

# Agenda



## Avatar MH Practice Management Forum

**Date:** October 22, 2015

**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
<b>Welcome/Introductions</b>	Kacey	1:30 PM	5 min
<b>Claiming/Fiscal Update</b> <ul style="list-style-type: none"><li>- Claiming Update-We are currently working on August 2015 claims and processing CCS we received in the last 2 weeks.</li><li>- Benefit Plan updates-As of 7-1-2015 there are now 4 benefit plan levels in Financial Eligibility. If you are not comfortable with configuring the new benefit plan levels, please come to the Drop in Sessions held every 2<sup>nd</sup> Tuesdays of the month so we can walk you through it.</li><li>- An Issue was identified with the configuration of the new service codes effective July 2015. This issue has impacted the July 2015 Mental Health claims. The issue has been resolved and will not impact any additional claims. A follow up email was sent out this morning from the Avatar team that discussed the resolution for the impacted services and the lists of all the service codes that were affected. The providers won't need to submit a CCS and there is nothing that they have to do. Fiscal will reclaim the impacted services whether they are approved or denied. The providers can run the Claims by Guarantor and Claim Date report using the parameter specified in the email to figure out the services that were impacted by program.</li></ul>	Mary Ann	1:35 PM	15 min
<b>Training Update</b> <ul style="list-style-type: none"><li>- Training schedule/process- Please give 48 hours' notice on all registrations for classes are. Please do not send staff to training unless you have received a confirmation from Avatar training. If you have not received a confirmation from a request you have sent please follow up.</li><li>- There is a new Training Registration form that will be posted on the Project website. Questions should be sent to Avatar</li></ul>	Justin	1:50 PM	10 min

training registration.			
<p><b>Review Financial Eligibility Changes Effective 7/1/15</b></p> <ul style="list-style-type: none"> <li>- There were a number of changes as of 7-1-15 and most have customized the clients Financial Eligibility. If you haven't updated all of your clients, please review the Avatar emails regarding this and follow those steps to correct them. It will affect your claims if they are not correctly customized.</li> </ul> <p>See Last Add-On Report</p>	Kacey	2:00 PM	10 min
<p><b>Report and Widget Changes for new service codes</b></p> <p>Lost Add-On Services Report-This report identifies any add-on service rows where the original service is no longer a liability on the same guarantor as the add-on. This can occur for multiple reasons including the original claiming without the add-on, the original being paid and transferred without the add-ons or the add-ons not being covered by the same benefit plan as the original.</p> <ul style="list-style-type: none"> <li>- Once Fiscal has cleaned up the July services you should start checking those services.</li> </ul>	John	2:15 PM	15 min
<p><b>Project Updates</b></p> <ul style="list-style-type: none"> <li>- ICD10 and DSM5 update-Implementation has passed and there all diagnosis should have been updated.</li> </ul>	Kacey	2:30 PM	15 min
<b>Open Forum</b>	All	2:45 PM	15 min