

# Avatar Process Improvement - CalAIM Workgroup

## Meeting Agenda

11/16/2023

9:00 AM - 10:00 AM

## Announcements>>>

1. Next meeting is tentatively scheduled for 11/30/23, 9 AM – 10 AM, but we want to discuss meeting dates over the holidays today. (We normally 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!)

## AGENDA ITEMS / MINUTES>>>

1. **When to meet next.** If we meet every two weeks, these are the dates through the holidays. Do we want to meet on all these dates or do we want to skip some?
  - a. 11/30
  - b. 12/14
  - c. 12/28
  - d. 1/11
2. **Non-episodic assessment form, "CalAIM Assessment" (Dave)**
3. **BH IT Project Management App (Dylan)** – IT dept using software to manage projects (Avatar and other projects), including addressing and prioritizing backlog items. Plan is to also use this to inform IT dept capacity.
4. **Prog Note Templates (Dave)**
  - a. TCM Care Plan is complete and in LIVE. Nancy to send out announcement.
  - b. "Problem List Review, Add or Remove" Template is in UAT. Nancy to move to LIVE and send announcement.
  - c. Two Provider Group Note Template TBD.
  - d. Children's Behavioral Health??
  - e. Others?

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### 5. SRDL Changes in UAT (Dave/Sara)

- a. Label update and lightbulb for 'Screening tool outcome' to be MHP only
- b. SRDL NO SHOW DMC library to the disposition library (Dave)
- c. A few items that have never been used were retired from the Clinical Disposition question.
  - i. SUDS Only - Referral to County Access
  - ii. CSP Only - Ref'd to Community Resources
  - iii. SUD Interim Perinatal Services (48 hrs)

**CLINICAL DISPOSITION**

**Clinical Disposition**

- Health Navigation
- Denied (no Medi-Cal)
- Referred to Other SUDS Provider
- In Custody ASAM Brief Completed
- Medi-Cal NOABD
- Provided/Received Information
- Referred (Approved) for Services
- Referred to BEACON
- Referred to Integrated BH
- Referred to Community Resources/Supports
- Unable to Contact
- Assessment in Progress/Scheduled
- Crisis Services
- 5150 Lifted
- 5150 Upheld
- SUDS Only - Beacon Therapy
- No Show (for SUD Program Use Only)

**Clinical Staff**

MAST,NANCY (001885)

**System of Service Requested**

SUD Services  Managed Care  Mental Health

Emergency Department

**Charitable Choice (SUD Only): Is client requesting religious accommodation?**

Client requests religious accommodation

No request for religious accommodation

**Referring Client To**

Specific provider  Specific Program

Managed Care Provider

**Screening Tool Outcome (for MHP Use Only)**

MHP (internal)  MCP (Carelon)

DMC-ODS (SUDS)

### 6. ICC screening tool update (Vince, Dylan, Meg)

- a. We will need an announcement about this to for providers when it is ready.
- b. CBH needs to finalize changes and workflows before form and report can be implemented.

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### 7. Prog Note: Removing the billing time field from the prog notes (Daniel)

- a. This has been done to the SC General Purpose Progress Note, the SC Group Progress Note and the SC Med Service Progress Note.

The Billing Time field was removed because it was redundant and to prevent people from changing the minutes in the Billing Time field. Billing Time is always the same as Direct Service Time.

The screenshot shows a software interface for entering time. It includes a dropdown for 'PRACTITIONER(S) / TIME' with 'NANCYMAST LMFT (001885)' selected. Below this are three input fields: 'Direct Service Time' with the value '30', 'Documentation & Travel Time' with the value '5', and 'Billing Time (minutes)' with the value '30'. The 'Billing Time' field is circled in red and has a large red 'X' over it. A red arrow points from the text box above to this field. A 'Calculator' button is visible to the right of the 'Billing Time' field.

- b. There was a question about entering zero minutes to the Direct Time field for notes launched from the Scheduling Calendar. Avatar will not allow zero minutes in this field. The field is working as expected within the context of changes made to the forms. For non-billable services, enter 1 minute into direct time. There is no situation where one would enter 0 minutes in Direct Time but use a billable code.

### 8. (Daniel) Service activity Report:

- a. **Post CalAIM service activity report**
  - i. IT dept working on final updates to forms.

## Parking Lot

1. Compliance report: Meg/Vince-New ISS Screening form needs to be added to last assessment widget. Form is done at intake and then clients are reassessed periodically. Discussion of including PSC-35, but this form is external, web-based and run by a different agency. It might not be possible. Need to check.
2. Dave-subcommittee for compliance report on Dave's to do list, compliance report will have fields swapped out. Date TBD for subcommittee.
3. Robert-issues with chart not showing most recent note in widget-this is coming up as we are addressing inactive clients with open LE44's as we move to close those LE episodes. Kayla -Last service date does not shuffle in

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chronological order, have to go into document viewer to see last date of note, not in widget. Any progress notes in chart not shuffling in chronological order. Nancy - need to clarify problem and then send ticket to Netsmart.

4. (Dave) New Managed Care Authorization form & report - Some services require authorizations; this form would be used to authorize times of service. Report includes pre-auth for EDC, Telos, Casa Pacific. Need to add authorization for TBS, ICC, IHBS, SUDs Residential (RTARs), inpatient stays to this as well. Still in UAT testing. Discussion from last meeting: Follow up for Dylan-will this report send reminders in avatar when authorization is due? Meg from last meeting-service authorization requests and presumptive transfer would be great to add to this report as well as psych testing & eating disorder referrals eventually would be great to add.
5. Robert: Can we add library in avatar from discharge form of all inpatient places in CA so CSP/PHF can use this when discharging person? Nancy- Discharge form cannot be used for this. Maybe can populate a dictionary but will need to be discussed more.
6. Vince-can we enable sending client reminders in upcoming appts in scheduling calendar?

## 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.

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!

Avatar Process Improvement/CalAIM Workgroup 11/16/2023

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- 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.

## Attendance