012. If we are not able to verify a user's address, we will terminate their account.			
5010 Testing Update ▪ Cutover to this format from current version 4010 has to be completed due to federal mandates. Counties were given until the end of March to cutover to get through issues to cutover. Recently the State has allowed Counties to wait until June due to a number of issues. We would like to do that sooner rather than later. The implementation team has been working numerous hours to make this happen. However, we still have a number of testing scenarios to go through before we can cutover. We will let you know when we cutover. This will be seamless to the provider. ▪ The Avatar Website has a reference to the new 5010 Phase II denials. Please refer to this for the new denial codes.	Kacey	11: 50 AM	5 min
SacHIE Update • Requirement Sessions – recap and change in direction- These sessions are for our stakeholders to get together and for us to gather the information necessary that will go into Avatar for the new modules. We sent a survey monkey to get your request on when you would like to attend. There are six sessions, three for each module (document management and Lab orders). We are asking that you attend or send a representative to at least one of the three sessions for each type of session. We have to record attributes for each document and know the universe of hard copy documents that need to be scanned n the client charts in the document management phase. We will also need to enter all types of labs or lab panels that that need to be ordered on a regular basis. What we found is that for the Lab and Lab orders requirements we will send out a spreadsheet that your med teams can fill out internally and send back to us that we can use to import that information. We will still have the requirement sessions for Lab orders as an opportunity for questions and dialog. • Introduction to MyAvatar sessions—you should have received a memo and survey monkey about this. These are for existing users only. If you have not signed up for a session, you might want to take advantage of these sessions. These sessions will give you the changes that you will experience once we go live with MyAvatar in May.	Kacey	11:55 AM	10 min

• User Acceptance Testing Participation—we need participation and would love to have volunteers from all different modalities. We would love to have a variety of disciplines. If we do not get enough volunteers, we will have to choose people to come. UAT will be held at Tech Center. Please send us e-mails at Avatar@saccounty.net • Training Coordinator Update-We have hired a new training coordinator. She is working on her first draft for the comprehensive training plan. She plans to submit this on Wednesday for the first review. This will include the types of trainings, When the trainings will take place, who will go when, how we will handle onsite support, how many trainers we will need to conduct the training and additional tools required for refreshers. It is likely that initial training will be classroom style training at Tech Center.			
MyAvatar Sneak Peek (continued) ▪ April 30th we have a go/no go live meeting. This meeting will be a meeting to determine whether we are completely ready for the go live event. We will communicate to you about the results of this meeting. ▪ There has been a new page added to our website for MyAvatar. The 19 page document about the updated information is located on this link.	Kacey	12:05 PM	10 min
Open Forum- ▪ AM (Addiction Management) as an additional module for Methadone providers. We have a date to meet with our Netsmart representative and discuss a contract amendment to add the Addiction Management module to our contract. This is something that the County is considering implementing. Although, it may not be ready by the time go live is launched in July. This would mean that methadone dosing is done in the current system providers have and we work on a plan to marry the two systems until we are able to add AM to the modules. ▪ NTP Treatment plans will have to be done in Avatar? Treatment plans have to be done in a certified electronic health record. You can do that in ours (Avatar) or your own. This would include the all of the forms in the CWS module, which includes, progress notes, assessments, treatment plans, etc. Are you saying this is before 2015? Yes (Roadmap visual). By 2015, we have to have the complete electronic record on line.	All	12:15 PM	15 min

Action Items (Resolved topics are shaded in gray)					
ID	*Post Date*	*Action item Description / Update Status*	*Assigned To*	*Due Date*	*Date Closed*
1	*04/6/12*	*Confirmation of a valid CCS received sent to providers within 5 days*	*Robert*	*04/20/12*	