

# Agenda



## Avatar MH Practice Management Forum

**Date:** August 23, 2012

**Time:** 1:30-3:00

**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
<b>Welcome/Introductions</b> <ul style="list-style-type: none"><li>A head count was requested of the types of attendees represented. A wide distribution of MH providers, MHTC and Program Coordinators were in attendance.</li></ul>	Dawn	1:30 PM	5 min
<b>CSI Update</b> <ul style="list-style-type: none"><li>We have tested through November and December no file received for December. The Error rate was 1.2. We need to be a bit lower, although we are still under the error threshold. We will continue to evaluate to ensure that we stay under the error rate. Providers may get a spreadsheet depending on the number of errors and depending on the providers who have errors.</li></ul>	Dawn/Kacey	1:35 PM	5 min
<b>Announcement:</b> <ul style="list-style-type: none"><li><b>Introduction to Computers</b> We will be conducting an introduction to computer class twice every month on the second and fourth Fridays of the month. The first class is tomorrow. This class will cover basic information including zipping and encrypting HIPAA information. It covers a range of basic computer information including zip and encrypting information as well as how to send a screen shot to the avatar team.  Staff will only need to attend one class not subsequent classes. The syllabus is located on the website along with the training request form.  The form for this class is more straight forward than the typical training form. This form is on the website on the training tab. These people do</li></ul>	Gay	1:40	5 min

<p>not have to be Avatar users. You can use the other form but this form is much easier. The syllabus is also on the website and the class is not one that has to be repeated unless staff desires a repeat.</p>			
<p><b>Claiming /Fiscal Update</b></p> <ul style="list-style-type: none"> <li>12 months for submission of original claims beginning July 1, 2012 MH claiming for July will be starting next week. All the Clams Correction Spreadsheets are up to date. Two reminders for information that we mentioned last forum; there are now 12 months to submit original claims.</li> </ul> <p><b>5010 update</b></p> <ul style="list-style-type: none"> <li>15 month Replacement Rule</li> <li>Phase II code list updated for 5010 <ul style="list-style-type: none"> <li>Example: COA1 N480</li> </ul> </li> </ul> <p><a href="http://www.dhhs.saccounty.net/BHS/Avatar/Documents/RL_Avatar_CLM_SDMC_P2_Codes.pdf">http://www.dhhs.saccounty.net/BHS/Avatar/Documents/RL_Avatar_CLM_SDMC_P2_Codes.pdf</a></p> <ul style="list-style-type: none"> <li>We are still working on claiming and testing before Mary Ann leaves on Maternity leave. We hoped we would be able to cutover by the time she goes but that will not happen. There was a file submitted to the State that had error that we are working on correcting.</li> <li>We have hired three staff in Fiscal services. They will be starting in the next two weeks, then trained and can assist with claiming efforts.</li> <li>An issue that was brought to our attention was that a provider had received OHC denials with Argus health. Argus is a prescription only health insurance care provider. If you have clients that are Argus health you do not have to claim to them.</li> <li>Should we end date it if we have clients with Argus? Yes. Do not delete but end date it. Check the ledger to make sure all services are billed.</li> </ul>	<p>Melony</p>	<p>1:45 PM</p>	<p>10 min</p>
<p><b>Reports/Reporting/Widget</b></p> <ul style="list-style-type: none"> <li>Report inventory has been updated and is on the support tab on the website. Also is the release information as of today.</li> </ul> <p><b>New Reports:</b></p> <ul style="list-style-type: none"> <li>Several new reports were released and are available right now including the Phase II lost 835 report that was mentioned last month at the forum. This report is based on 19 835 that the State held for over a year and we just got those 835's back. Those services that need replacing can be found on this report.</li> </ul>	<p>John</p>	<p>1:55 PM</p>	<p>15 min</p>

<ul style="list-style-type: none"> <li>You can give us information for the next release for reports and widgets for the November release cycle through the <a href="mailto:Avatar@saccounty.net">Avatar@saccounty.net</a> e-mail box.</li> </ul> <p><b>Widget Customization:</b></p> <ul style="list-style-type: none"> <li>Next Month we will be unlocking the customization and let people customize their own homepage. Demonstration on how to customize was conducted.</li> </ul>			
<p><b>SachIE Update</b></p> <ul style="list-style-type: none"> <li><b>UAT Review</b> Thank you again for participating in UAT. Recap of our experience: We received approximately 725 line item issues. About 300 issues have been assigned to be taken care of at this time. We will review the remainder tomorrow. There was a lot of feedback on MSE's. Particularly the values for MSE's. Given that we have one week prior to training and go live It is not likely that all the feedback will be incorporated in the MSE's by that time.</li> <li><b>Training and Go-Live Planning</b></li> <li>The trainers are not here today due to this being their crunch time before training next week. They are working hard to polish up the training. There have been questions about whether the training plan is firm. It is not a draft but final. There will be a revision and the questions will be addressed in the revised plan. The update will address class audits and on call/temporary staff. The intent is to have the updated plan posted after our status meeting tomorrow and it will hopefully be posted as such.</li> <li>Signature pads will be assigned to your site at training with a ratio of one to five clinicians. That is the current plan. There are questions about field services and whether you need an internet connection. There will be a need for an internet connection, a signature pad and an device that meets the minimum specifications for signatures in the field.</li> <li>Please check out the training schedule to make sure your agency is on the schedule. Notify us if you can not find your agency on the schedule.</li> <li>Review of the difference between the go live training and the ongoing training. Please see the training plan on the website for clarity. There are two weeks for all staff to get trained. Not all staff has to attend training for two weeks time but there are two weeks where staff can attend the training classes necessary for the modules they need to be trained in.</li> </ul> <p>○ <b>New Registration Form – Updated for HER</b></p>	Kacey	2:10 PM	30 min

<ul style="list-style-type: none"> <li>○ The registration form for training for all classes located on the website. It is the same form used prior but is not updated. Please obtain this on the website in the training section. It is also the best form for registration for the go live training. This form should be used to register staff for up to four classes. Everything is driven by Staff ID so please be sure that staff have submitted the quality management credentialing for staff (excluding administrative staff) for them to have staff ID's. You can also tell us the staff's comfort level with computers so we can tailor the class towards them. Please fill out the form in its entirety.</li> <li>○ Now that you know your go live and training dates you can go ahead and schedule your classes. There is a maximum number of staff but we do not anticipate a problem because we have taken that into consideration when planning the schedule. We have a maximum of 30 seats at any one time slot.</li> <li>○ When do the non Avatar users get trained on how to exchange information?</li> <li>○ Around October we will begin to discuss the mechanism to exchange data from one system to the other.</li> </ul>			
<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>• What us the current screen resolution? 1024 X 768. It is the same resolution typical for a 15" monitor. Avatar sizes based on your resolution.</li> </ul>	All	2:40 PM	25 min