

Agenda



Avatar MH Avatar User Forum

Date: January 23, 2020

Time: 1:00 to 2:30

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

Facilitator: Melony Ibarra

Scribe: Sarah Saldivar

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions	Melony	1:00PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none">• Claiming Status Update – Wrapping up August 2019 services currently.• Claims Correction Spreadsheet (CCS) – The Billing Team is caught up on Claims Corrections.• Medicare update<ul style="list-style-type: none">○ MBI numbers – Effective January 1st 2020 HICN are no longer accepted and must use the MBI number or claims will get rejected. Use the Active Medicare Without Valid MBI report to identify clients that have no MBI.• Changes will be made to remove MHSA from the names of the following service codes: 28045, 28046, 28047, 28048, 28050, 28051, 28052, 28053, 28054, 28055, 28056.	Richard	1:05PM	10 min
Training Update- <ul style="list-style-type: none">• User Forum Schedule for 2020 – Check the Avatar website for the schedule before attending, due to conflicts some forums are not on the regular dates.• No CWS training on Wednesday February 12th due to a County Holiday• Prescribers – Users who prescribe and attend CWS class and are trained as a prescriber in Order Connect are required to have their registration with QM completed prior to Avatar	Kat	1:15PM	5 min

training.			
<p>Review Release Items</p> <ul style="list-style-type: none"> • Homeless and Veteran’s Status on Update Client Data <ul style="list-style-type: none"> ○ Added Housing Status and Veteran’s status in Update Client Data, both fields red and required. ○ Monica Rocha-Wyatt gave definitions of housing statuses. <ul style="list-style-type: none"> ▪ Please click on the lightbulb indicator next to Housing Status for definitions. ○ Housing status is self-reported and should be updated when client reports change in housing status. The Update Client Data form is non-episodic so it is seem across programs. ○ Added Homeless Status History widget which lists the changes in housing status with dates. Can be used as a means for assessing chronic homelessness. • Service Request 2.0 – Released 12/2/2019 New requested action choices for TFC: TFC Authorization and TFC Re-Authorization. • Progress Note Entry and Client Charge Input – New EBP choice: PC Care for UCD. • New report for lab results for our pilot programs. 	Melony	1:25PM	15 min
<p>APSS/Access new processes</p> <ul style="list-style-type: none"> • The new process is expected to start February 1st the Access Team will begin the assessment process, shortening the 60 day window while providing more information. The 60 day window begins on the disposition date <ul style="list-style-type: none"> ○ Both the Service Request Disposition by Program Report and the Service Request Details report will display the disposition date. ○ Disposition date and admit date to the program should be the same. • In the CSI Assessment form the Access Team will complete following: the Date of First Contact, Assessment Appointment First Offer Date, Assessment Appointment Accepted Date, and Assessment Start Date <ul style="list-style-type: none"> ○ Access Team will also begin including deferred diagnoses. • Providers will have to complete the Assessment End Date and the rest of the CSI Assessment form. • Alex is working on FAQs for this process and will send this out once completed. 	Matt/Alex	1:40PM	10 min

<ul style="list-style-type: none"> Beginning January 15th, Access now refers unlinked hospital discharge adult clients to the APSS Clinic APSS will provide the first face to face assessment, diagnosis, CSI elements, determine eligibility and will refer clients to outpatient providers and regional support teams. 			
<p>Project Updates</p> <ul style="list-style-type: none"> Client Charge Input Import – Agencies with their own EHR will be able to submit spreadsheet of services to be imported into Avatar. <ul style="list-style-type: none"> LIVE with Early Adopters – Successfully worked with ADS Early Adopters over the past 3 months. Will begin working with MH Early Adopters in February. Providers with own EHRs that are interested should e-mail Avatar@saccounty.net. The files are too large for e-mail so Avatar will be using SacDrive to share these files with providers. Requires an e-mail address that is shared by multiple users. E-Prescribing (Controlled Substances) –Still expected to roll out this fiscal year. Interoperability – Currently working with Netsmart to assist with challenges. <ul style="list-style-type: none"> Care Connect Inbox CareQuality E-Labs – MHTC will be going LIVE with Quest <ul style="list-style-type: none"> Go-LIVE meeting has occurred We are now in the planning stage 	Melony	1:50PM	10 min
<p>Open Forum</p> <ul style="list-style-type: none"> Avatar team is aware and have an open ticket with Netsmart on the System Code Admit widget Question – Can a communication be sent out with the issue with the Co-Signing view on Progress Notes is fixed? We will work on it. Question – Is there a way providers can be notified when a known issue is identified? We will take it back to management and see what we can do. 	All	2:00PM	30 min