

# Agenda



## Avatar MH Practice Management Forum

**Date:** January 24, 2013

**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
<b>Welcome/Introductions</b> <ul style="list-style-type: none"><li>Child and Adult providers, Adult Contract Monitors, QM, Treatment Center and the Implementation Team were in attendance.</li></ul>	Dawn	1:00 PM	5 min
<b>CSI Update</b> <ul style="list-style-type: none"><li>Dawn reported July 2011 CSI- things are moving well. Dawn has been working really hard with the State. They are moving much slower, which is causing all of the hold up. In the next month we will have another spreadsheet to submit.</li></ul>	Dawn	1:05 PM	5 min
<b>Claiming /Fiscal Update</b> <ul style="list-style-type: none"><li>5010 Update- We have good news. We are now claiming in the 5010 format for all Mental Health and Alcohol &amp; Drug services.</li><li>Claiming Update- We are currently working on October 2012 claims. We did not do any claiming most of December to prepare Avatar for the transition to claiming in the 5010 format. You can always check the claiming status tab on the project website to see where we are at with claiming.</li><li>Posting 835 Update- We are now up to date. We are working on the errors.</li><li>Claims Correction Spreadsheet Update- Because we are up to date on posting we are receiving a lot of spreadsheets. Voids and replacements turn around has been 1-2 weeks.</li><li>CO*29 denials (Late claim denials)- There were 3 files that</li></ul>	Melony	1:15 PM	10 min

<p>were claiming in March &amp; April of 2012 where We forgot to put a delay reason code. This caused these denials. We are working with the state to get a delay reason code to replace these services. When you get a C0*29 denial and ask for research sometimes it's hard for us to figure out what was wrong.</p> <ul style="list-style-type: none"> <li>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 to resolve the issue on the back end and it should get resolved by sending replacements.</li> </ul>			
<p><b>Training Update</b></p> <ul style="list-style-type: none"> <li>We are already at the halfway mark, this does not include the Treatment Center. We are making adjustments based on feedback. 1st and 3rd Fridays are the new webinars. These webinars will be by modules. ie Assessment, health questionnaires. A communication will be going out shortly. Great way to refresh material that you didn't quite understand or forgot during classroom training.</li> </ul>	Christine	1:25 PM	10 min
<p><b>Report/Reporting</b></p> <p>Discussed changes coming with the February release.</p> <p>If you notice the license category and/or staff license number are incorrect, please contact Connie in QM to update.</p> <p>Progress note widget that we pulled out because it wasn't secure. It has been put back and is available. There is a webinar that will be available soon that will go over updating your views.</p>	John	1:40 PM	10 min
<p><b>SachIE Update</b></p> <p>Tracking 3 issues. Some vendors/providers weren't thrilled about the format choices. XML versus HL7 versus 837/835 solution. Haven't received any further feedback. Have suggestions please send them in. The second round will be jointly agreed. Invites will go out on the 1<sup>st</sup>. We are shooting for mid Feb, will know by the first of the month if that is a go.</p>	Kacey	2:00 PM	15 min
<p><b>Open Forum</b></p> <p>Request to default at 30 minutes rather than 60 minutes on the Scheduler. As of the last Netsmart meeting, it was not something that you could change.</p> <p>An unresolved issue, pos scan. Communication has been sent to their IT department with Information on Specs. Please have them contact us If you find the issue is still not resolved given the work around we suggested, please contact us.</p> <p>Windows 8 is not currently supported. Netsmart is working on this for the next few months. Until then, there is a "compatibility mode" setting</p>	All	2:15PM	45 min

that has worked in other states using Windows 8.			
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