

# Avatar Process Improvement - CalAIM Workgroup

## Meeting Agenda

1/25/2024

9:00 AM - 10:00 AM

## Announcements

1. Next meeting is scheduled for 2/8/24, 9 AM – 10 AM. (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. Assessment Widget Updates – For most items, there is not a due date anymore. How to update?
  - a. Example: Psychosocial needs to have the last assessment date rather than the next due date since there isn't a specified due date anymore.
  - b. Forms to be added:
    - i. CalAIM Assessment
    - ii. Others?

EP #	Program Name	Status	Psychosocial	MSE	Diagnosis	CANS ANSA	ALOC	ASAM RE	TX PLAN	CSI	CalOMS
5	County - Pre Admit Outpatient	Need Update	X	X	09-13-2023	X	✓	✓	X	X	✓
7	County - SUD Outpatient	Need Update	✓	✓	X	✓	01-23-2024	X	X	✓	X
2	County - SUD Pre-Admit	Need Update	✓	✓	X	✓	01-23-2024	X	X	✓	X
6	Janus - Peri Adult Long Term Res	Need Update	✓	✓	10-20-2023	✓	01-23-2024	X	04-10-2024	✓	10-20-2023

2. CalAIM Assessment Form
  - a. Type of Services Question Needs Updating. Need to add "Peer Support Specialist" as a list item.
  - b. Link needs to be added to charts.
  - c. Providers cannot see the form. This needs to be added as read-only form for them. Currently the form has been added for licensed and non-licensed clinicians. Should prescriber support people (MA, RN) have it?

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▼ Type of Services

Specialty Mental Health Services

<input type="checkbox"/> Mental Health Services	<input type="checkbox"/> Medication Services
<input type="checkbox"/> Day Treatment Intensive	<input type="checkbox"/> Day Rehabilitation
<input type="checkbox"/> Crisis Intervention	<input type="checkbox"/> Crisis Stabilization
<input type="checkbox"/> Adult Residential	<input type="checkbox"/> Crisis Residential
<input type="checkbox"/> Psychiatric Health Facility Services	<input type="checkbox"/> Intensive Home-Based Services
<input type="checkbox"/> Therapeutic Behavioral Services	<input type="checkbox"/> Therapeutic Foster Care
<input type="checkbox"/> Psychiatric Inpatient Hospital Services	<input type="checkbox"/> Case Management Servi..
<input type="checkbox"/> Intensive Care Coordination	

- d. Form needs to be added to chart view for medical staff. Was it added to the chart view for other staff? Who can view it now?
3. Other chart view forms – Are these in charts or do they need to be added? “New ANSA,” adolescent and adult ALOC, MSE and Dx (Shelly/Dylan/Dave)
4. Progress Note Templates
  - a. In progress
    - i. Enhancements for SUDS
    - ii. Feedback on billing codes
    - iii. Peer Support Text Template
  - b. Complete but need to send out info notice
    - i. NEW *Problem List, Review, Add or Remove* Template
    - ii. NEW *MHP – TCM Care Plan Goal Statement* Template
5. SRADL – Continue discussion of SRADL updates and potential ability to revert to draft. Discussed at last meeting:
  - a. Add a new question and,
  - b. Add a new list item for an existing question - Screening Tool Outcome
6. Adult Screening Tool Update
7. Peer Support Specialist Care Plans - Shelly will schedule a meeting to review and seek feedback on the recently drafted Peer Support Specialist guidance, including the Peer Support Text Template.
8. ISS/ICC Form Updates (Vince/Dylan)
  - a. How to enter the ICC coordinator in the ISS screening form if the client is already receiving ICC services through FCS? New question, “FCS Coordinated”?
  - b. Dylan to clarify current routing and build updates in UAT.
  - c. Planning on demo for the MHP Children’s UR in Feb
9. Residential authorizations - RTAR paper to Avatar in the future
10. Progress note time - There have been questions about how to capture time on progress notes. (Fields shown below for reference.)

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▼ PRACTITIONER(S) / TIME

Practitioner

MAST,NANCY (001885)

Direct Service Time --- Documentation & Travel Time

35 5

▼ ADD-ON SERVICE

Add-On Service mG2212 Prolonged Office Outpa... Selected Add-On Services

Add-On Duration (Direct time only) 40

mG2212 Prolonged Office Outpatient visit (MG2212)

- a. Chart view – Some questions in the updated “SC General Purpose Progress Note” show the old question text in chart view. Dylan is working, with Netsmart on this.
  - b. Many service, codes default to 15 mins.
  - c. Which staff can use which codes.
  - d. What should be added to direct time field vs.
  - e. Interpretation of services?
11. Med Notes: There are two now; The older SC Med Services Progress Note and the newer “Medical Note.”
- a. County providers will use the new Medical Note and are gradually adopting.
  - b. Needs to be added as read only and to chart view for other clinical staff.

### Parking Lot

1. (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.

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### 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

### 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](https://www.calmhsa.org/wp-content/uploads/CalMHSA-MHP-LPHA%20Documentation-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](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](#).

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- 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.