Agenda

Avatar MH Practice Management Forum

Date: May 24, 2012
Time: 1:00-2:30
Location: 7001 A East Parkway,
Sacramento, CA 95823
Conference room 1

Facilitator: Kacey Vencill

Scribe: Lucy Stanley

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 the user forum.	Dawn	1:00 PM	5 min
CSI Update • Good news. On Monday and Tuesday we submitted the August 2009 test file and it passed. The state has given permission for us to submit the FY 2009 production files. We will not be redoing the May 2009 production file. We plan to continue playing catch up. • Thank you for all your hard work with the cleanup. Please continue to enter CSI data.	Dawn/Kacey	1:05 PM	5 min
Claiming /Fiscal Update • We are now claiming for the months of March /April and we are currently up to date on processing your claims correction spreadsheets. We've been claiming for the claims correction spreadsheets once a week or once every other week. • Beginning July 1, 2012 DMH's timeline for original submission will change. We will have 12 months from the month of service to submit claims. • Modifiers- Please remember to run your DHCS Duplicate service report. We've found several errors when claiming. We have been trying to contact agencies when we see this. We will have to edit all of a client's services if there is an issue with just one service. • *Guarantors*- Just a reminder please don't delete guarantors if they have services claimed to them.	Melony	1:10 PM	10 min

You can check if services have been claimed by running the client ledger (sac). • Guarantor 123 is a self pay guarantor. County fiscal staff add this guarantor if the client has a co-pay. Please don't delete this guarantor if you see it in your client's financials. • Pregnancy Indicator – Client Conditions Pregnancy Option (CO204 N182) There is a new option in Avatar to record client's pregnancy indicator and last menstrual cycle. This mainly will affect ADS providers but we wanted to make MH providers aware too. **5010 update** • 15 month Replacement Rule- We received notice from the State that the 15 month Replacement Rule applies to both approvals and denials. There is currently no time line on voids. Although, there is a bug at the state level that is denying voids over 15 months. The denial reason you will see is CO*129. The State is working on a fix for this issue. • June 30th 2012 is the deadline in which we need to cutover to the 5010 format. Starting July 1st 2012 we are required to submit claims in the 5010 format. • Phase II code list updated for 5010 o Example: COA1 N480 http://www.dhhs.saccounty.net/BHS/Avatar/Documents/RL_Avatar_CLM_SDMC_P2_Codes.pdf • We have posted the new version of denial codes on the project website. A couple of questions came into the Avatar-Fiscal box about one of the new codes- COA1N480- You will receive this when we haven't billed Medicare prior to billing Medi-Cal. If you get this denial first check to see if they have OHC. If they do have OHC you would enter the OHC in Financial Eligibility and request a transfer on a CCS. If the client doesn't have an OHC there is nothing to worry about at this point because we are not claiming Medicare. • We are still behind on posting 835s, as we only have one person working on this. Netsmart has created an enhancement that will allow several people to post at the same time. There are thousands of files and we are not certain when we will get caught up on the posting. .			
MyAvatar Go Live Update	Kacey	1:20 PM	10 min

• Netsmart has increased priority and we have done extensive testing in MyAvatar. We have been given the okay by all to move forward with the MyAvatar upgrade.
 • The system upgrade is scheduled for June 4th. An email will go out today or tomorrow containing all details and information regarding MyAvatar Go Live.
 • The upgrade will happen some time between midnight on Friday June 2nd and 2 a.m. on Saturday June 3rd.
 • When you come in the following Monday you will be accessing the new URL for MyAvatar.
     o Your login information remains the same, i.e.: same System Code, User ID and Password to access MyAvatar. We will send out a communication stating the date of the upgrade along with the correct URL.
     o John has updated all the Technical Instruction steps. These can be found on our project website.
     o Folks who have taken advantage of the sandbox should be pretty familiar with the new upgrade.
     o We anticipate an increase in the volume of calls to the Avatar line in the first couple of days after the upgrade. We've made arrangements to have additional telephone lines and in house support as we move forward with the MyAvatar upgrade.			

Quarterly Release Document Review
 See ADS forum minutes.
 	
     o These reports will be made available following the Mental Health PM forum.
     o Zip Map by Program- First release
     o Program Charge Summary- Added in grouping by guarantor financial class
     o Phase II Client Charge Status- Moved client identifier from the report header to the page header so it will show all pages
     o Program Financial Eligibility Summary- Modified DOB and SSN to pull from the client, not the subscriber
     o Program Dashboard- Modified guarantors chart to only show viable guarantors as of the report date. Split diagnosis "blanks" from unknowns"
     o Detailed Outpatient Census- Modified primary and secondary funding source to reflect the full name of the guarantor
	John	1:35 PM	15 min

• Pending Items
    ○ Progress Notes Voided Report
    ○ Client Ledger (SAC)
    ○ Program Monitor Report (New)			

SacHIE Update
• **Pilot Update**
    ○ Pilot sites are going well and clients are getting served.
 	
• **Timeline/Schedule Review**
    ○ The timeline has been updated to reflect the adjusted go live dates. There have been a lot of questions about date ranges for providers that will be using their own electronic health record. The second half of the timeline is only for Providers who have opted to use their own electronic health record system.
    ○ Additional details regarding Lab Order and Exchange and PHR will be in the next two weeks.
	Kacey	1:50 PM	25 min

Training Plan Update
    ○ A memo with an excel spreadsheet attachment went out to providers regarding Training Go-Live preferences.   The spreadsheet lists go-live month preference, number of staff and their level of computer skill. If you haven't already submitted your Go Live preference spread sheet please do so. We will try to honor your preferred date. We are now starting to look at September/October.
    ○ Details about spread sheet. Sums are not adding up correctly. Please disregard this portion, and include all other information.
 	
Q: What are examples of other service staff? Could peer mentors be other staff?
A: If you can fit staff logically into a group, do not include them in "other".
 	
Q: Is there going to be cross over?
A: We are counting the number of bodies and not what staff members that can be multi trained.
	Christine	2:15 PM	5 min

Q: Where is the training? A: 9333 Tech Center Dr, Ste 100 Sacramento, CA 95826 Q: Is train the trainer a possible approach? A: No. To insure that communication is accurate we do not recommend this method. Initial training is done by trainers approved by the county.			
Open Forum • To comment on the Drop in sessions. We noticed that attendance has been slipping. We are committed to being there and would recommend that you utilize this opportunity to get any questions you have asked regarding your work functions.	All	2:20 PM	10 min