



Countywide Services Agency

**Department of
Behavioral Health Services**

Ann Edwards-Buckley, Director

Alcohol and Drug Services

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County of Sacramento

Steven C. Szalay,
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Date: January 15, 2010

To: All ADS DMC Contract Providers

From: Alcohol and Drug Services Division

Re: Deletion of Open Charges in Avatar – Open Charges Deletion Request

The attached form titled “Open Charges Deletion Request (OCDR)” is to be utilized for provider requests to ADS to delete open charges in Avatar. The form includes all necessary data that must be received in this format for ADS to take action on behalf of the provider.

- Complete the “Open Charges Deletion Request Form”
- Be sure to include the “Contact Information” on the form
- “Reasons for Deletion” codes are described on the second tab of the form
- Providers are to complete all columns except the gray shaded columns (i.e. “Processing Status” and “Date Processed”)
- Submit the OCDR form electronically to ADS-Avatar@saccounty.net (Be sure to use a password protected, zipped file)
- ADS staff will process the OCDR form, complete the columns “Processing Status” and “Date Processed” and then return the OCDR form to the contact person listed on the form

In some cases, Avatar allows providers to use the “Edit Service Option” to correct errors. This function remains available to you. Charges that do not require deletion but can be fixed using the “Edit Service Option” will be returned to the contact person listed on the form for correction.

Questions on this process should be directed to Glen Holland, 875-2057 or email hollandg@saccounty.net or Robert Gillette, 875-1391 or email gilletter@saccounty.net

attachment