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## AVATAR BULLETIN

### Avatar Changes to Client Charge Input or Recurring Charge Input for CalAIM Payment Reform 6/27/2023

#### WHAT'S HAPPENING?

The Client Charge Input form and the Recurring Charge Input form will be changing on July 1<sup>st</sup>, 2023 - August 5<sup>th</sup>, 2023 in order to accommodate CalAIM Payment Reform requirements and ensure adequate time to process all service uploads.

1. In compliance with CalAIM Payment Reform, starting on 7/1/2023, calculation for duration will no longer be based on total time, but instead be based on Face to Face (Direct Patient Care Time)
2. Documentation/Travel time will be broken down into the following:
  - a. Documentation Time
  - b. Travel Time
3. Starting 7/1/2023, new codes will be available in Avatar
4. Appropriate Add On Codes will become available on 7/1/2023

#### WHO IS IMPACTED?

Any staff using the Client Charge Input form or Recurring Charge Input form in Avatar

#### WHEN WILL CHANGES TAKE EFFECT?

1. **July 1<sup>st</sup>, 2023 – August 5<sup>th</sup>, 2023**
2. **NOTE:** Client Charge Input Form and the Recurring Charge Input form will **not be available** from July 1<sup>st</sup>, 2023- August 5<sup>th</sup>, 2023

#### WHAT DO I NEED TO DO?

Please enter charges either prior to June 30, 2023 or after August 5, 2023

#### WHAT DOES MY PROGRAM NEED TO BE AWARE OF?

1. Please be aware that neither the Client Charge Input form nor the Recurring Charge Input form will be available from July 1<sup>st</sup>, 2023 until August 5<sup>th</sup>, 2023.
2. For services entered after 7/1/2023 total duration will be based on Face to Face (Direct Patient Care) Time ONLY (even if the service date is prior to 7/1/2023)



This message is from the  
**Information Technology Division** of the  
San Francisco Department of Public Health

### WHAT DOES MY PROGRAM NEED TO BE AWARE OF? (Continued)

3. Please be aware that neither the Client Charge Input form nor the Recurring Charge Input form will be available from July 1<sup>st</sup>, 2023 until August 5<sup>th</sup>, 2023.
4. For services entered after 7/1/2023 total duration will be based on Face to Face (Direct Patient Care) Time ONLY (even if the service date is prior to 7/1/2023)
5. Claims will correctly be sent to the state based on Direct Service Time
6. Entry of Documentation and Travel time is for tracking purposes only
7. Invoices for FY 23-24 will be based on cost reimbursement
8. Any discrepancies during FY 22-23 will be addressed in the cost settlement process

### Prior to 7/1/2023

#### Client Charge Input

The screenshot shows the 'Client Charge Input' form. On the left, there is a sidebar with a 'Submit' button and an 'Online Documentation' section. The main form area includes fields for 'Date Of Service' (with a calendar icon), 'Client ID', 'Practitioner', 'Episode Number', 'Program', 'Service Code', and 'Modifiers'. On the right side, there are input fields for 'Face to Face Time', 'Documentation and Travel Time', and 'Duration (Minutes)', along with a 'Location' dropdown menu and a 'Co-Practitioner' field. A 'Display Managed Care Authorization Data' button is located above the time and duration fields. The 'Co-Practitioner Duration (Minutes)' field is at the bottom right.

#### Recurring Charge Input

The screenshot shows the 'Recurring Client Charge Input' form. It has a similar layout to the Client Charge Input form but includes an additional 'Co-Practitioner 2' field and 'Co-Practitioner 2 Duration (Minutes)' field. The 'Date Of Service' field is present, and the 'Display Managed Care Authorization Data' button is also visible. The 'Cost Of Service' field is located at the bottom right of the form.



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**After 8/5/2023**

### Client Charge Input

The screenshot shows the 'Client Charge Input' form. On the left, there is a sidebar with a 'Client Charge Input' section containing a 'Co-Practitioner' dropdown, a 'Submit' button, and a set of icons. Below this is an 'Online Documentation' section. The main form area includes fields for 'Date Of Service' (with a calendar icon), 'Client ID', 'Episode Number' (dropdown), 'Program' (dropdown), 'Service Code' (with a search icon), and 'Modifiers' (with a lightbulb icon). On the right side, there is a 'Practitioner' dropdown, a 'Display Managed Care Authorization Data' button, and several time-related fields: 'Duration (Minutes)', 'Face to Face Time', 'Documentation Time', and 'Travel Time', each with a lightbulb icon and an input field. At the bottom right, there is a 'Location' dropdown and a 'Cost Of Service' input field.

### Recurring Charge Input

The screenshot shows the 'Recurring Client Charge Input' form. The sidebar on the left is similar to the first form but includes a 'Recurring Client Charge...' section. The main form area includes fields for 'Date Of Service', 'Client ID', 'Episode Number', 'Program', 'Service Code', and 'Modifiers'. On the right side, there is a 'Practitioner' dropdown, a 'Co-Practitioner' dropdown, and several time-related fields: 'Face to Face Time', 'Documentation Time', 'Travel Time', and 'Duration (Minutes)', each with a lightbulb icon and an input field. At the bottom right, there are additional fields for 'Co-Practitioner Face to Face Time', 'Co-Practitioner Documentation Time', 'Co-Practitioner Travel Time', and 'Co-Practitioner Duration (Minutes)', each with an input field.

### HOW CAN I GET MORE INFORMATION/SUPPORT?

DHCS Billing Manuals:

[SMHS-Billing-Manual-v-1-4 \(ca.gov\)](#)

[DMC-ODS Billing Manual v 1.4.pdf \(ca.gov\)](#)

For more information on Add On Codes and Modifiers:

[https://www.sfdph.org/dph/files/CBHSdocs/BHISdocs/UserDoc/Avatar\\_CPT\\_Add\\_On\\_Codes\\_and\\_Modifiers\\_6-13-2023.pdf](https://www.sfdph.org/dph/files/CBHSdocs/BHISdocs/UserDoc/Avatar_CPT_Add_On_Codes_and_Modifiers_6-13-2023.pdf)

CalAIM Questions:

[bhscalaim@sfdph.org](mailto:bhscalaim@sfdph.org)



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Billing Questions:

[https://forms.office.com/pages/responsepage.aspx?id=z8LVIj7OPUSaf9\\_MAjH3P8mPnUja5dJCojwl49PLhJUOTUzM0dYMVhUUEhVSVkwWjdZVjIQSkINQi4u](https://forms.office.com/pages/responsepage.aspx?id=z8LVIj7OPUSaf9_MAjH3P8mPnUja5dJCojwl49PLhJUOTUzM0dYMVhUUEhVSVkwWjdZVjIQSkINQi4u)

Epic Migration Questions: <https://forms.office.com/g/D4dtvvBvB0>

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