



DBHS ADS Avatar Implementation User Forum Frequently Asked Questions (FAQ)



Q. What are the minimum requirements needed for Avatar?

- A. Processor: Intel Pentium 500 MHz or greater
RAM: 512MB
Hard disc space: 512MB
Monitor: VGA or higher (1024x768)
Mouse: Microsoft Mouse or compatible pointing device

Q. What operating systems and browsers are supported?

- A. OS: Windows 2000 or greater
Browser: Internet Explorer 6.0 or better *
* Other browsers such as Firefox may function, but may require manual installation of the java applets.

Q. Does AVATAR have a spell check function?

- A. Yes

Q. Will there be the opportunity to install the application ahead of time?

- A. Yes the application will be available in plenty of time to ensure that everyone is ready for the go-live event. Sacramento County will provide support to assist with this activity.

Q. How is installation handled?

- A. Installation will be handled by the application itself when you connect to the Netsmart website. Installation will require that the user have administrative rights on the machine at least for the first launch because it involved downloading and running some Java applets. Documentation will be provided ahead of time as to the steps to follow for install for different operating systems.

Q. Are there shortcut keys for users who prefer keyboard rather than mouse controls?

- A. Yes. The list of shortcut keys has been posted to the project website.

Q. Is there a favorites/customizable menu available?

- A. Yes, this will be covered in training

Q. Will there be concurrent data entry at cutover or will there be a lapse in data entry for a period of time?

- A. As currently envisioned, there will not be duplicate data entry. All services provided on or after the go-live date will be entered into AVATAR. More details related to system cut-over are forthcoming.

Q. What is the responsibility of the Liaison which we recently were asked to identify?

- A. These will be the primary contacts for each location. These individuals will be the ones who:
- Identify the users and their roles prior to implementation
 - Relay feedback on questions and answers back to their groups
 - Gather and forward any questions to the Avatar implementation team
 - Assist with ensuring that all users are scheduled for training

Q. Can we search for a client using DOB/SSN?

- A. Yes

Q. Is the client SSN required?

- A. Yes, the system requires it, but the SSN is not transmitted in the DMC claim

Q. For minors without SSN, what do we do?

- A. County will provide methodology to allow financial eligibility to be completed

Q. Will Avatar confirm Medi-Cal eligibility?

- A. No, Providers are responsible for verifying eligibility.



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- Q. Should the providers continue to check DMC eligibility before entering the client into Avatar?**
A. Yes
- Q. If a client drops off DMC, then becomes eligible later, will system tell us?**
A. There is a report available to Fiscal, not complete, but should be somewhat useful
- Q. Will DMC Denied reports still take up to 90 days?**
A. Yes, the state creates those reports from their business process rules
- Q. In the client CIN# the same as the Paradox claim ID?**
A. No, the CIN# is for DMC billing; Avatar uses a Medical Record Number to ID the client
- Q. Will Avatar be able to conduct real time eligibility verification?**
A. Real time eligibility verification through the AVATAR application is a feature that will be made available at a later date.
- Q. Are there going to be reports available with client information for Providers?**
A. Avatar PM has built-in reports that are available to be run at the Provider location.
- Q. Will we continue to use our internal client identifiers or will AVATAR generate unique client identifiers?**
A. AVATAR will generate a unique client identifier upon admission to a program.
- Q. What happens if we do not have a client's address?**
A. Because an address is required to seek reimbursement for Drug Medi-cal services, please use the address of the Provider/program where the client is receiving services.
- Q. What address are we supposed to enter for minor consents?**
A. Please use the address of the Provider/program's parent agency.
- Q. Will the billing be generated once a month?**
A. Yes and according to the contract
- Q. Are we supposed to enter all clients even if they are not publicly funded?**
A. The scope of the go-live release is limited to only Drug Medi-cal Eligible Clients and services.
- Q. Can we do retro-billing?**
A. Yes, the procedures for retro-active Medi-cal will be covered during training
- Q. If client is not DMC eligible, can we submit retro-DMC billing?**
A. Wait until client is eligible to input client and record services, more research later
- Q. How do we fix data entry errors?**
A. This depends on the type of error. This will be covered during training.
- Q. Can we import data from any other data sources (e.g. Databases, Excel, text files,etc.,)?**
A. No, this functionality does not currently exist within AVATAR Cal-PM
- Q. Can we connect to other databases?**
A. No, this functionality does not currently exist within AVATAR Cal-PM
- Q. Can a client be admitted to multiple programs at the same time?**
A. Yes, multiple concurrent episodes are allowed in Avatar



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- Q. Which practitioner should be recorded as determining the diagnosis?**
A. Research to be done, more information to follow
- Q. Can we input other time than “current” for admission?**
A. Yes, enter the time of the admit desired
- Q. Will the current DMC billing software Paradox end?**
A. Yes, Avatar is replacing Paradox
- Q. Will there be on-site training at our program?**
A. No, all training will be done at a County training facility
- Q. How many user licenses are available for each agency?**
A. Number of licenses available per agency are under review
- Q. Can NTP providers input courtesy dosing?**
A. Yes, full client admit process to bill DMC however
- Q. If a provider enters DMC services by the first will they be reimbursed quicker?**
A. No, all services/charges will have the same close date system wide
- Q. If a client receives services from two different providers on same day, who gets paid first?**
A. States business rules in their system will determine who gets paid first
- Q. What about the new Individual service codes, are these for NTP also?**
A. Yes, they could be; Avatar is a Practice Management system which allows more tracking of services to a greater level of granularity than the billing and reporting codes previously used; more information to follow