



Frequently Asked Questions

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 training be multi-day?

- A. Likely, yes. The training calendar will be available during the last quarter of 2008.

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. Will there be a “sandbox” environment made available?

- A. Yes. A link to the sandbox and logon instructions will be communicated as soon as the information is available.

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 involves 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. And since the meeting the list of shortcut keys has been posted to the website at <https://www.sacdhs.com/CMS/download/pdfs/MBR/AvatarKeyboardShortcuts.pdf>

- Q. **If a user sees 4 screens in CATS, will they see the same 4 screens in Avatar?**
- A. Not necessarily. If a user can see 4 screens in CATS, then they will have access to the equivalent information in Avatar, but the number of screens (options) may vary.
- 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. More details about when to cease data entry in CATS will be communicated as soon as the information is available. There will be specific users that will need to maintain their access to CATS but this is the exception and the plan is for those users to be limited to DHHS Fiscal and Quality Management. However, more information will be communicated as soon as it is available.
- Q. **Will there be a method to view client information with other Cost Centers?**
- A. Sacramento County Mental Health understands the need to view information for purposes of coordination of care. At this point, it is not known whether that information will come in the way of a 'view only' password as is currently done in CATS or if it will be by way of a report that can be generated to see all of the places where a client is receiving services. There will be a way however, to provide information for coordination of care.
- 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 group
 - Assist with ensuring that all users are scheduled for training
- Q. **Can we still search on DOB/SSN?**
- A. Yes
- Q. **Will Avatar confirm Medi-Cal eligibility?**
- A. Yes, Via the MMEF (Monthly Medi-cal Eligibility File).
- Q. **Will Avatar be able to conduct real time eligibility verification?**
- A. AVATAR is currently able to submit a 270 (eligibility inquiry) transaction and receive a 271 (inquiry response). It is the plan to have this transaction available for use at go-live.
- Q. **Regarding Client Merges. When you merge client records, will you inform the program of the merge so that they can correct their records for now defunct Client Ids?**
- A. We will work out a process that includes providing information related to client records that have been merged as a result of the conversion effort. More information will be communicated as soon as it is available.

- Q. **Can we still search by MSO number?**
A. No. there will be no MSO at go-live. All of the functions currently handled in MSO will be processed in Avatar PM.
- Q. **Can we see family group numbers in the search results when searching for a client?**
A. Yes. Although family group is currently not set up as one of the search criteria, it does display in the search result matrix.
- Q. **Can CIN be used as a search parameter?**
A. It is possible to set up any field to be used as search criteria, however CIN is currently not one of them. That is something that we will consider.
- Q. **Can we use wildcard searches?**
A. There are not the equivalents of what would be called "wildcards" in Avatar, but you can search on partial names (like BAK for BAKER) and by soundex score.
- Q. **Can we get a sample of the search screen?**
A. There is a link on the Avatar website called "Sample Screenshots" that includes sample of many of the commonly used screens, including the search results.
- Q. **Will we still experience problems with multiple providers creating problems for each other on shared clients with payor strings?**
A. No. Each provider will have control of their own payor information.
- Q. **Will the Eligibility (MMEF) search replace the need for us to use MEDS or other verification processes?**
A. No. The MMEF file contains historical data only. The 270/271 process however, should when implemented provide this functionality.
- Q. **What are 270 and 271?**
A. They are references to HIPAA compliant requests (270) and responses (271) from the state containing client eligibility information.
- Q. **Will we still have to verify Medi-Cal eligibility monthly?**
A. Yes, but this can be done from within Avatar using the 270/271 process. At this point as this function is not in production, we do not know exactly how it will be completed. We hope to go over this and all other detailed eligibility/authorization processes in detail at the September 25th Forum.
- Q. **Can we attach progress notes to Avatar cases?**
A. No. This not part of the scope of the project currently, which is to replace the billing functionality of CATS. That is something that may be added in the future.
- Q. **Are there any functions present in MSO that will not be available in Avatar?**
A. There are 2 primary functions in MSO that are not incorporated into Avatar PM.
 - Built-in generation of authorization numbers: We have already created a method of auto generating these numbers which will serve the same purpose, but which will be handled outside of Avatar.
 - The ability to receive electronic claims from providers, which is not currently in use.

Q. In regards to authorizations containing “maximum units of services”, if a provider goes over the authorized amount, will the system disallow further claming?

A. No. Not only can providers enter claims in excess of authorized hours, but they can also enter claims for services not authorized or on expired authorizations. Avatar just has the functionality of allowing Mental Health to generate reports on services billed in excess of authorized hours, or claims billed for non-authorized services.

Q. Will we be able to get reports in formats other than print?

A. Yes. The built in reports have multiple export options such as Excel, text, Word, and Adobe.