San Francisco Health Network
Behavioral Health Services

San Francisco Department of Public Health

Avatar ODS SUD Residential User Guide

December 11, 2020

Workflow

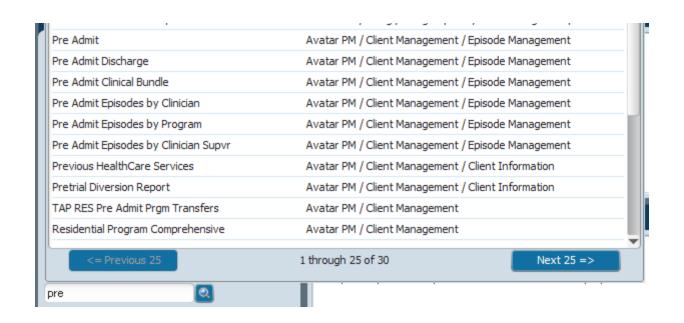| Action	Avatar Form	Page
Client arrives. Program opens the client in Pre-Admit	Pre-Admit	4
Program completes the SUD LOC in order to request authorization for residential/perinatal services	SUD Level of Care	7
LPHA enters the Diagnosis	Diagnosis	8
Once TAP authorizes, convert the Pre-Admit episode into a regular admission	SA Admission Res CalOMS Prgm Bundle	9
Develop the treatment plan	SUD Treatment/Recovery Plan	12
Record the clinical activities that the client participated in. Must be submitted weekly, but refer to each day where services are billed	Inpatient/Residential Progress Notes	13
If client continues to meet medical necessity submit SUD LOC to obtain re-authorization	SUD LOC	14
To change billing code	Bed Assignment	15
Once the client has completed treatment, close the case	Discharge	17
Record outcomes	CalOMS Discharge	18

Leaves and Census

Action	Avatar Form	Page
Record if a client takes a leave from the program	Leaves	19
Record when a client returns from a leave	Return from Leaves	22
Verify which clients to bill for	Verify Unit Census	24
Submit charges for residential services	Compile and Post Residential Worklist	26
Making Corrections	Edit Residential/Inpatient Worklist	27
Reports and Widgets		28
Resources		29

In Search Forms, type Pre Admit. Select Pre Admit

Pre Admit	Avatar PM / Client Management / Episode Management
Pre Admit Discharge	Avatar PM / Client Management / Episode Management
Pre Admit Clinical Bundle	Avatar PM / Client Management / Episode Management
Pre Admit Episodes by Clinician	Avatar PM / Client Management / Episode Management
Pre Admit Episodes by Program	Avatar PM / Client Management / Episode Management
Pre Admit Episodes by Clinician Supvr	Avatar PM / Client Management / Episode Management
Previous HealthCare Services	Avatar PM / Client Management / Client Information
Pretrial Diversion Report	Avatar PM / Client Management / Client Information
TAP RES Pre Admit Prgm Transfers	Avatar PM / Client Management
Residential Program Comprehensive	Avatar PM / Client Management

<= Previous 25   1 through 25 of 30   Next 25 =>

pre

Search for client

This step is important to ensure that duplicate clients are not created by mistake and assures a complete client record.

1. Enter at least 3 data points of the client
   1. First Name
   2. Last Name
   3. Sex
   4. SSN
   5. DOB
2. Click Search
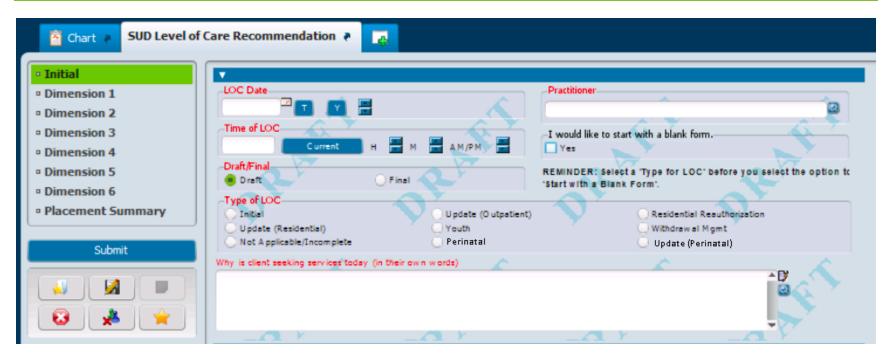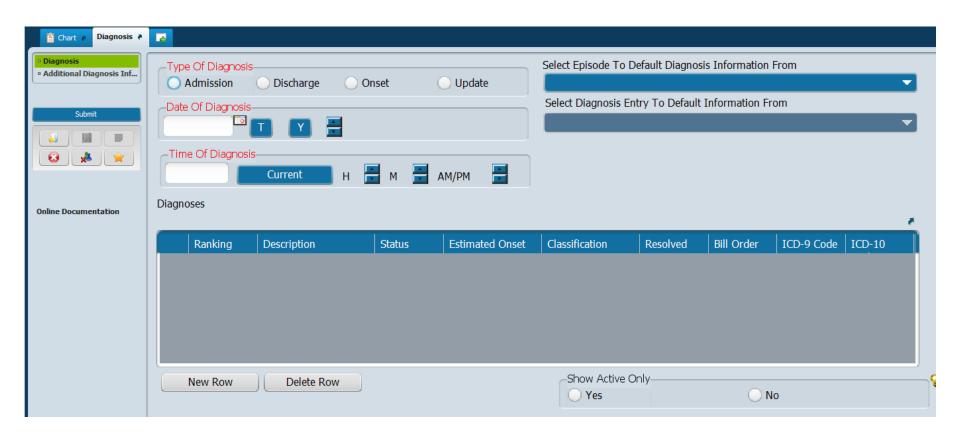3. Select Client or click "New Client"

Pre Admit data elements

SUD Level of Care

- Select the appropriate Type of LOC
- For ODS Residential Services, use "**Initial**" for the initial request
- Use "**Update (Residential)**" if TAP requests additional information on the SUD LOC

Diagnosis

Convert the Preadmit by using the SA Admission Res CalOMS Prg

This bundle includes the following forms:

1. Admission
2. CalOMS Admission
3. Episode Guarantor Information
4. Admission Referral (Optional)
5. Contact Information (Optional)
6. Forms (Optional)

Convert Pre Admit to a regular Residential Admission

1. Select the Pre Admit episode by double clicking on it

2. Change the Preadmit date to the Admission Date
3. Change the Preadmit time to the Admission Time
4. Change the Preadmit program to the correct Residential Program NOTE: Please do not close the Preadmit episode unless the client did not complete the assessment process
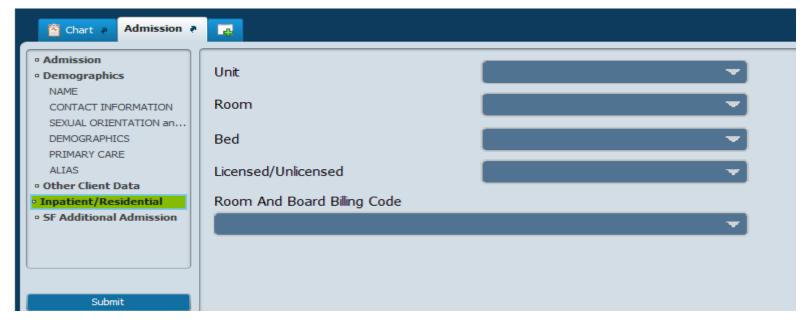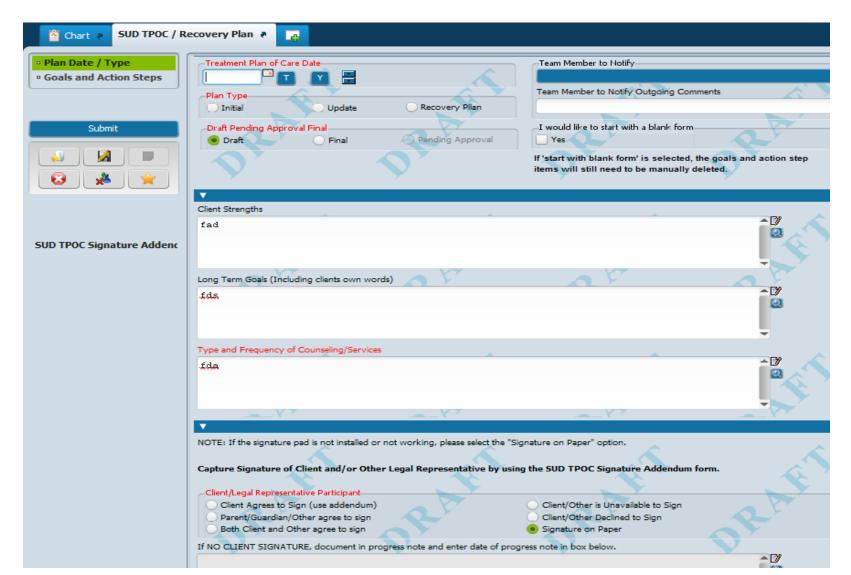5. Change Type of Admission to the correct type

Inpatient/Residential

Field descriptions (the following are all required)

1. Unit (your program)
2. Room (is always room 1)
3. Bed (assigned per your contract)
4. Licensed/unlicensed
5. Room and Board Billing Code for the Residential Stay
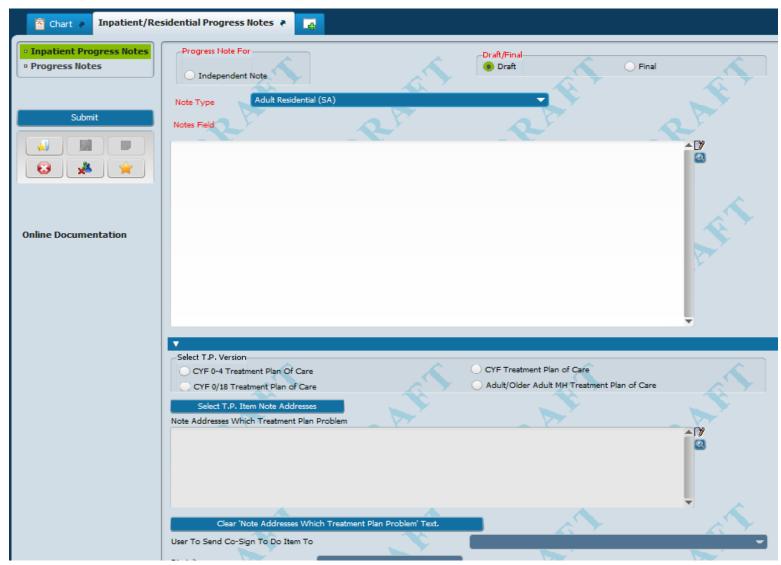   1. **31ODSRES**
   2. **RESODS33**
   3. **ODSRES35**

SUD TPOC/Recovery Plan
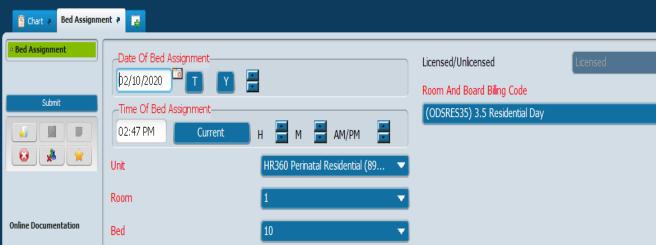
Inpatient/Residential Notes

- If determined to be medically necessary, clients must receive reauthorization every 30 days

- Program must request reauthorization 7-10 days before the current authorized period ends to ensure there is proper time for requests for clarification and transition planning

- Approved reauthorizations shall be entered into Avatar by SF DPH/BH staff within 72 business hours of submission (and will be visible on the ODS Manage Care Authorization Report by that time)

Bed Assignment (to change billing code)

For clients who have used up their ODS days or for some other reason you need to change the billing code to only bill for room and board: use Bed Assignment to change the billing code for the client.
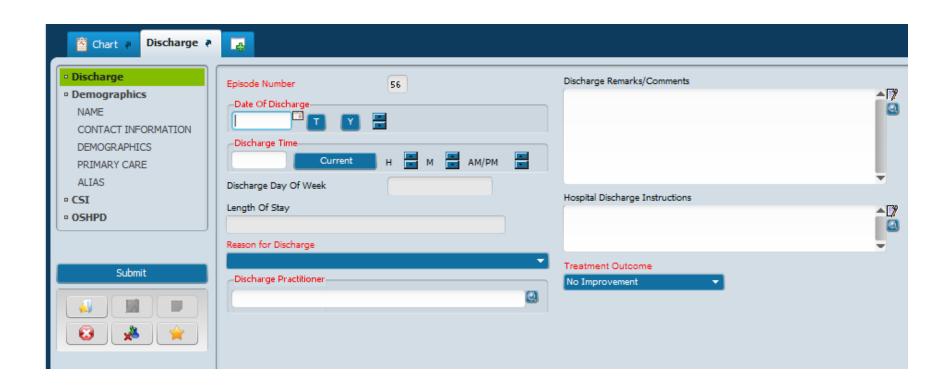
Bed Assignment (to change billing code)

1. Date of Bed Assignment: Date you want to change billing code
2. Time of Bed Assignment: Enter time
3. Unit: keep as is
4. Room: keep as is
5. Bed: keep as is
6. Licensed/Unlicensed: this is locked
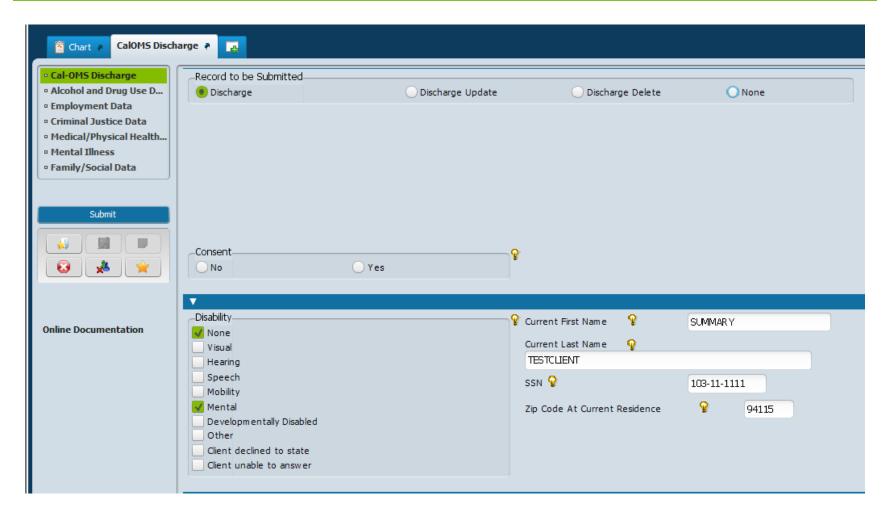7. Room and Board Billing Code: (31ODSRES, RESODS33, ODSRES35, NMRES)

Discharge

CalOMS Discharge

Leaves are used to record when a client has left a residential facility but you are saving the bed for their return. These may include excused absences (hospitalization) as well as elopement.

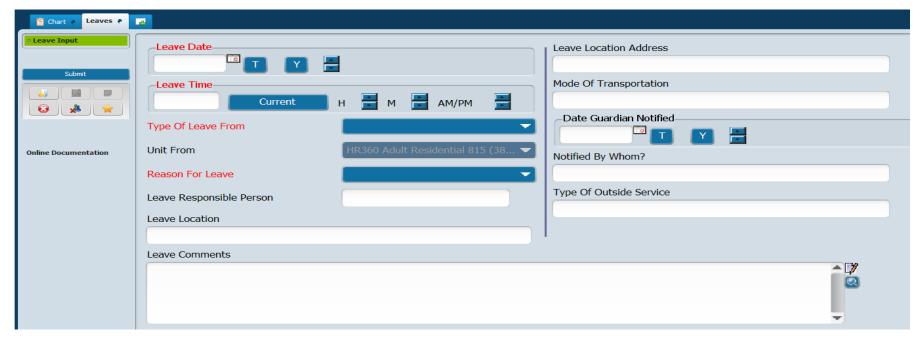When a client returns, use the Return from Leaves form to capture this information.

If it becomes clear that the client will not be returning, then the reason for "return from leave" would be "return to discharge." You will also have to discharge the client as you normally would.

Leaves (cont)

1. In the Search Forms field, type "Leaves"
2. Select Leaves
3. Enter the client BIS
4. Complete information and click Submit

Leaves (cont)

A. Type Leaves
    1. Elopement billable
    2. Elopement non-billable
    3. Leave billable
    4. Leave non-billable
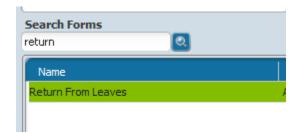   5. Same Day Leave billable
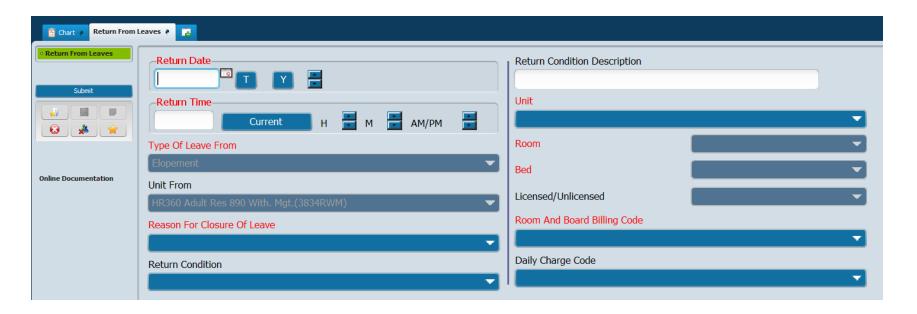   6. Same Day Leave non-billable

B. Reason for Leave
    1. Administrative
    2. Elopement
    3. Home visit
    4. Medical
    5. Placement
    6. Psychiatric
    7. Therapeutic leave

Return from Leaves

1. In the Search Forms field, type "Return"

2. Select Return from Leaves

3. Enter the client BIS

4. Complete information and click Submit

Return from Leaves (cont.)

A. Reason for closure of leave

    1. Return from leave to change leave type

    2. Return from leave to discharge

    3. Return from leave

Verify Unit Census

Purpose of this form is to verify (certify) who is in each bed each night.

It is essential that all Bed Assignment changes, Leaves, and Return from Leaves be entered before verifying the unit census.

Each and every day must be verified. Some programs do this on a weekly basis. You can verify all of your agency's programs at the same time.

For example: if you are verifying one week's worth of census, you would start with Sunday's date, select your programs, and click submit. Then return the form and enter Monday's date, and continue for the entire week.
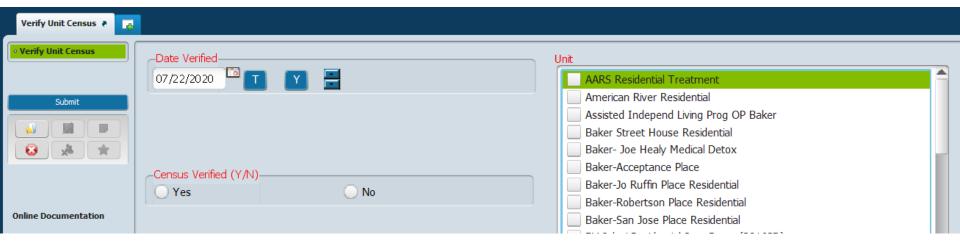
You should only verify your own agency's programs.

Verify Unit Census

Fields

1. Date Verified: enter the first date you want to verify
2. Census Verified: should be Yes
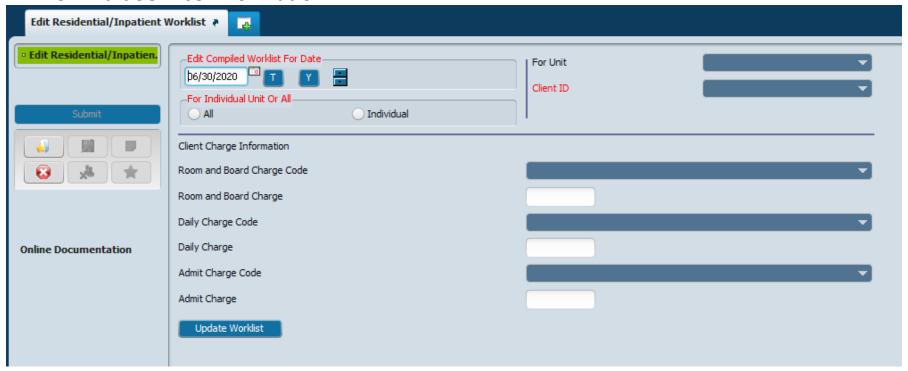3. Unit: select your programs. To deselect the previous entry, click CTRL D
4. Submit

Fields

1. From and Through Dates: enter the first through the last dates for which you are entering services
2. Do you wish to recreated the worklist: should be Yes
3. Individual or All: Select Individual (you can still select multiple programs)
4. Select Unit(s): select your programs. To deselect the previous entry, click CTRL D
5. Submit

Making Corrections

1. Delete Bed Assignment if you made an error while entering bed assignment.
2. Edit Residential/Inpatient Worklist if you need to make changes to the worklist that you compiled and posted
3. Edit Service Information

Reports/Consoles

1. Bed Availability Report
2. Current Unit Census
3. Official Census Report
4. Unit Verification Report
5. Leaves Report
6. SUD Residential Authorization Gap Report
7. SUD Residential UOS Summary Report
8. SUD Residential Auth Gap Report – Only for ODS Residential
9. SUD LOC in Draft by Program Report
10. SUD TPOC Due by Program Report
11. (Coming soon) SUD Residential Console

Resources

For more information

For full Avatar User Manuals please visit:
https://www.sfdph.org/dph/comupg/oservices/mentalHlth/BHIS/avatarUserDocs.asp

Training videos can be found at:

https://vimeo.com/avatarhelpdesk

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

Email: **AvatarHelp@sfdph.org**