

Avatar Process Improvement - CalAIM Workgroup

Meeting Agenda

8/10/2023

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. [Avatar CalAIM Webpage](#)

CalAIM References: [CalMHSA CalAIM Main Webpage](#)

CalAIM LPHA manual: <https://www.calmhsa.org/wp-content/uploads/CalMHSA-MHP-LPHA-Documentation-Guide06232022.pdf>

CalAIM trainings: <https://www.calmhsa.org/wp-content/uploads/CalMHSA-LMS-Instructions-5.24.22.pdf>

Get Involved!

- To add agenda items, contact is 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 – August 24, 2023, 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.**
4. **Is there anyone that should be invited to this meeting? (Or should be removed from the invite list?) (If you don't tell us, we don't know!)**

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Agenda Items

1. **Progress Note aging report** (Mary Zinsmeyer) – Progress Note aging report may be miscalculating the age of some draft notes. E.g. a note that is 7 days late is showing as 11 days late. Some notes are calculated as due in one day (crisis) and others not. This is regulatory. **Was this cleared up or does it need more discussion?**
 - a. Clinicians continue to mistakenly use old service codes (those used prior to 7/1/23) (Dave)
 - b. IT and business departments are working furiously on code changeover. Priority is making sure new codes are in the system. Retirement of old codes is lower priority, but we should get to this soon. Please remind your staff to not use old codes.
 - c. Discussion today
 - i. x

2. **Continued confusion about use of add-on codes.**
 - a. Avatar should not allow clinicians to select add-on codes that they should not use but we continue to see errors in this area, at least as of last week. Is this still happening?
 - b. If you have questions, think that there is a code you should have that you don't, or see a code that you think should not be there, contact the QI department.
 - c. Cheat sheets and more FAQ sheets have been published by QI and are on the [Avatar CalAIM Webpage](#).
 - d. Discussion today
 - i. x

CalAIM Resources

[Home](#) [Training Resources](#) [Forms & Reports](#) [Information Notices](#) [Meetings](#) [CalAIM](#)

As the California Department of Health Services rolls out the CalAIM initiative, we will make changes to our Avatar system to reflect that. This page has resources relevant to those changes.

County QI Department CalAIM Information and Guidance

FEE FOR SERVICE CPT CODING FREQUENTLY ASKED QUESTIONS (FAQ)

- [Fee for Service DMC and MHP FAQ #1 6.27.2023](#)
- **NEW** [Fee for Service DMC FAQ #2 8.4.2023](#)
- **NEW** [Fee for Service MHP FAQ #2 8.4.2023](#)

DMC SERVICE CODE GUIDES (Drug Medi-Cal or Substance Use Treatment Programs)

- **NEW DMC QUICK GUIDE** [DMC CPT CalAIM Coding 8.4.2023](#)
- [Fee for Service DMC-ODS CPT Coding 6.28.2023](#)
- [Fee for Service DMC LPHA Service codes 6.27.2023](#)
- [Fee for Service DMC Med Support LPHA codes 6.27.2023](#)
- [Fee for Service DMC Non-LPHA codes 6.27.2023](#)
- [Fee for Service DMC Peer Services codes 6.27.2023](#)

MHP SERVICE CODE GUIDES: Mental Health Programs

- **NEW MHP QUICK GUIDE** [MHP CPT CalAIM Coding 8.4.2023](#)
- [Fee for Service MHP LPHA Service codes 6.23.2023](#)
- [Fee for Service MHP Non-LPHA codes 6.23.2023](#)
- [Fee for service MHP CPT Coding 6.23.2023](#)
- [Fee for Service MHP Peer Services codes 6.23.2023](#)

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3. Update for Last Assessment Date Widget

EP #	Program Name	Status	Psychosocial	MSE	Diagnosis	CANS ANSA	ALOC	ASAM RE	TX PLAN	CSI	CalOMS
7	Charis - Child Outpatient	Need Update	02-02-2023	X	05-06-2020	05-31-2019	✓	✓	10-05-2020	X	✓
10	Encompass - Pre-Admit SEQ	Need Update	✓	✓	X	✓	X	X	X	✓	X
8	LE - 00044 MH COUNTY OUTPATIENT	Need Update	02-02-2023	X	07-01-2022	05-31-2019	✓	✓	09-25-2022	07-01-2022	✓
3	LE - 00440 MH ENCOMPASS OUTPATIENT	Need Update	02-02-2023	X	09-19-2017	05-31-2019	✓	✓	08-14-2019	02-01-2018	✓
5	LE - 00442 MH FRONT STREET OUTPATIENT	Need Update	02-02-2023	X	12-16-2019	05-31-2019	✓	✓	03-15-2021	X	✓
9	Pacific Clinics - Children Outpatient	Need Update	02-02-2023	X	01-14-2023	05-31-2019	✓	✓	X	X	✓
6	Sobriety Works - Adult IOT	Need Update	✓	✓	X	✓	X	X	10-01-2021	✓	X

a. Discussion today

i. X

4. Assessment Tool "Children's Behavioral Health Intensive Support Services Eligibility Form" (ISS Assessment Form) Form is completed, along with a "report" (printout) in UAT for review. Once approved, it can be moved to LIVE.

- Children's BH wants to launch soon in LIVE but needs to work out how to introduce the new form and report.
- Dave – Discussion of aggregate/data reports. Dave will organize small group to discuss specifics and create spec, after which IT dept can be involved. Vince to send Dave/Nancy current data tracking for the form upon which to build the Avatar report.
- Jorge – We might consider a dashboard type widget for this item.

d. Discussion Today

i. X

5. Supervisor Reports - Need updating to reflect CalAIM Changes

- 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."
- SUD Supervisor Report still not complete. (Maya Jarrow)
 - Says "test" on the label and in the report printout.
 - Janus to send markup to Dave with changes needed. Did this happen?
 - Possible organization of subcommittee to discuss.
- Not discussed in past meeting.
- Discussion today

i. X

6. Use of "SMHS Assessment" to replace current Psychosocial Assessment SC

- Dave - Can form be adapted so that it also works for residential intakes?

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- b. Nancy - What items would need to be added to this form to make it useful for us, and ultimately replace our current psychosocial?
- c. Subcommittee to work on development?
- d. We need a subcommittee to work on specifics.
- b. Discussion Today
 - i. x

Parking Lot

1. Update Avatar Project List

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