

Point of Contact for Avatar Corrections Final 01.24.23

| Need | Responsible Party | Comments |
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| Progress Note correction | Varies by issue | Refer to Progress Note Error Resolution Desk Guide MyAvatar Resources Yolo County |
| Client chart merging | Kati Moore (adults) or Violeta Jaime-Cano (youth) | Kati.moore@yolocounty.org Violeta.Jaime-Cano@yolocounty.org Be prepared to share which charts need to be merged. Verification that proposed merging of charts should be completed prior to informing Kati/Violeta. Verification at minimum includes: client SS#, DOB, CIN# (if applicable) and all contact details. Merging charts should only be completed when the client has been deemed as being the same client. |
| Episode Management (MH) | MH: Kati Moore (adults) or Violeta Jaime-Cano (youth) | Kati.moore@yolocounty.org Violeta.Jaime-Cano@yolocounty.org This includes back dating episodes, changing episode names, correcting diagnosis, changing discharges |
| Episode Management (SUD) | Contracted Provider | Refer to: SUD Avatar Corrections Desk Guide |
| CANS entries -reversion of FINAL to DRAFT | Mary Yung | Mary.Yung@yolocounty.org |
| Password reset with no Citrix issues | IT HHSA EA | Cherwell Service Management (cherwellondemand.com) |
| Password reset with Citrix issues | IT Helpdesk | Cherwell Service Management (cherwellondemand.com) or Helpdesk @ 530-406-5000 |
| Practitioner enrollment Issues | QM | HHSAQualityManagement@yolocounty.org This includes when the “Note Type” in the progress note is blank, as this indicates your credentialing has expired. |
| New or Change in Provider Classification | QM | HHSAQualityManagement@yolocounty.org |
| Assessment/Client Plan corrections or episode movement | Supervisors or Managers | Once reverted to draft, corrections must be made and finalized by staff within 24 hours. Please note, the Assessment Date/Client Plan Date cannot be changed by reverting to draft. |

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| Duplicate Client Plan | Supervisors or Managers | Only utilized when a treatment plan is a true duplicate (written by the same staff with identical content). Supervisors must revert the duplicate client plan from final to draft and then update the duplicate client plan name to “Duplicate- DO NOT USE” If multiple non-duplicative, active treatment plans exist, the plan with the most recent completion date is considered valid & all other treatment plans should be considered superseded. |
| To Do List re-assignments or deletions | Supervisors or Managers | |
| NOABD corrections | QM | HSAQualityManagement@yolocounty.org |
| Delete duplicate entries on PSAL | Supervisors or Managers | Only allowed for entries for nonscheduled services through the Avatar Scheduling Calendar functionality. |
| Report requests | IT HHSA EA | IT Cherwell Service Management (cherwellondemand.com) |
| Can't access Avatar due to system issues, i.e. Java is not working | IT Helpdesk | IT Cherwell Service Management (cherwellondemand.com) or Helpdesk @ 530-406-5000 |
| Avatar Report software not working | IT Helpdesk | IT Cherwell Service Management (cherwellondemand.com) or Helpdesk @ 530-406-5000 |
| Avatar Access Activation/Modification/Deactivation Requests | IT HHSA EA | https://forms.office.com/g/XpEeL9VH9K |

NOTE: If entities identified under responsible parties are not able to complete the needed correction or need additional guidance/training, then they should be escalated to HHSA EA via IT [Cherwell Service Management \(cherwellondemand.com\)](http://cherwellondemand.com).

Avatar documentation and/or content questions should still be directed to your immediate supervisor who may escalate the question to QM if needed.