Agenda

MH Avatar User Forum

Date: December 28, 2017
Time: 1:00 to 3:00
Location: 7001 A East Parkway,
　　　　　　Sacramento, CA 95823
　　　　　　Conference room 1

Facilitator:　Ann Mitchell

Scribe:　　　Karlynn Only-Sydnor Start Time1:02pm End Time 1:33pm

Attendees:　(See sign in sheet)

Topic	Presenter
Welcome/Introductions	Ann
Claiming/Fiscal Update - Claiming Update – Claiming Oct. 2017 for MH - Claims Correction Spreadsheet – update - Claims Correction Spreadsheet (CCS) 　o Completed within 2 weeks of the date submitted - Reminders - When entering an OHC guarantor, the policy number needs to be entered in the "subscriber policy #" field in Financial Eligibility (FE). If there's no policy number, then use the client's SSN. Do not use the HIC or CIN. 　o Clients with UMDAP and/or Share of Cost (SOC) will be billed for Oct. 2017 services moving forward. The October statements are expected to be mailed out to the clients by mid Jan. 2018. 　o Providers need to spend down clients with SOC on the state website. If you fail to do so, these services will be denied and you may have to submit a CCS to have these services replaced. 　o Clients with SOC need to have G123 added to FE eff. 10/1/17. The order for SOC clients should be OHC, Medicare, Medi-Cal (G50), G123, and the Match. If SOC clients have G1 (UMDAP) active in FE, make sure to end date G1 eff. 9/30/17. G123 and G1 cannot be active at the same time. 　o Avatar Billing team - is fixing FE as we see errors to ensure the liability amount falls to the correct guarantor You will see our notes in FE under "Coverage Comments". 　o UMDAP – Make sure a Family Registration is completed. Only 1 needs to be completed per family. For naming convention, please use the client's last name and Avatar ID. It makes it's easier to find when you have a last name like "Smith". - Reports to Work - **Phase II (Program/Client Charge Status)** reports to work denials	Richard/Mai

o **99999** report - Guarantor 99999 Provider report form o **Unbilled** report – Unbilled Non-Medi-Cal Services by Program form o **Lost Add-on** report – Lost Add-On Services Report form o **NON DHCS ICD10** – To avoid using non approved ICD10 code	
Training Update – January calendar is posted. No other updates to training.	Marcia
Project Updates - Lab Orders – If you use LabCore verify all account numbers, deadline is December 29, 2017. A LabCore pilot is to come - Service Request 2.0 – Roll out is set to be in the next few months. With the Service Request 2.0 users will be able to use real clients, rather than inputting a generic client. Training will be required as there are some differences between the two versions. - UMDAP/Share of Cost/ Medicare – Will be billed out in October of 2018. More MediCare information will be given around March of 2018 and it will be used across the system. - Perceptive Scanning – Demo – Taking the place of POS Scan and will be live by mid-January. Drivers are necessary for those that are using an actual scanner to input documents into Avatar. There is a non-mandatory training webinar for those who currently already have the POS Scan permission. If you missed the training on 12/27/17 or would like additional training, contact Avatar for January dates.	Ann
Open Forum **Suggestion –** Send out email to agencies a week prior to forum for any agenda items they want addressed.	All