



CSI Data Quality Improvement

Webinar #8: NetSmart Avatar and other NetSmart Specific Issues

Summary: Several common issues have been noticed between counties that switch to NetSmart Avatar including errors with switching to ICD-10, drop in clients, and duplicate records. Specifically, Mode 10 Crisis Stabilization units are unrealistically low for NetSmart Avatar submitting entities. Several NetSmart Avatar submitting entities are showing unrealistically low units of service for Mode 10 Crisis Stabilization. The units are likely representative of contacts with clients rather than hours of service.

Specific counties who may benefit:

Butte	Humboldt	Mendocino	Riverside	San Mateo	Sonoma	Yolo
El Dorado	Imperial	Monterey	Sacramento	Santa Cruz	Tulare	
Fresno	Los Angeles	Placer	San Francisco	Solano	Ventura	

Who should attend?

- Clinicians
- Administration
- Data analyst
- EHR vendors
- IT
- Billing/accounting staff
- Quality assurance



Topics to discuss:

- Outdated information
- Switching to ICD-10
- Duplicate records
- Mode 10 Stabilization
- Drop in clients
- Batch correcting of errors

Thursday, March 22nd 1-3pm

**Presenters from MHDATA and
DHCS**