

Agenda



Avatar MH Avatar User Forum

Date: May 27, 2021

Time: 1:00 to 2:30

Location: Virtual using Skype

Facilitator: Melony Ibarra

Scribe: Sarah Saldivar

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions <ul style="list-style-type: none">Skype meeting overview	Melony	1:00PM	5 min
Claiming/Fiscal Update <ul style="list-style-type: none">Claiming Status Update – Working on March 2021 ServicesClaims Correction Spreadsheet (CCS) – Completed within 2-3 weeks from date submittedMedicare update – April 2021 claims are completed.Rate updates – Rates for new fiscal year will be arriving and entered soon. Anticipate this will be completed by the time to run reports for 7/2021 services.<ul style="list-style-type: none">If you run the reports and receive rates for \$0, reach out to Contract Monitor.	Richard	1:05PM	15 min
Maintenance and Support Update <ul style="list-style-type: none">Release itemsPlace of service update for SUPT Residential Providers – Added MH and SUPT in front of location code to indicate difference between MH and SUPTQuestion about the PSC-35 form in Avatar. Form is not active as it is currently saving as non-episodic. The Avatar team is working to resolve this issue with Netsmart.Question on whether CareQuality Notification form should be scanned as non-episodic. Yes, this should be saved non-episodically.	Melony	1:20PM	10 min

<p>Reports/Widgets-</p> <ul style="list-style-type: none"> • Release items • All forms requiring co-signature will moved to Document Routing by 7/1/2021. We anticipate the schedule as follows: <ul style="list-style-type: none"> ○ Clinical Assessment - 6/7/21 ○ Medication Service Plan – 6/14/21 ○ LOCUS – 6/21/21 ○ CODA – 6/28/21 ○ Crisis Screening and Assessment – 6/28/21 ○ Initial Psychiatric Assessment – 6/28/21 • NOABD – NOABD Generation form <ul style="list-style-type: none"> ○ Eventually this will replace the NOAB form that Access team is currently using. Currently allows ability to generate in English for denials, delivery, modification, termination, and timely access. ○ This will be in LIVE by 5/28/2021 ○ Currently only for English letters. Translations for threshold languages are being put on the new letter head and will be sent out next week. ○ Letters should be created this way going forward. No need to generate letters that have already been sent out. ○ Question about whether providers will need to scan these forms into Avatar. As long as the letter has been created in Avatar providers will not have to scan in the letter. ○ Questions on policy and procedures regarding this should be directed to Quality Management (QMInformation@saccounty.net) • All new reports will show up in the “Report Inventory” report. 	John	1:30PM	10 min
<p>Training Update-</p> <ul style="list-style-type: none"> • Tip Sheets available on our website • User Account Deactivations – When a staff member leaves your agency an Avatar Account/Training Registration form with “deactivate account” box checked should be submitted to 	Kat	1:40PM	10 min

<p>AvatarTrainingRegistration@saccounty.net</p> <ul style="list-style-type: none"> • Summer Training Schedules – Due to upcoming go-LIVEs in July and August the usual dates of trainings may change. Please be sure to double check the schedule before registering your staff for training. • A request was made for a tip sheet for entering and updating Clinical Pathways information. The Avatar team will work on this. 			
<p>Project Updates</p> <ul style="list-style-type: none"> • Avatar NX <ul style="list-style-type: none"> ○ Scheduled to move to Avatar NX in early 2022 ○ Web based, will not require Java to allow for easy log in. ○ Quickly see to-do items and others' to do items ○ Quick access to upcoming appointments ○ Rapid access to documents ○ Jot down reminders, search for reminders, and check off reminders when completed ○ The Chart View will be replaced with the All Document View which will allow users to see all relevant assigned documentation on a client in one easy view ○ Universal search, allows search for user and documentation in one search ○ New report viewer is available on the Avatar website, please ensure that your IT has downloaded this onto all computer stations. • Electronic Labs – Visions Go-LIVE had to be rescheduled due to technical issues. Scheduled to Go-LIVE 6/2/2021 <ul style="list-style-type: none"> ○ Currently in pilot phase, this will be released to other providers in the months to come. • Care Connect Inbox – Currently on hold. Netsmart anticipates this will be fixed by the end of May. More information is incoming. • 	Kristi	1:50PM	10 min
<p>Open Forum</p> <ul style="list-style-type: none"> • Question on maximum units to bill for crisis services in a day. Maximum Time Crisis Intervention is 480 minutes per day. Referred to e-mail Avatar-Fiscal@saccounty.net • NOAB Go-LIVE date, no later than 5/28/2021 <ul style="list-style-type: none"> ○ This does not affect UAC letter for Access team • Question CO 96 N30 denial – denial based on client's alien status. This will change to CO96 MA43, providers do not need to 	All	2:00PM	30 min

<p>do anything at this time. A list of clients with these denial codes has been sent to Fiscal.</p> <ul style="list-style-type: none">• Question on Safety Plans scanned into Avatar. They should be scanned non-episodically in the Client Plan Not Avatar Generated.• Question on how to look up Anthem Medicare Risk Policy number. Information should come directly from client, there is no way for us to look that information up.• Client with Medi-Cal SOC should have Client – Share of Cost/Co-Pay guarantor G123• Questions about specific billing issues should be sent to Avatar-Fiscal@saccounty.net			
--	--	--	--