

# Agenda



## Avatar MH Practice Management Forum

**Date:** December 18, 2014

**Time:** 1:30 to 3:00

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

**Facilitator:** Kacey Vencill

**Scribe:** Justin Miller

**Attendees:** (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions	Kacey	1:30 PM	5 min
<b>Claiming /Fiscal Update</b> <ul style="list-style-type: none"><li>- <b>Claiming Update</b><ul style="list-style-type: none"><li>▪ Working on sept 14 claims and should be completed in the next week. After those are complete we will be starting to work Oct 14 next week. You should still have a couple days to run your reports to clean anything up.</li></ul></li><li>- DHCS Denied Services in Error<ul style="list-style-type: none"><li>▪ State accidentally denied hundreds of claims in error and the county has gone ahead and fixed those on your behalf.</li></ul></li><li>- Updated CARCs and RARCs<ul style="list-style-type: none"><li>• State has released a new spreadsheet and it will be posted on the internet.</li><li>• Some codes that were changed have been changed back and you need to look closely at the dates of your claims to check the denial reason.</li><li>• We will post the state documents directly on the website.</li><li>• Issue with deleting guarantors is known and a fix</li></ul></li></ul>	Melony	1:35 PM	10 min

<p>is going to be added to the Live system.</p> <ul style="list-style-type: none"> <li>• When you are sending in a Claims Correction Spreadsheet.</li> <li>• You should not delete a service that actual occurred. You should leave them in the system as part of the record for the client.</li> <li>• If you have been awaiting to attach notes to services you can go ahead and start working on them.</li> </ul> <p><b>Question:</b> There is a “T” showing when you try to attach a note back to the service.</p> <p><b>Answer:</b> we have a ticket open and discussion open with Netsmart. Currently we suggest that you do not attach if there is “T” should wait until the issue</p> <p><a href="http://www.dhcs.ca.gov/formsandpubs/Documents/14_035.pdf">http://www.dhcs.ca.gov/formsandpubs/Documents/14_035.pdf</a></p> <p><a href="http://www.dhcs.ca.gov/formsandpubs/Documents/14_035_12_08_14.pdf">http://www.dhcs.ca.gov/formsandpubs/Documents/14_035_12_08_14.pdf</a></p>			
<p><b>Training Update</b></p> <ul style="list-style-type: none"> <li>- Training schedule/process <ul style="list-style-type: none"> <li>• There is a new schedule posted on the internet marked “Routine Training Schedule”</li> <li>• It shows what classes are offered and is color coded to easily see the class type.</li> <li>• There is a legend at the bottom of the schedule that gives you more detail on when the class is offered.</li> <li>• We still require 48 hour’s notice for training requests.</li> <li>• If you do not receive an email conformation you should follow up with us.</li> <li>• If you do not receive a confirmation you shouldn’t send staff to the training.</li> </ul> </li> <li>- Training for Service Request <ul style="list-style-type: none"> <li>• We are offering this every Thursday.</li> </ul> </li> </ul> <p><b>Question:</b> Will Doc MGMT be offered as part of the CWS training class?  <b>Answer:</b> We will not be making any changes for a couple of months, but we will take it back and review that.</p>	Justin	1:45 PM	10 min
<p><b>Quarterly Release Review</b></p> <ul style="list-style-type: none"> <li>• The entire county is revising the website structure and our site will be changed. The tabs may be changed into links <ul style="list-style-type: none"> <li>• Releases for tomorrow-Expiring Autho report adding the last client plan for that episode end</li> </ul> </li> </ul>	John	1:55 PM	15 min

<p>date has been added</p> <ul style="list-style-type: none"> <li>• Been modified for formatting and cleaned up. Fixed coordinator not showing.</li> <li>• Services with No Diagnosis report has been fixed to exclude services prior to 2009. You should see the older claims fall off the report.</li> <li>• Client Diagnosis has been modified to improve performance.</li> <li>• DHCS Duplicate service report-the coloring was fixed</li> <li>• Some services weren't showing the HIPC code correctly and has been fixed <ul style="list-style-type: none"> <li>○ Approved void and paid re-bills- services that have been approved by the state.</li> <li>○ CDS/Core Assessment Report fixed ODBC to make it easier to run when on a different machine.</li> </ul> </li> </ul> <p><b>Question:</b> Do we still send you request for new reports  <b>Answer:</b> You should send them to the Avatar email with specifics of your request, so we can understand what is being asked.</p>			
<p><b>Service Request/Response Go-Live Update</b></p> <ul style="list-style-type: none"> <li>• Since Nov 1, thousands of requests have been processed and flowing properly.</li> <li>• We have had reports that some reports have been running slowly. Netsmart sent us an alert that they are aware of</li> </ul>	Kacey	2:10 PM	10 min
<p><b>What's Coming</b></p> <ul style="list-style-type: none"> <li>• Lab Request/Results Exchange in Order <ul style="list-style-type: none"> <li>▪ Netsmart has stated that they will be starting this in April.</li> </ul> </li> <li>• Client Billing/CPT Codes/Medicare</li> <li>• Will be able to break out documentation and travel time discretely and have 3 fields calculate to determine overall duration of services.</li> <li>• Additional field on progress note entry, Client Charge Input, Recurring Client Charge Input to identify if the service was delivered face to face.</li> <li>• 270/271 Real time inquiry will be added so you can get eligibility, with their EVC code and it will automatically put it into Financial</li> </ul>	Kacey	2:20 PM	15 min

<p>Eligibility.</p> <p><b>Question</b> is this limited to people who do not use Avatar as the health record.</p> <p><b>Answer:</b>No everyone has access to Avatar and you can use that or provide that information into the system.</p> <p><b>Question:</b> Is the 270/271 Mandatory to use.</p> <p><b>Answer:</b> That hasn't been decided, but it is designed to improve efficiency. As a division additional information will be provided.</p>			
<p><b>Open Forum</b></p> <p>No Items asked</p>	<p>All</p>	<p>2:35 PM</p>	<p>25 min</p>