# Avatar MH Practice Management Forum

**Date:** December 27, 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 |
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| **Welcome/Introductions**<br>• There was a check to see which types of providers were in attendance. | Dawn | 1:00 PM | 5 min |
| **CSI Update**<br>• CSI submissions are continuing to proceed.  Error rate has been creeping up, but is still not at a concerning level. | Dawn | 1:05 PM | 5 min |
| **Claiming /Fiscal Update**<br>• 5010 cutover status- Netsmart made the system changes in our live environment so that we can start claiming in the 5010 format. We are working on the set up that needs to be done before we can claim in this format. We can't do any claiming while making these changes.<br>• Claiming Status- We are done claiming for September 2012 services. We are receiving a ton of claims correction spreadsheets and processing them within 2 weeks of receipt. The voids/replacements will be claimed as soon as we have made the changes necessary to claim in the 5010 format.<br>• Posting 835 Status- We have approximately 4,000 835s left to post on the MH side before we are completely up to date with posting.<br>• CO*29 denials- There were 3 files that were sent to Medi-Cal in March & April 2012 without delay reason code. Because the delay reason code was left off the files all of the services were denied for CO*29. We are asking for permission from the state to use a delay reason code and submit these services as replacements.<br>• CO*A1 N480 denials- We've received clarification from the State on these denials. If you have a client with this denial and they don't have Medicare or OHC, they've told us how | Stephanie | 1:15 PM | 10 min |

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|      to resolve the issue on the back end and it should get resolved by sending replacements.<br>• Service Code Changes- There are CPT code changes that affect Mental Health services as of 1/1/13. We are working on testing to see how these changes will affect the system. We may need to add new service codes. There will be more to come on this one. | | | |
| **Training Update**<br>• We have been rocking and rolling in go live.  Currently we have 400 people already trained.  This does not include the Mental Health Treatment Center.<br>• We are developing webinars.  They are in the process of getting quality assured.  They are not to replace classroom training.  Excellent tool to refresh and review.  We will be rolling those out shortly.<br>• Visions will give a pep talk for those who are about to go live. "Fairly smooth, trainers were helpful.  During the training it's important for your staff to take notes and pay attention.  The system functions for the most part.  It's definitely a challenge especially for those that don't embrace the computers.  Definitely saves time from not having to put them in the fields.  Some of the doctors are old school.  Support the doctors and their functions.  Don't be afraid to ask questions.  Take the opportunity to ask lots of questions.  Everything has been running pretty smoothly.<br>• We appreciate you taking the time to go over the check list and doing your best effort to make sure things were ready for your agency." | Christine | 1:25 PM | 15 min |
| **Report/Reporting**<br>• We've run into some Issues with reports on windows 64 machines and on agencies who are running remotely like on a terminal server<br>• Discussed changes coming with the next release. | John | 1:40 PM | 10 min |
| **New CPT Codes – Changes in Avatar Coming soon**<br>• Stephanie mentioned new CPT codes.  Netsmart has not released a patch that would accommodate these new codes.  There are several CPT codes with evaluation management.  AMA separated these new service codes.  We are preparing to accommodate these new procedure codes.  We bill medical in HCPCs.  Does not impact medical claiming.  The new CPT codes will allow you to indicate what's called additional complexities.  Fiscal and QM and program are working on the best way to implement.  It will impact the medical service codes.<br>Reasonable with the February release some more information will be available to you.  We thought it would be best to inform you of these changes even though we are not able to provide valid information.  The idea is we will not be able to do this in January.  Once they release the patch and we finish our testing.  Additional information will be provided going forward | Kacey | 1:50 PM | 10 min |

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| **SacHIE Update**<br>• Providers with their own EHRs – Update<br>We had a meeting on Nov 8$^{th}$.  Concerned with the use of flat file has been abandoned.  Web is more suitable.  Kevin is doing a gap analysis.  We are looking at feedback, if not proposed web then what will work.  We would like feedback from your agencies.  There are things we need to abide by.  We have another meeting in mid February.  If you haven't received a communication please forward your ideas to the Avatar box. | Kacey | 2:00 PM | 15 min |
| **Open Forum**<br>Delete Service, you should just be able to correct it.  The reason why is because there are system codes.  The delete service to make sure privacy is protected.  Allowing this grants permissions to possibly delete other agencies episodes.<br>By the end of this year we should be current on 835.  If not you can be sure something going on with the state.<br><br>POS scan void.  Please send an encrypted email to the Avatar box with information about the scan.<br><br>Issues widget is out of date.  We can do a better job of updating this widget.<br><br>When submitting a Claims correction, please be sure to include the PCCN number and claim number. | All | 2:15 PM | 15 min |