



North Central Accountable Community of Health

IT/EHR Workgroup

FIMC Advisory Committee – North Central Accountable Community of Health

MEETING NOTES

3:00 PM – 4:30 PM April 13th, 2017

Attendance: Gwen Cox, Darci Miland, Misty Morris, Ashley Porter, Rebecca Arnold, Torri Canda, Isabel Jones, John Schapman, Christal Eshelman, Senator Parlette. **Via phone:** Samantha Zimmerman, Rick Helms, Darla Boothman, Deborah Gleason, Diane Graham, Kelsey Potter **Notes:** Teresa Davis

Goals of Workgroup:

1. Goal of Workgroup: Identify and resolve IT/EHR issues including but not limited to:
 - MCO billing capacity
 - EHR compatibility
 - Provider data reporting requirements
 - Technical Assistance needed by providers

All of the providers use Avatar for the data side but they are all contemplating new EHR software. The BOH will be sending out letters to providers giving a deadline (June or July) to let them know if they plan to continue using Avatar. In SW Washington most providers got rid of Avatar and went with Qualifax due to billing functionality. Staffing to do medical billing is the biggest issue that the BH Providers anticipate. Gwen said that the assessments will not provide staffing recommendations, but will tell them to train and get staffing in order.

Review of current work

Qualis has completed all of the interviews and will be writing an initial report. They will connect with the providers and make sure all of the information is correct, then they will talk about possible solutions and submit the final report.

All of the providers are enthusiastic and are in a different place, there will not be one solution that will work for everyone. The concern is that the providers seem to be very ambitious with their plans.

The report addresses the following issues...

- IT System – What needs to change in order to have the capacity to bill
- Organizational mindset and staffing / training issues
- Process of reconciling and getting paid – also responding in a timely manner to make sure they get paid

Where will the results from the assessments go? Each BHA, ACH and HCA

Does the full report break down per provider? Yes

BHO update – The BHO had a demo day so that the providers could see what their options are if they choose to stay with Avatar. They have the following choices...

- Choose to stay with the Avatar Consortium
- Upgrade to a new customizable Avatar system
- Leave Avatar completely and go with another system



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As of now, they have only heard of one provider that wants to keep Avatar. There is a lack of understanding on what they need to get from NetSmart -- what format it will be in and then translating it. They are having trouble keeping the providers on track with what they need to do until 12/31/2017.

Gwen also heard concerns about the historical data. Who will have access to it, manage it and translate it? The BHO has this on their radar and are planning on managing it.

Several agencies throughout the state have been looking into a system called Creditable Solutions. It looks very user friendly for clinical staff, the timeline is too short to make the change.

In SW Washington they had a consultant that helped the providers decide on the system that would work best for them. The consultant helped the providers negotiate the contract. There is also a cost savings for combined group trainings.

Is a certified medical coder going to be required by the MCO's? Not that anyone has heard. Even if it is not required, it would be very helpful for a smooth transition.

Current Systems:

- Confluence uses Epic
- Family Health Centers use Next Gen
- CVCH uses Athena

Provider data reporting requirements -

Providers want clarity on continued use of the data dictionary. If you tell the provider what you have to have, what file format and where to send it to, they could build it into current systems.

Okanogan Behavioral Health: Committed to Avatar – moving to NetSmart hosted system this weekend. They have a shelf product and build all of their own forms and billing system. It is going smooth they can't imagine going to another product right now.

Next Steps / Action Items

MCO's need to be chosen & get assessments, then plan another meeting. (after May 22nd)

Linda asked about doing a presentation for the new County Commissioners in Okanogan County. When would it be a good time to contact them? Skip leaving at the end of the month, interim is Lisa Apple. After Jim gets settled, the ACH would like to meet with Okanogan.

Who else needs to be on the workgroup?

- Kevin Nelson (Catholic Family Services)
- The Center
- All 4 Behavioral Health Providers
- ASO
- Qualis
- Any other consultants
- Confluence
- TPA – Housing / Support Employment

Next Meeting: May 24th 2:00-3:30 PM, Chelan Douglas Health District, East Wenatchee