**City and County of San Francisco**
**Department of Public Health**

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

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

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)



Edit Service Information



**After 7/1/2023**

Progress Notes (Group and Individual)

Edit Service Information



**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

CalAIM Questions:  bhscalaim@sfdph.org

Billing Questions:
https://forms.office.com/pages/responsepage.aspx?id=z8LVIj7OPUSaf9_MAjH3P8mPnUja5dJCojwI49PLjhJUOTUzM0dYMVhUUEh
VSVkwWjdZVjlQSklNQi4u

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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