

# SANTA CRUZ COUNTY AVATAR INFORMATION NOTICE

## Avatar Form(s), Process and/or Users Affected

Date	11/7/2017
Avatar Form(s)	Diagnosis form
Process	Entering Admission Diagnosis
Users Affected	Any licensed/waivered/registered clinicians who enter Admission diagnoses

## Summary/Introduction

Errors in entering Admission diagnoses are causing problems with billing services. In particular, for Admission Diagnoses,

- 1) The "Diagnosis Type," must be entered as "Admission" for the first diagnosis in an episode; and
- 2) The date of the Admission diagnosis must be on or before the first date of billed services.
- 3) For those that use the Avatar Scheduling Calendar, the time of the Admission diagnosis must be before the time of the first billable service.

## Reason/Rationale

**If the above rules are not followed, Avatar will not put the billing through and your agency will not get paid for your services.**

## Detailed Description of Problem or Issue

If you are creating the first diagnosis for your episode, YOU MUST CLICK **ADMISSION FOR THE DIAGNOSIS TYPE**. If you click Update, Discharge or Onset, you won't be able to bill for services.

The screenshot shows the 'Diagnosis' form in the Avatar system. The 'Type Of Diagnosis' section has four radio buttons: 'Admission' (selected), 'Discharge', 'Onset', and 'Update'. The 'Date Of Diagnosis' is set to 10/05/2016, and the 'Time Of Diagnosis' is set to 12:00 AM. An orange arrow points to the 'Admission' radio button.

**If you must add a discharge diagnosis,** before doing this, you should create an Admission diagnosis. Even if the episode is very short, only lasting one or two days, the first diagnosis in the chart must be an "Admission."

The screenshot shows a table with the following data:

Date Of Diagnosis	Type Of Diagnosis	Time Of Diagnosis	Primary Diagnosis
10/08/2017	Admission	12:00 AM	F91.8
10/08/2017	Discharge	08:48 PM	F91.8

**Time of Diagnosis:** If you use the Scheduling Calendar, the time of diagnosis must be before any billable services. For example, this is the first day a client attends your program and the client is admitted today. If you provide an assessment service at 8:00 am, but then enter the time of the Admission diagnosis as 10 AM, your 8 AM service will not be billable. This only applies if you are using the scheduling calendar to make appointments for your services.

The easiest way to do avoid this issue with the time is to enter the time as 12:00 AM. For some programs, the admission time must be entered exactly. Consult with your supervisor about whether or not you may enter 12 AM as the diagnosis time.

The screenshot shows a software interface for entering diagnosis information. It includes sections for 'Type Of Diagnosis' with radio buttons for 'Admission' (selected) and 'Discharge'. Below that is 'Date Of Diagnosis' with a date field showing '05/03/2017' and buttons for 'T', 'Y', and a calendar icon. The 'Time Of Diagnosis' section is circled in orange and contains a text field with '12:00 AM' and a 'Current' button. A small 'H' is visible to the right.

## Resources

For more information the diagnosis form, consult the Avatar Clinicians Manual, pp. 125 – 135, on the Santa Cruz Avatar Web Page.

- How-to Guides, Manuals and Tips

- [Avatar Clinicians Manual](#) (updated 10/02/2017) **New!**
- [Avatar Group Progress Notes](#) (updated 5/31/2017)
- [Avatar Quick Start Guide](#)
- [Avatar SUDS Treatment Plan](#) **New!**
- [Avatar Super User Skills Checklist](#)
- [Avatar Supervisor Guide](#) **New!**

To get to the Santa Cruz Avatar Web Page, follow the URL below.

<http://www.santacruzhealth.org/hsahome/hsadivisions/behavioralhealth/avatarresources.aspx>

OR...The easy way to get to the Avatar Web Page is to type Avatar into the Search Forms blank. Click on Avatar Resources and this will launch the web page.

For more help, contact the QI help desk at [askqi@santacruzcounty.us](mailto:askqi@santacruzcounty.us)

The screenshot shows a search interface with a search bar containing 'avatar|'. Below the search bar is a table with two columns: 'Name' and 'Menu Path'. The table contains one row: 'Avatar Resources' with the menu path 'Avatar PM / Resources'. At the bottom of the search results, there is a button labeled '<= Previous 25' and a page indicator '1 through 1 of 1'.