

# Monterey County Behavioral Health Quality Improvement

## PROTOCOL

RE:	Maintenance of Credentials
POLICY REFERENCE	Monterey County Health and Behavioral Health Policies, including but not limited to Policy 107, 132, and 142
FORM REFERENCE	Error Reporting, New User Request; Avatar reports 844 and 675
EFFECTIVE	02/16/2018

As part of our ongoing Quality Improvement we have designed a report with information on the credentials/title staff have in Avatar. Staff credentials/title should be updated in the Avatar system when changes occur to accurately reflect the staff scope of practice. Additionally, staff credentials are used to determine what forms staff may access in Avatar as well as used for ongoing utilization and audit reviews.

Each program is responsible for maintaining staff credentials/title up-to-date to avoid disallowance, scope of practice concerns, reimbursement issues, and just plain misunderstandings.

### PROCEDURES:




- For **County** Programs
  - Each program may run *844 Current Team List* report to see the most up-to-date list of staff in your program and credentials/title.
- For Contracted **Providers**
  - Each provider program may run report *675 Provider Active Users* report to see the most up-to date list of staff and credentials/title.
- If error is identified:
  - Go to National Provider Identification (NPI) website to obtain or update your NPI number.
    - <https://nppes.cms.hhs.gov/#/>
    - Write down your NPI number, you will need it for when completing the Error Reporting form in Avatar.
  - Request to update
    - Open Error Reporting form in Avatar
    - Select “License Change Notification” and complete remaining elements on form
      - Please make sure to add your NPI and credential/registration number in the notes section
    - Submit a copy of your updated License/Registration document
    - [415-QA@co.monterey.ca.us](mailto:415-QA@co.monterey.ca.us)




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**Error Reporting**


• Error Reporting  
▫ Error Completion (for QI...)

Submit


  

Date of Request

Select Error Category 

License Change Notification

- Delete Note/Service
- Edit Service Info (NOT date of note)
- Episode Opened to Incorrect Program
- Full Service Partnership FSP
- Group Notes Error
- License Change Notification**
- Scanning Error
- Scheduling Calendar Error

Episode Number 

Service Code

Duration of Service

Group name or number

Reason for Request

Enter your NPI and Board License/registration number here!

Your contact phone number

[http://qi.mtyhd.org/wp-content/uploads/2014/09/Chapter\\_11\\_Error\\_Reporting.pdf](http://qi.mtyhd.org/wp-content/uploads/2014/09/Chapter_11_Error_Reporting.pdf)