Avatar MH Practice Management Forum

Date: April 24, 2014
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 – still current – keep doing what your doing run CSI reports and find out what is missing. Take care of	Kacey	1:35 PM	5 min
Claiming /Fiscal Update - Claiming Update-this week we are working on claiming Feb 2014 services. We have caught up with all back claiming since the last time we met. All Claims Correction Spreadsheets have been processed unless we are working on them with you. - Please do not zero out charges if you have an incorrect service and are trying to delete a service. Just follow protocol and submit an OCDR to have the service deleted. - Reminders: - Duplicate modifiers – must be all caps capital letters comma and 59, 76, and 77. Please follow the Phase II code list to determine what the appropriate modifiers should be. - In address field please enter a valid address or it will reject our whole file – you can put homeless in address one and use agency zip code or use your provider address. Please don't use the address field as a text field for notes. - Make sure there is a policy number for guarantors that need it. Use social sec number as policy number if you don't have a policy # for an OHC. - Diagnosis date – must be on or before the first date of service or we will have to edit the client and **all** of their	Melony	1:40 PM	10 min

services from the batch. - In March of this year state/feds changed denial codes. We are working on updating our website with the new Phase II code list and the system with the new denial codes. The handout has the new description and the old description.			
Release Document Review Additions and changes will be posted on the project website when the document is cleaned up. http://www.dhhs.saccounty.net/BHS/Avatar/Pages/Avatar.aspx	Kacey		
DSM V and ICD-10 - A bill was passed that postpones this for one full year to 10/1/2015. We will still be working on this, but this gives us some breathing room.	Kacey	2:00 PM	15 min
Katie A (KTA) Update - Customize Guarantor to cover KTA Insurance Charge Categories/Demonstration Project Identifier. We are now extending KTA to all of our providers beyond the pilots. In Avatar – we are not creating a separate KTA guarantor because it is essentially MediCal. Only if you are an agency providing IHBS and ICC services to KTA subclass members use the Financial Eligibility form, enter Guarantor 3, then Customize Guarantor Plan (choose Yes); under Covered Charge Categories there is a Katie A category - check it. Complete the other required fields that you have always completed. Leave the end date blank until they no longer meet subclass criteria. KTA1 and KTA2 are new service codes. - HCFA-1500/837P Billing Maintenance Screen is used for any uniqueness that has to go into the claim. Everyone who is serving subclass members Demonstration Project Identifier (2300-ref-02) put "KTA" in this field only for subclass kids. This is how the state will monitor how many services we are providing. - State also made modifiers for KTA that are on the website under Phase II code list. Note that there are different modifiers for Case Management and KTA1 and KTA2 even though they are the same HCPC code. This is how the state identifies if the service provided was IHBS and ICC services. Cross references are on the Phase II code list on the website. - Katie A Widgets – these have been added to your role, but you will need to be add it to your home views. Access team will have a similar widget to see across legal entities. - Katie A Designation Form – use to identify who we are currently serving that fall in this category. KTA Special Population form. These are for new or kids that we did not	Kacey		

capture. Please complete and send to the fax number on the form. County MH staff are preloading this information into Avatar.			
What's Coming - Providers with their own EHR we will be reaching out to you to see where you are. You may have to use Avatar if you are only in the intention stage until you have your system. - - New URL for Avatar target date 7/1/14 moving to the Cloud environment. There will be a redirection page and we will communicate as early as possible. - Lab Request/Results Exchange in Order Connect – first lab will be Quest with an ETA of July 1st. We have to work with each lab independently. We will be asking for your Quest account number when the time comes. - Access Service Request/Responses - being pushed back to mid July. - Perceptive – will tentatively be here in September.	Kacey	2:15 PM	15 min
Open Forum - Medicare billing – approved for our submissions. We are going to use APSS as our pilot. - Core Assessment – getting frozen – should be resolved with Auto Save. If there is residual like they have multiple Core Assessments in the chart – contact the Avatar team to clean it up. - Void Progress Notes – the ability to return to the providers is not determined yet until Netsmart corrects breach.	All	2:30 PM	30 min