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## AVATAR BULLETIN

### Avatar Changes to Progress Notes (Group and Individual) and Edit Service Information for CalAIM Payment Reform 6/27/2023

#### WHAT'S HAPPENING?

The **Progress Notes (Group and Individual)** form and the **Medical Assessment Progress Note** will be changing on July 1<sup>st</sup>, 2023 to accommodate CalAIM Payment Reform requirements and BHS Time Tracking requirements.

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 Time (Direct Patient Care). Duration no longer includes documentation or travel time.
2. We will continue to record Documentation/Travel time for tracking purposes. This 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

The **Edit Service Information** form will also be changing on July 1<sup>st</sup>, 2023:

1. Documentation/Travel time will be broken down into the following:
  - a. Documentation Time
  - b. Travel Time

#### WHO IS IMPACTED?

1. Any providers who directly enter progress notes into Avatar.
2. Any staff using the Edit Service Information form in Avatar.

#### WHEN WILL CHANGES TAKE EFFECT?

1. **July 1<sup>st</sup>, 2023**
2. **NOTE:** Progress Note and Edit Service Information Forms will **not be available from 5am-9am on July 1<sup>st</sup>, 2023**

#### WHAT DO I NEED TO DO?

Please make every effort to complete your Progress Notes within the 3 day documentation standard, finalizing any draft notes. Please run "Progress Notes in Draft" Report to identify notes that are in draft status. Staff will still be able to enter notes for services prior to July 1, 2023, but they will have to do so in the new format.

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

1. Please be aware that 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)
2. Claims will correctly be sent to the state based on Direct Patient Care Time



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3. Entry of Documentation and Travel time is for tracking purposes only
4. Invoices for FY 23-24 will be based on cost reimbursement
5. Any discrepancies during FY 22-23 will be addressed in the cost settlement process
6. For FY 22-23 services that were entered in the old format, if entering corrections/additions into Edit Service Information, note that time will be divided as follows:
  - a. Any service time that was entered (prior to 7/1/23) under Face to Face will continue to appear under "Face to Face Time"
  - b. Any duration that was entered (prior to 7/1/23) under Doc/Travel will now appear under "Documentation Time."

### Prior to 7/1/2023

#### Progress Notes (Group and Individual)

The screenshot shows the 'Progress Notes (Group and Individual)' form. On the left, there is a sidebar with 'Individual Progress Notes' and 'Group Default Notes' sections, a 'Submit' button, and several icons. The main form area contains the following fields:

- Date of Service: A date picker with 'T', 'Y', and 'M' buttons.
- Location: A dropdown menu.
- Service Program: A dropdown menu.
- Service Charge Code: A text input field.
- Practitioner: A dropdown menu showing 'HOM, KELLEE (003865)'.
- Practitioner Face to Face Time (minutes): A text input field.
- Practitioner Doc and Travel Time (minutes): A text input field.

#### Edit Service Information

The screenshot shows the 'Edit Service Information' form. On the left, there is a sidebar with 'Edit Service Information' and a 'Submit' button, along with several icons. The main form area contains the following fields:

- Practitioner Face to Face Time (minutes): A text input field.
- Co-Practitioner Face to Face Time (minutes): A text input field.
- Practitioner Doc and Travel Time (minutes): A text input field.
- Co-Practitioner Doc and Travel Time (minutes): A text input field.
- Co-Practitioner Duration (Minutes) - calculated total. Do not enter.: A text input field.

### After 7/1/2023

#### Progress Notes (Group and Individual)

The screenshot shows the 'Progress Notes (Group and Individual)' form after the update. On the left, there is a sidebar with 'Individual Progress Notes' and 'Group Default Notes' sections, a 'Submit' button, and several icons. The main form area contains the following fields:

- Date of Service: A date picker with 'T', 'Y', and 'M' buttons.
- Location: A dropdown menu.
- Service Program: A dropdown menu.
- Service Charge Code: A text input field.
- Practitioner: A dropdown menu showing 'HOM, KELLEE (003865)'.
- Practitioner Face to Face Time (minutes): A text input field.
- Practitioner Documentation Time (minutes): A text input field.
- Travel Time (minutes): A text input field.



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## Edit Service Information

The screenshot shows the 'Edit Service Information' web application. The interface is divided into a header, a left sidebar, and a main content area. The header contains the title 'Edit Service Information' and a 'Select Service(s) To Edit' button. The left sidebar includes a 'Submit' button and 'Online Documentation' link. The main content area contains several input fields and dropdown menus: 'Service Start Date' (with a calendar icon), 'Service Code', 'Practitioner', 'Program', 'Location', 'Duration (Minutes)', 'Face to Face Time', 'Documentation Time', 'Travel Time', 'Modifiers', and 'Cost Of Service'. There are also several lightbulb icons indicating help or tips for certain fields.

### 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)

Billing Questions:

[https://forms.office.com/pages/responsepage.aspx?id=z8LVij7OPUSaf9\\_MAJH3P8mPnUja5dJCojwi49PLjhJUOTUzM0dYMVhUUEhVSVkwWjdZVjIQskINQ4u](https://forms.office.com/pages/responsepage.aspx?id=z8LVij7OPUSaf9_MAJH3P8mPnUja5dJCojwi49PLjhJUOTUzM0dYMVhUUEhVSVkwWjdZVjIQskINQ4u)

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

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If you need further assistance, please contact the Avatar Help Desk by: Phone: (415) 255-3788

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