

Agenda



Avatar MH Practice Management Forum

Date: June 28, 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 <ul style="list-style-type: none">There was a quick check in to see which type of providers attended the user forum.	Dawn	1:00 PM	5 min
CSI Update <ul style="list-style-type: none">We've been testing files for quite sometime now. Thankfully we've moved on to production files. We have submitted files for May, June, and July of 2009. We have 3 years worth of CSI information to submit to become current.	Dawn/Kacey	1:05 PM	5 min
Claiming /Fiscal Update <ul style="list-style-type: none">Beginning July 1, 2012 you will now have 12 months from the original date to submit Medi-cal claims.We are almost done claiming for May 2012. The Claims Correction Spreadsheet is currently up to date.Lots of questions have been sent to the Avatar-Fiscal mail box with the BIC datesThere have been several changes with the State. There is a document posted on the project website with a list of instructions on how to get the BIC dates. This can be found under the claiming tab.The modifier field will not permit you to enter modifiers if they are in an incorrect format. When you try to put in a service code it won't allow you. This came with an enhancement patch.The timeliness rule for replacement has changed. The 15	Melony	1:10 PM	10 min

month Replacement Rule now applies to both approved and denied claims. You have 15 months from the month of service to submit your replacement claim. This can only be done on items that qualify and are able to be replaced.

835 Posting

- We are hoping to get some relief on our 835 backlog. Currently we have one full-time staff and three part-time staff posting 835's in Avatar. We will be doing a time study with the new ETA on how long it will take us to get caught up with the backlog.

5010 update

- The cutover for 5010 claiming was back in January. We have not converted to this format mainly due to issues on the ADS side. We've made the decision to move forward with 5010 once these issues have been resolved. Doing so will make things less complicated and much smoother once we cutover on both sides at the same time. A request for an extension was sent to the State to delay 5010 cutover until September 30th. We have not gotten word on this approval, but we are moving forward with testing.
- With 5010 there are new denial reasons. You will find these new denial codes on the project website. If you are receiving 5010 denial codes, please go to the site and see if your code is listed on there. If your code is not listed, please let us know so that we may assist you.
- Phase II code list updated for 5010
 - Example: COA1 N480http://www.dhhs.saccounty.net/BHS/Avatar/Documents/RL_Avatar_CLM_SDMC_P2_Codes.pdf

MyAvatar Issue Update

- There have been various issues with the MyAvatar upgrade. We hope to have these worked out as soon as possible. At a minimum it has been much better since the MyAvatar go live date. Below are some known issues with MyAvatar as well as where we are in modifying those problems.
- The disappearing characters (digits/alpha) in the search for client on the home screen and entering staff ID on the managed care authorization. There have been reports of folks still experience this. Please let us know, so we are able to look into that. What we found is the smart search option is too smart. When there is a pause or delay in entering the characters in excess of .7 seconds, the system thinks this is a new search and does not recognize previous characters. This function has been adjusted to allow for slight pauses when entering the digits and alpha characters.

Kacey

1:20 PM

10 min

<ul style="list-style-type: none"> • Another reported issue is that the computer locks due to inactivity. This requires the user having to force shut down the program by hitting Control Alt delete. A middle ware patch will be installed to correct this issue. It is currently in production and should be done within a week. Also reported were issues with the general preference tab as well. This patch will also bring back the color blind tab. • There have been lots challenging issues with Client Charge Input form. They've been identified by the Avatar Team as well as Netsmart. This is something we are currently looking into and we have no ETA. • Phase II Report runs for hours. The date range was for one month. Please make sure you have installed the new report viewer. This was announced and is reiterated again to install the new version. Netsmart will not support the older version. The widget sizes are changeable. Thank you for your patience as we work out these kinks. 			
<p>Reports/Reporting</p> <ul style="list-style-type: none"> • There are no new reports to be released this month. Several people have requested that the Progress Notes Voided report be sorted by program and then by date. • Also, there was a request that the Client Service report be sorted by episode instead of date. • The Core Assessment form will soon be adding known allergies. 	John	1:30 PM	15 min
<p>Reset Your Own Passwords – New Functionality</p> <ul style="list-style-type: none"> • Avatar has an automated way of resetting your own password. The form is called the User Failed authentication question. This allows you to create a security question. • Once you have completed this form an email notification will automatically be sent to you. You will then enter your password and enter your own challenge question. • Your answer is case sensitive so please keep this in mind. In addition, the system will not allow you to use previous passwords that you have had in Avatar in the past 180 days. Having this feature will avoid you from having to call the Avatar line to get your password reset. This also comes in handy for folks who work outside the normal business hours. The email notification will come from Avatar@saccounty.net. This form is available to you now. 	Kevin	1:45 PM	15 min
<p>SachIE Update</p> <ul style="list-style-type: none"> • UAT The timeline is up to date. We are going to be sending out a Survey monkey for users who wish to take part in UAT. The survey will ask your agency name, what staff members, and your preferred days of the week and times for participation. The survey also asks if your agency is interested in using the new scheduler. This feature was not encouraged back in 2009. We now think it will be 	Kacey	2:00 PM	15 min

<p>quite useful. If your agency is interested in using the new scheduler, please let us know in the survey monkey so, we can set you up with this testing come your scheduled UAT date.</p> <p>As it relates for folks doing the health info exchange. We have given Netsmart feedback and it is currently under design and edits. We plan to get together with your vendors and sit down and look. There is currently no date scheduled. We anticipate sometime during the second week of July. We will let you know as soon as possible.</p> <ul style="list-style-type: none"> • Pilot Summary <p>Still in draft and is not finalized.</p>			
<p>Training Plan Update</p> <ul style="list-style-type: none"> • We've hired two trainers and will soon be interviewing for the remaining two trainers. We've already started development for go live training. Training is now being scheduled for September to May. This change is due to the postponement of the MyAvatar go live date. • A copy of the training plan will be posted and your feedback will be incorporated into your training schedule. • We have it narrowed down to months and is now drilling it down to weeks. The training plan is becoming more defined. • We've received approval to create an Introduction to Computers class. We believe this class will help users who have little to no computer skills gain more confidence prior to go live. • Once we have things finalized we will notify folks. You all will have a good amount of time, likely a month in advance notice. • This will be posted on the project website. The Introduction to computers class is open to folks who have already gone live as well. Your suggestions are welcome, please send them to Avatar@saccounty.net. CWS drop in sessions will be available twice a month. 	Christine	2:15 PM	5 min
<p>Open Forum No Discussion</p>	All	2:20 PM	10 min