

# Avatar Process Improvement - CalAIM Workgroup

## Meeting Agenda

4/6/2023

9:00 AM - 10:00 AM

Meeting Purpose:	The Avatar CalAIM Workgroup is a subcommittee of the Avatar Process Improvement Meeting, to address CalAIM related changes to Avatar forms, reports, and workflows. The workgroup reports back to the larger Avatar Process Improvement Meeting.
Mission:	Make recommendations and decisions about CalAIM updates to Avatar, with representation from County Behavioral Health and Contract Partners, including line staff, supervisors, and management.
Webpage:	Click here for meeting agendas and minutes. <a href="#">Avatar CalAIM Webpage</a>
CalAIM References:	<a href="#">CalMHSA CalAIM Main Webpage</a>  CalAIM LPHA manual: <a href="https://www.calmhsa.org/wp-content/uploads/CalMHSA-MHP-LPHA_Documentation-Guide06232022.pdf">https://www.calmhsa.org/wp-content/uploads/CalMHSA-MHP-LPHA_Documentation-Guide06232022.pdf</a>  CalAIM trainings: <a href="https://www.calmhsa.org/wp-content/uploads/CalMHSA-LMS-Instructions-5.24.22.pdf">https://www.calmhsa.org/wp-content/uploads/CalMHSA-LMS-Instructions-5.24.22.pdf</a>

### Get Involved!

- To add agenda items, contact is [nancy.mast@santacruzcounty.us](mailto:nancy.mast@santacruzcounty.us)
- During the meeting, please use the raise hand function or the chat box if you have questions, comments, concerns.
- Review guidance documents on the [Avatar Webpage, CalAIM Subpage](#). New documents are being added weekly.
- Review test documents in [UAT](#).
- To request new projects, innovations or updates to Avatar, please feel free to share your ideas and suggestions in the Avatar meeting. You may also fill out and “Avatar Improvement Change Request Form” where you can provide details about your requested project.  
<https://www.santacruzhealth.org/HSAHome/HSADivisions/BehavioralHealth/AvatarProjectRequestForm.aspx>

## AGENDA ITEMS / MINUTES>>>

### Announcements

1. Next meeting – April 20, 2022, 9 AM – 10 AM; (We meet every other Thursday morning at 9 AM.)
2. Agendas, meeting minutes and QI Guides are posted on the [Avatar Webpage, CalAIM Subpage](#)
3. During the meeting, please use the raise hand function or the chat box if you have questions, comments, concerns.

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### New Agenda Items

1. TBD

### Old Agenda Items

1. **Stan Einhorn - Assessment Tool “Children’s Behavioral Health Intensive Support Services Eligibility Form”**
2. **Problem List Changes and Classification of Historical Problems** - County is currently working on adding problem classification to problem lists for you. The problems that will be updated are those associated with currently open SUD programs. Please feel free to update on your own though, if desired.

The screenshot shows a software interface with a 'Problem List' tab. The table below lists various problems with columns for ID, Problem, Other, Problem Classification, Type, Date Identified, and Date of Onset. A dialog box titled 'Problem Classification search results' is open, showing a list of codes and descriptions.

ID	Problem	Other	Problem Classification	Type	Date Identified	Date of Onset
1	Substance abuse (SNOMED-66...					01/01/201...
2	Post-traumatic stress disorder, ...					
3	OCD (obsessive compulsive dis...					
4	Schizoaffective disorder, bipola...					
5	Mental retardation (SNOMED-9...					
6	Psychosis (SNOMED-69322001)					
7	Poor impulse control (SNOMED-...					
8	Pica (SNOMED-14077003)					
9	Anger (SNOMED-75408008)					
10	Chronic paranoid schizophrenia ...					
11	Anxiety with depression (SNOM...					
12	Aggressive outburst (SNOMED-...					
13	Family dysfunction (SNOMED-2...					
14	Adjustment disorder with distur...					

**Problem Classification search results:**

Code	Description
AD	County Substance Use Services SEQ
EN	Encompass Substance Use Services SEQ
JN	Janus Substance Use Services SEQ
MH	Mental Health Services
NL	New Life Substance Use Services SEQ

3. **Combining "SMHS Assessment" with Residential Referral Form** - What information is needed to fulfill the needs for residential programs?
  - a. x
4. **CalAIM Tools – Adult Screening Tool, Youth Screening Tool, Transition Tool**
  - a. For reference:

The screenshot shows a software interface for 'SMHS Assessment'. It features a list of domains (Domain 1 through Domain 7) on the left and a form on the right for entering assessment details. The form includes a 'Date of Assessment' field, a 'Presenting Problem(s)' field, and a 'Current Mental Status' field.

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Adult Screening Tool: <https://www.dhcs.ca.gov/Documents/DHCS-8765-A.pdf>

Youth Screening Tool: <https://www.dhcs.ca.gov/Documents/DHCS-8765-C.pdf>

Transition Tool: <https://www.dhcs.ca.gov/Documents/DHCS-8765-B.pdf>

- b. Feedback? Questions? (Access and Children's Gates?) Nancy and Gian have created non-episodic versions of these forms, with added logic and client demographic information to facilitate use of the form.
  - c. Questions and problems printing form – These tools are printable.
  - d. English version is in Avatar. We are working on Spanish version but for now continue using paper or PDF.
    - i. Thank you to Veronica for translating these tools!
  - e. Workflows
    - i. Workflows re this form and being worked out in a separate meeting that meets on Tuesday mornings.
    - ii. For people using the form, please think about what workflows are naturally occurring, and your thoughts about potential workflows and policies.
- 5. Dave – New Progress Note Timeliness Report (Pending IT completion of updates)**
- a. Includes last date of all note types, including Problem List Planning. Monitoring for compliance items.
  - b. X
- 6. Managed Care Authorization Report (Dave) (Pending IT completion of updates)**
- 7. No-show service codes (Sarah Tisdale) - NEW ITEM:** Sarah Tisdale shared the need for Encompass to have “M880” service code for client cancellations. This service code needs to be assigned to Encompass programs for use with progress notes (Encompass does not use Avatar Scheduling Calendar) This is for data tracking purposes, as they need a mechanism to track “client cancellations” vs. “no shows”. Sarah to request these updates from County IT.
- a. County is working on a project to monitor no-shows. Request will go to this committee. Note that service codes are changing with CalAIM and we need to keep this in mind when updating functionality related to service codes.

### Future Items: What are the priorities and needs? What should be addressed first?

- 1. Document Routing for ASAM/ALOC Assessments? (Jessica Stone)
  - b. When these forms were created, document routing was not added. Unfortunately, both of these forms require medical director cosignature. (Some programs? All programs?)
  - c. Also unfortunately, Routing cannot be added “after the fact” to Avatar forms.
  - d. Nancy to check to make double extra sure. Nancy did and the forms will need to be recreated to facilitate routing unfortunately.

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2. Problem List: “Duplicate Problem” error has been popping up again. (Jessica Stone, Dagny Blaskovich) - Nancy asks for specific clients and instances where this is happened to report to NetSmart. This is likely related to a needed Avatar update that has not yet been implemented.
3. Supervisor Reports
  - a. Supervisor Reports are less relevant because of CalAIM changes. Assessments and other items are no longer due on specific dates, but are to be done “as clinically indicated.” (Nancy)
  - b. SUD Supervisor Report still not complete. (Maya Jarrow)
    1. Says “test” on the label and in the report printout.
    2. Maya to send markup to Dave with changes needed.
4. The “Assessment” widget which has a lot of the same data as the supervisor reports, has not been updated relevant to CalAIM changes.
5. Claire Freidman-County website does not have accurate information, wrong location. Casey working on updating website for accurate information, reach out to Casey. Nancy to follow up with Claire.
6. Jen Gosk-When will the certified peer support specialist be able to do medi-cal billing in avatar? This is a question for County Adult Leadership.
7. Bernadette-question from Encompass supervisor around accepting several notes in avatar, issue is when she has a bunch of notes at one time to approve her password does not work. Avatar glitch-Nancy will follow up. Work around is approving one note at a time until issue is fixed.

### Parking Lot

1. Progress note: Add DMC documentation start and end time, can we add two more fields in progress notes for this? Nancy shared this can be added, but it will not sync automatically with the total duration. SUD providers to decide if this is useful. Add this as a January agenda item.

### CalAIM Overview and recap

1. CalAIM has ushered major regulatory changes to the California Medi-Cal system.
2. CalAIM is designed to streamline documentation and auditing practices by focusing on Fraud Waste & Abuse (FWA) to alleviate the excessive administrative burden and focus more on clinical best practice.
3. CalAIM employs a person-centered approach to improve access and coordination among the delivery systems.
4. Minor documentation infractions resulting in recoupments will no longer be deemed priority through the lens of FWA.
5. With CalAIM, providers can bill for legitimate collaboration of staff members in the same agency who hold different roles for the same client. This has been an area of lost revenue and staff frustration.

### Attendance