

# Agenda



## Avatar MH Avatar User Forum

**Date:** October 25, 2018

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

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

**Facilitator:** Ann Mitchell

**Scribe:** Karlynn Only-Sydnor

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

Topic	Presenter	Start Time	Length
<p><b>Welcome/Introductions</b></p> <ul style="list-style-type: none"> <li>Kathleen Harris has accepted a new position with the Avatar team as an ASO II, Training Coordinator</li> </ul>	Ann	1:00PM	5 min
<p><b>Claiming/Fiscal Update</b></p> <ul style="list-style-type: none"> <li><b>Claiming Update-</b> Currently claiming August 2018 Services</li> <li><b>Claims Correction Spreadsheet</b> – currently working on CCS that submitted within the last two weeks.</li> <li><b>SB 75 Replacements</b> – Services that the state might have adjudicated (paid) them with the incorrect funding source. We have to process replacements for these services. Once the replacements are completed, we will notify all affected providers to re-attached the progress note to the new service. Providers may have come across services have no progress note and/or services being entered by Avatar Billing staff due to this project.</li> <li><b>OHC – Caremore</b> – the Medi-Cal eligibility message from the POS system has been corrected to show the correct OHC. For all clients that have CareMore as other healthcare coverage, providers need to rerun client’s Medi-Cal eligibility and update financial eligibility accordingly. For example, if the Medi-Cal eligibility shows that client has Anthem Blue Cross, then add this Anthem Blue Cross (Medicare Risk HMO) to financial eligibility and end date CareMore guarantor (G199). Before updating financial eligibility, please run client’s ledger to see when was the last service claimed to CareMore(G199) then end date G199 effective the date of that service and add Anthem Blue Cross (Medicare Risk HMO) effective the next day. If there’s any question, providers can contact Avatar Billing team and we will walk them through. <b>Please see last page of forum minutes for an example.</b></li> </ul>	Mai	1:05PM	15 min

<p><b>Demo how to get to our project website and how to use the mouse for signing in Avatar</b></p> <ul style="list-style-type: none"> <li>• Use the Avatar Project page for information on all things Avatar. This is where you can find the training schedules, claiming information and support. <a href="http://www.dhs.saccounty.net/bhs/avatar/pages/avatar.aspx">http://www.dhs.saccounty.net/bhs/avatar/pages/avatar.aspx</a></li> <li>• You can now use the mouse for signing in Avatar. To do this follow these steps: <ul style="list-style-type: none"> <li>1. <b>Click on preferences in the top right menu of your homeview</b></li> <li>2. <b>Click on the blue tab that says General on the top left</b></li> <li>3. <b>Click the check box that says “Use mouse or touch for signatures”</b> <ul style="list-style-type: none"> <li>○ You can only use either the mouse or the signature pad. Not both.</li> </ul> </li> </ul> </li> </ul>	Melony	1:20PM	10 min
<p><b>Demo the CANS 50</b></p> <ul style="list-style-type: none"> <li>• Effective 10/1/18 we have transitioned to use the CANS 50 and continue to use the Transition to Adulthood and Trauma Domain.</li> <li>• Please use 2’s and 3’s scores to inform your Client Plans.</li> <li>• To use the form you must be CANS certified. Quality Management has a certification training on 11/5/18 from 9am - 2:30pm. You can register with Quality Management at <a href="mailto:QMTraining@saccounty.net">QMTraining@saccounty.net</a> <ul style="list-style-type: none"> <li>○ Here is a link to the QM training calendar and registration form <a href="http://www.dhs.saccounty.net/BHS/Pages/Provider-Training/GI-Documentation-Training.aspx">http://www.dhs.saccounty.net/BHS/Pages/Provider-Training/GI-Documentation-Training.aspx</a></li> <li>○ Here is the link to the QM Documentation Standards page <a href="http://www.dhs.saccounty.net/BHS/Pages/Provider-Training/GI-Documentation-Training.aspx">http://www.dhs.saccounty.net/BHS/Pages/Provider-Training/GI-Documentation-Training.aspx</a></li> </ul> </li> <li>• When searching for the CANS assessment make sure to select the CANS Sac Bundle</li> <li>• On the form: <ul style="list-style-type: none"> <li>○ Case Name and Case Number are not required but if you have the information from Child Welfare then enter in those fields</li> <li>○ Difference between Administrative close and discharge is that an Administrative close is when you are unable to see the client face to face and you may have to administratively close the case. Discharge is when you are able to work with the client to close the case.</li> <li>○ In the section regarding Transition to Adulthood, <b>yes</b> = the client is not ages 15-21 and you would skip that section.</li> </ul> </li> <li>• For those that use their own EHR, we are still waiting on the ability to import the CANS 50 and PSC 35 data into Avatar. More information will be provided when a release date is known.</li> <li>• We are in the process of updating the reports so that they reflect the new CANS 50.</li> </ul>	Justin/Pam	1:30PM	15 min

<p><b>Technical support/report questions</b></p> <p style="text-align: center;"><b>Nothing new to report</b></p>	John	1:45PM	10 min
<p><b>Training Update-</b></p> <ul style="list-style-type: none"> <li>• <b>Staff Registrations should be completed through QM prior to requesting staff to come to Avatar training</b> - Staff will not receive all of their permissions in Avatar until staff registration is complete. They are still able to come to training while QM is processing their staff registration.</li> <li>• <b>Make sure to be using the No Show and Cancellation codes</b></li> <li>• <b>Updated the Avatar Account/Training Registration Form</b> – Two new checkboxes have been added to section 3, <b>Add Admission permission (PM Training) &amp; Add Void Note permission (Corrections in EHR training)</b>. Staff will receive training for these permissions when they come to training, but they will not get access to it if it is not indicated on the registration form.</li> <li>• <b>We require 48 notice to register staff for training</b> – There is a great deal of setup that needs to be done prior to the training date. The 48hrs allows us to properly setup the user accounts so staff get the most out of training.</li> <li>• <b>Make sure to select a classification on the registration form, even if the staff member is admin.</b></li> <li>• <b>Feedback for changes to Practice Management and Introduction to Avatar</b> – Considering splitting class into two parts that would allow for more hands on activities. Also considering creating an Introduction to Avatar Webinar as a prerequisite to an Avatar training (CWS or Practice Management) <ul style="list-style-type: none"> <li>○ Most were liked the idea of splitting the Practice Management training.</li> <li>○ Some were concerned about making sure staff received hands on practice for Introduction to Avatar.</li> <li>○ If you would like to give us some feedback on this, please email us at <a href="mailto:Avatar@saccounty.net">Avatar@saccounty.net</a></li> </ul> </li> </ul>	Kat	1:55PM	15 min
<p><b>Project Updates</b></p> <ul style="list-style-type: none"> <li>• <b>Lab Orders-</b> Continuing pilot with just Quest. Not ready to go live with the entire system at this time. We will communicate to everyone when we get more information</li> <li>• <b>Service Request 2.0-</b> The forms are almost ready. We are hoping for a December 2018 rollout. There will be a webinar for Service Request 2.0 for those who already have access</li> </ul>	Ann	2:10PM	15 min

<p>and an in person option for those that prefer to come in person. Those that do not have access to Service Request at go live must attend the in person training.</p> <ul style="list-style-type: none"> <li>• <b>Medicare-</b> Billing team has successfully had their test claims accepted. They will continue to test and plan on a very short pilot. More information will be provided when available</li> <li>• <b>Perceptive Scanning-</b> An update was loaded on 10/26/18. We hope that this update will resolve the ongoing issues we have been experiencing. Please continue to let us know if issues continue as we have been tracking and reporting them to Netsmart.</li> <li>• <b>MModal -</b> Is a speech to text application that will be piloted at the Mental Health Treatment Center. Currently we are still working on testing. We do not have a rollout date for it but some features include: works with any computer application, not just Avatar, it will learn your speech over time and it is loaded with medical terminology.</li> </ul>			
<p><b>Open Forum</b></p> <ul style="list-style-type: none"> <li>○ Question was asked about how to see types of discharges for their program. Suggestion was to use the Discharge Detail by Program report. This report is run by date range and program. Once rendered, you can export the report to an Excel spreadsheet and sort the data as needed.</li> <li>○ If curious about what reports are available in Avatar check our <b>report inventory</b> found here <a href="http://www.dhs.saccounty.net/BHS/Avatar/Pages/GI-Support.aspx">http://www.dhs.saccounty.net/BHS/Avatar/Pages/GI-Support.aspx</a></li> <li>• <b>Auto Save for Progress Notes</b> <ul style="list-style-type: none"> <li>○ Discussed possibility of turning it back on</li> <li>○ Avatar Team is testing this feature as there have been updates to the functionality that may help with past concern of blank progress notes- this was very confusing to users</li> <li>○ New feature includes the ability to open the progress note from the clients chart. This would help to eliminate the saving of blank progress notes</li> </ul> </li> </ul>	All	2:25PM	

## Example of CareMore OHC

All clients that have CareMore as OHC, rerun eligibility. Now, the message is corrected.

Name: [REDACTED]			
Subscriber ID: 92890476A			
Service Date: 10/01/2018	Subscriber Birth Date: 08/18/1949	Issue Date: 10/25/2018	
Primary Aid Code: 60	First Special Aid Code:		
Second Special Aid Code: 80	Third Special Aid Code:		
Subscriber County: 34 - Sacramento	Medicare ID: 571825326M		
Primary Care Physician Phone #:	Service Type: OIM VR		
Trace Number (Eligibility Verification Confirmation (EVC) Number): 576C6PBR1X			
<b>Eligibility Message:</b> SUBSCRIBER LAST NAME: [REDACTED], EVC #: 576C6PBR1X, CNTY CODE: 34, PRMY AID CODE: 60, 2ND SPECIAL AID CODE: 80, MEDI-CAL ELIGIBLE W/ NO SOC/SPEND DOWN, HEALTH PLAN MEMBER: PHP-ANTHEM BLUE CROSS; MEDICAL CALL (800)407-4627, PART A, B AND D MEDICARE COV W/MEDICARE ID #571825326M. MEDICARE PART A AND B COVERED. SMC'S MUST BE BILLED TO MEDICARE BEFORE BILLING MEDICAL. MEDICARE PART D COVERED DRUGS MUST BE BILLED TO THE PART D CARRIER BEFORE BILLING MEDICAL. OTHER HEALTH INSURANCE COV UNDER CODE F - MEDICARE PART C HEALTH PLAN. CARRIER NAME: ANTHEM BLUE CROSS MEDICARE. COV: OIM VR.			

Runs the client's ledger to see when was the last service claimed to Caremore, then end date the CareMore guarantor effective that date. For example (see screen shot below), if the last service claimed to CareMore guarantor (G199) was 8/22/18 then end date this guarantor effective 8/22/18 and add Anthem Blue Cross (Medicare Risk HMO) (G161) effective 8/23/18.

Date of Service	Service Description	Guarantor Name	Guarantor Liability	Claim Number	Claim Date	Balance Adjustment	Posting Date
7/3/18	Rehabilitation (94000)	MANN, CATHERINE					
64832.001	CareMore Health Plan (Medicare Risk HMO)		65.72	39278042	8/23/18	65.72 (312) Ins Denial Trans-Me	9/19/18
64832.002	DMH - SD/MC (3)		65.72	Unbilled			
8/7/18	Rehabilitation (94000)	MANN, CATHERINE					
64867.001	CareMore Health Plan (Medicare Risk HMO)		61.48	39435475	9/26/18		
8/9/18	Nursing Medication Support - On Phone (90899E)	GANSEREIT, SCOTT					
64869.001	CareMore Health Plan (Medicare Risk HMO)		86.02	39435475	9/26/18		
8/22/18	E&M Established Pt Office Visit Level 5 (99215)	NGUYEN, SANH					
64882.001	CareMore Health Plan (Medicare Risk HMO)		254.15	39435475	9/26/18		