

Agenda



Avatar MH Practice Management Forum

Date: June 27, 2013

Time: 1:30 to 3:00

Location: 7001 A East Parkway,
Sacramento, CA 95823
Conference room 1

Facilitator: Kacey Vencill

Scribe: Christine Giri

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions	Kacey	1:30 PM	5 min
CSI Update Up to Date. As the number of errors approaches the allowable thresholds, spreadsheet containing the errors will be distributed to Providers. Please continue to run the CSI reports to make sure all required data is being entered.	Kacey	1:35 PM	5 min
Claiming /Fiscal Update Claiming Status <ul style="list-style-type: none">Working on claiming services from April, 2013.Claims Corrections Spreadsheets are up to dateReminders:<ul style="list-style-type: none">Make sure the end dates of guarantors match the services billed. You can check what the end dates should be by running the client ledger (sac) to see which services have claimed to the guarantors.Please don't change your order of guarantors if the guarantor expires. Just add an end date.When sending in a question please send a secure attachment with the example clients information. This helps us answer your questions more timely. <ul style="list-style-type: none">Denials for CO22 when we have already billed the OHC– The issue was that after we switched over to claiming in the 5010 format there was an additional segment that the state was looking for and it was missing from our claims. We have fixed the setup. If you find denials for this reason but we have already claimed to the OHC please send in CCSs requesting replacement – don't need to enter new services.	Melony	1:40 PM	10 min

<ul style="list-style-type: none"> Update- If Cin numbers are formatted incorrectly, the whole file for everyone, not just the client, will be rejected – do not know the effective date of this change. We will give an update at the next User Forum. 			
<p>Technical Updates</p> <ul style="list-style-type: none"> Technical Documentation: Next month there will be a revised technical instructions document. The updated document will address issues that have come up since the last revision such as: scanning, signature pads, 64 bit machines etc. If you have any technical questions send an email to Avatar so we address them in this document 	John	1:50 PM	15 min
<p>Training Update</p> <ul style="list-style-type: none"> Please note that we have moved. Do not just mapquest the new address, but look on the website for specific instructions on where to enter the building. <p>http://www.dhhs.saccounty.net/BHS/Avatar/Documents/RL_Avatar_Location_Map.jpg</p> <ul style="list-style-type: none"> MHTC scheduled to begin training in mid August, and go live 3 weeks after. County Staff – Program Monitors, Coordinators, Contract Monitors, AOC’s all are invited to train. Their only opportunity to actually input into Avatar in this test environment. Permissions in LIVE will be limited to read-only for clinical documents. 	Christine	2:05 PM	10 min
<p>What’s Coming</p> <ul style="list-style-type: none"> Access – planning meeting 7/15. Still discussing how to roll it out and how training will be done. It will be at least August Perceptive –POS Scan built by Netsmart. Netsmart has acquired this other tool. Eta 8/15. You can drag and drop from folder to folder – correct own mistakes when user puts things in wrong folders – more control over scanned docs. There will be training; do not know whether classroom or through webinars. Medicare Claiming – a lot of work, fiscal working real hard. Katie A. Claims – need to start submitting soon, as it looks like an entire new set of service codes will need to be used. All the MH services there will have an equivalent Katie A. code. The state requires special modifiers. More info coming. Not sure how the training will happen. Probably not Avatar training. 	Kacey	2:15 PM	15 min
<p>Open Forum</p> <p>Remember: The Avatar team has moved to 9616 Micron Ave.</p>	All	2:30 PM	30 min

Updated address and map are on the project website.

- Updates on fiscal training on the cost report issue – send an email to Fiscal
- Kacey will get on the steering committee agenda to reduce the frequency of these meetings.