

Department of Health Services

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County Executive

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Divisions

Behavioral Health Services
Primary Health
Public Health
Departmental Administration

County of Sacramento

Date: September 24, 2020

To: All SUPT DMC Contract Providers

From: Substance Use Prevention and Treatment Services (formerly ADS)

Re: Deletion of Open Charges in Avatar – Open Charges Deletion Request

The attached form titled "Open Charges Deletion Request (OCDR)" is to be utilized for provider requests to SUPT to delete open charges in Avatar. The form includes all necessary data that must be received in this format for ADS to take action on behalf of the provider.

- Complete the "Open Charges Deletion Request"
- Be sure to include "Contact Information" in the top right of the form in case ADS staff have questions
- "Reasons for Deletion" codes are described on the second tab of the form
- Providers are to complete all columns except the gray shaded columns (i.e. "Processing Status" and "Date Processed")
- Forms with missing or incorrect data may be returned to provider for correction and resubmission
- Encrypt and submit the OCDR form electronically to SUPT-OCDR@saccounty.net (Please ensure to use password protected, zipped file)
- SUPT staff will process the OCDR form, complete the shaded columns with the date and status of each line item, and return to the form to the contact listed at the top of the form

In some cases, Avatar allows providers to use the "Edit Service Option" to correct errors. This function remains available to providers. Charges that do not require deletion but can be fixed using the "Edit Service Option" will be returned to the contact person listed on the form for correction.

Questions on this process should be directed to Rich Daniel, 916-875-2056 / DanielR@saccounty.net, or Monica Castillon, 916-875-2036 / CastillonM@saccounty.net.

Attachment: SUPT OCDR Form