

# Agenda



## Avatar MH Avatar User Forum

**Date:** October 26, 2017

**Time:** 1:00 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	1:00 PM	5 min
<b>Claiming/Fiscal Update</b> <ul style="list-style-type: none"> <li>- Claiming Update-Just completed August 2017 claims.</li> <li>- Claims Correction Spreadsheet – update are current and up to date. OHC guarantors-make sure you are entering the policy number or SSN. Make sure you are using all of your reports.</li> <li>• OHC - subscriber policy number. Policy number needs to be entered. If no policy number, then use SSN. Do not use HIC or CIN.</li> <li>• The <b>Phase II Denials by Posting Date</b> form in Avatar has been updated to include replacement denials. Prior to the update, the report only generated denials from original services.</li> <li>• Reports to work: <ul style="list-style-type: none"> <li>- <b>Phase II (Program/Client Charge Status)</b> reports to work denials</li> <li>- <b>99999</b> report - Guarantor 99999 Provider report form</li> <li>- <b>Unbilled</b> report – Unbilled Non-Medi-Cal Services by Program form</li> <li>- <b>Lost Add-on</b> report – Lost Add-On Services Report form</li> <li>- <b>NON DHCS ICD10</b> – To avoid using non approved ICD10 code</li> </ul> </li> </ul>	Richard/Mai	1:35 PM	5 min

<ul style="list-style-type: none"> <li>November 14, 2017 provider drop-in session is scheduled for the entire day. From 8:30am-12pm &amp; 1pm-4:30pm. Please use this opportunity to come by with question regarding Client Billing, SOC, and/or any other issues you may be having. We may have an additional drop-in session day in November depending on the initial turn out.</li> <li>Client Billing &amp; SOC - A communication was sent out regarding Client and Family Billing with necessary changes to financial eligibility. There were 3 attachments that were sent with the communication. <ul style="list-style-type: none"> <li>The 1st attachment - (<b>ClientAndFamilyBilling-10.18.17</b>) Beginning Oct. 1, 2017 we will begin billing clients with UMDAP and SOC for services rendered. For clients with SOC Medi-Cal, providers will need to spend down the cost of service via Medi-Cal website.</li> <li>The 2nd attachment - (<b>Letter_Provider-UMDAP and FIF 11-18-16</b>) Communication sent out by Alex Rechs (QM) regarding the Financial Information Form (FIF) and UMDAP. Email QM questions. (<a href="mailto:QMInformation@SacCounty.net">QMInformation@SacCounty.net</a>)</li> <li>The 3<sup>rd</sup> attachment - (<b>PP-BHS-QM-00-01-UMDAP 08-24-2016</b>) Is the Uniform Method of Determining Ability to Pay (UMDAP) Policy and Procedure issued by QM. Email QM questions (<a href="mailto:QMInformation@SacCounty.net">QMInformation@SacCounty.net</a>)</li> </ul> </li> </ul> <p>Question-Will there be a training for already how to do the Spend Down. Answer-There is no Avatar specific training. There are instructions on the Medi-Cal website that will guide you on the process.</p>			
<p><b>Review Release Items-</b>Please see release document</p>	Kacey	1:40 PM	15 i n
<p><b>Training Update-</b></p> <ul style="list-style-type: none"> <li>The November calendar is posted and on the website.</li> <li>We are asking to please share the confirmation that is sent out with your new hire staff. We have had some people wondering around that building looking for our door and some are arriving before 8:30am.</li> </ul>	Justin	2:05 PM	10 min

<p><b>Project Updates</b></p> <ul style="list-style-type: none"> <li>- Lab Orders-We are currently in Pilot with Quest and APPS. We discovered an issue with billing and we are working to resolve this but we are not expanding the Pilot. We are going to be asking in the near future for Lab Corps account numbers.</li> <li>- Service Request 2.0-We are currently discussing the fine details to make sure that we have everything aligned with all departments. There are no show stoppers at this time.</li> <li>- UMDAP/Share of Cost/ Medicare- We will be sending a list of clients by programs that do not have the FIF form scanned into Non-Episodic. These will need to be moved to Non-Episode to assist with the claiming process to have the information in the correct location.</li> <li>- Perceptive Scanning- This is our new scanning solution. The Perceptive training will be web based, there is no ETA at this time. If you have any directly connect scanners you will need to download the Perceptive Web Scan Install from the Avatar Project website.</li> </ul>	Kacey	2:15 PM	10 min
<b>Open Forum</b>	All	2:25 PM	15 min