

Agenda



Avatar MH Practice Management Forum

Date: July 26, 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. The four Avatar trainers introduced themselves.	Dawn	1:00 PM	5 min
CSI Update <ul style="list-style-type: none">We are past the testing phase and are pleased to have moved on to production files. The CSI system is down and is expected to be back online at the end of the month.	Dawn/Kacey	1:05 PM	5 min
Claiming /Fiscal Update <ul style="list-style-type: none">As of July 1, 2012 you will now have 12 months from the month of service to submit Medi-cal claims.BIC Dates – Document Posted to the project website BIC dates and procedure instructions are posted on the Avatar project website. This applies only to agencies that currently use the batch method.15 month Replacement Rule- The timeliness rule for replacement has changed. The 15 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.Claiming update- Currently working on June 2012 services. As of this morning we've closed all charges for June 2012. We are up to date on the Claims Correction Spreadsheet. If you haven't received a response and it has been a few weeks, please send an email to Avatar-Fiscal@saccounty.net and we can check to see if your claims correction has been processed.Lost 835's – The State announced at the weekly State call last week that they released a document of missing	MaryAnn	1:10 PM	10 min

<p>835's for all counties. They found 19 missing 835's for Sacramento County and two of which are approvals and the rest are denials. The files were from March 2011 that we just received this month. If there are services in these files that are over 15 months and need to be replaced we can request a delay reason code from the State. We are now posting these files but the approvals usually take longer.</p> <ul style="list-style-type: none"> • They should be posted by tomorrow. • John created a report that will have all the services on these 835 missing files. We suggest running the Phase II Program Charge Status Summary Report first. If there are any services that are really old and has a posting date of today or tomorrow then the next step would be to run new report that John has created called "Phase II Lost 835 Report." If the services are on this report and they need to be replaced and are over 15 months please submit a claims correction spreadsheet. Make sure in the body of the email to note that the services are over 15 months due to the lost 835's. • OHC Code A (Pay and Chase) – Previously the state has been denying OHC code A. In August 2012, the State will be putting a system change code that will allow for this OHC code A to be directly billable to Medi-Cal. Starting in September 2012, if you have CO22 denials for OHC Code A you can submit a claims correction spreadsheet to get them replaced. If it's over 15 months we can request for a delay reason code from the State. • Phase II code list updated for 5010 <ul style="list-style-type: none"> ○ Example: COA1 N480 <p>http://www.dhhs.saccounty.net/BHS/Avatar/Documents/RL_Avatar_CLM_SDMC_P2_Codes.pdf</p>			
<p>MyAvatar Issue Update</p> <ul style="list-style-type: none"> • The locked screen issue has been resolved. We hope to have issues with the Managed Care Authorization resolved soon. We have been working with Netsmart and believe this issue will be resolved in the next couple of days. • We have had several emails and phone calls this past week from folks receiving the error message Login Failed followed by a sequence of numbers when trying to run reports. The users that are experiencing the problems with both connectivity and reports are experiencing them because they are not using the correct URL. Please use the URL https://sacramento.asp.ntst.com when accessing the Avatar application. We've sent out several emails with the correct URL. • Please remove any bookmarks and or favorites pointing to another URL (even if it is similar to this one) should be deleted and the URL mentioned must be used to access the Avatar system. • John has figured out how to resolve the challenges we've encountered with the Client Charge Input form. We've 	Kacey	1:20 PM	10 min

<p>made changes in our test environment. John has reached out to folks who have reported these issues. Anyone who is willing to participate in testing these updates in UTA at the Tech Center please let us know. We will talk more after the forum and send you all the details. We are interested in getting this resolved.</p>			
<p>Reports/Reporting</p> <ul style="list-style-type: none"> • Client Charge Input- This form is commonly used and so we've adjusted the size of the CSI EBP/SS. Folks that do data entry will find this most helpful. • We've received requests to have the cursor automatically default to the date box. We also agree, and so we've put a ticket with Netsmart to have that fixed. Issues with tab order are being worked on as well. • Testing with practitioner, date retaining client Id is still being tested. We hopefully to have this available in LIVE as well. • Phase II Lost 835 Report has not been posted. We won't know until they finish posting. We will upload tomorrow. We will have to ask the state and they will advise us of what delay reason code to use. We would not be surprised to see more of these in the future. The State mentioned this is likely not an inclusive list. • The new report has everything you need to do your Re-BILL. • Next report release cycle is in August. Please let us know of any suggestions. 	John	1:30 PM	15 min
<p>SachIE Update</p> <ul style="list-style-type: none"> • UAT A survey was sent out requesting for volunteers to participate in UAT (User Acceptance Testing). The survey is now closed and we are no longer in need of additional testers. If for some reason your agency has not received email notification regarding UAT or if you have not received confirmation, please send an email to the Avatar box and we will make sure your agency is accommodated. The UAT schedule is posted on the project website. UAT will be done at our facility on Tech Center Dr. Mental Health Providers, Outpatient, Alcohol Drug, QM, etc will be posted in the next couple of days. The primary testing for MH outpatient providers will be Lab Orders/Doc Mgmt. An email will go out with relevant information the week of the 13th and 20th of August. • Training and Go-Live Planning We currently have three trainers on board. Our 4th member will join us on Monday, July 30th. You all will have the opportunity to provide input regarding the Go-Live training plan. Mary Anne and Tracy Bennett will discuss the highlights at the executive meeting. The training plan is posted to the project website. 	Kacey	1:45 PM	30 min

<ul style="list-style-type: none"> Every organization will get 2 weeks to complete their training prior to their go live date. Please be assured that your agency will have onsite go-live support for the first two days. If your agency requires additional assistance, you may have up to 4 days of on site support. The go-live check list is created and will be posted soon. Prior to your go-live date, we will be doing a walk through at your agency to make sure your machines work, and that staff are aware of the go live event. The schedule will be posted soon to our project website. 			
Open Forum	All	2:15 PM	15 min