



One Person. One View. Better Care.

myAvatar

myAvatar™ is an ONC-certified electronic health record (EHR) solution specifically designed for organizations that provide behavioral healthcare and addictions treatment in community-based, residential and inpatient programs. Our whole person integrated care model offers a robust set of features that support roles throughout the organization, from front desk staff and clinicians to billing administrators and executive management. The result is better operational, clinical and financial processes for inpatient and outpatient organizations ... and better outcomes for the consumers they serve.

myAvatar offers a recovery-focused suite of solutions that leverage real-time analytics and clinical decision support to drive decision-making and support value-based payment models. Additional modules focused on consumer engagement, mobility and inpatient closed-loop provide organizations with a healthcare IT partner that can meet the changing requirements.

Key features

Clinical

- Supports documentation for different primary care workflows such as office visits and wellness visits
- Supports scheduling and workflow for group appointments and treatments, detoxification and outpatient care
- Automates inpatient closed-loop medication management
- Streamlines workflow, making client information quickly accessible with dashboards geared to user roles
- Monitors compliance and alerts clinicians to needed information

Financial

- Automated electronic remittance processing efficient denial management workflow
- Manages complex billing requirements for long-term, intensive episodes of care, including wrap-around services and Medicare pharmacy billing
- Supports complex billing models, including value-based reimbursement payments, shadow billing, and non-profit grant funding

- Efficient claim generation processing with job scheduling capabilities
- Streamlines utilization management, eligibility verification, and claims and payment tracking with easy-to-use role-based dashboards
- Provides snapshots of quick billing status, accounts receivables and claim value on a per payer basis

Operational

- Tracks key performance indicators to measure meaningful use compliance, revenue and organizational goals
- Supports value-based payment models, with expertise in Certified Community Behavioral Health Clinics (CCBHC)
- Monitors system status and optimization with modeling tools

Our assessments

Netsmart's assessments represent a unique combination of the following:

- Standardized assessments (CANS, ANSA, COWS, CIWA)
- Client-developed assessments
- Questionnaires

These assessments are utilized by some of the most well-respected organizations and clinics, representing a diverse cross-section of the behavioral health, mental health and addictions treatment communities.

Stored in a shareable database, clients can explore these assessments, determine which assessments most closely align with their organization's needs and then select those for implementation into workflow.

We understand the unique requirements of human services

myAvatar's client community

Inpatient and outpatient care settings for...

- Behavioral health
- Addictions treatment
- Intellectual and developmental disabilities

Workflow

Behavioral health and addictions treatment providers have different workflows than those operating in physical healthcare settings.

Our EHR scheduling and workflow modules support:

- Group appointments and treatments
- Detoxification
- Long-term outpatient episodes of care
- Treatment plan creation, care team approval and compliance tracking
- Mobile, disconnected solution when delivering support in the community

Privacy

In addition to HIPAA (Health Insurance Portability and Accountability Act), providers must comply with the 42 CFR Part 2 (the Federal Confidentiality of Alcohol and Drug Abuse Patient Records) regulations.

To support patient privacy, Netsmart solutions also...

- Manage consents
- Control the re-disclosure of select types of information
- Make standardized or flexible Continuity of Care Documents (CCDs)
- Ensure data (and data exchange) is appropriately encrypted
- Establish provider permissions

Closed-loop medication management

Medication administration in a hospital setting is controlled and managed by clinicians.

When the client is discharged, a clinical decision must be made about the continuation medications and which prescriptions need to be resumed/continued.

In an outpatient setting, the community, home or workplace, there is a need for processes that reduce the chance of error, optimize the use of medication and achieve the best possible outcomes. Netsmart advocates for a comprehensive closed-loop medication process.

Our solutions are built to enable providers to:

- Safely administer medication
- Manage medications in both inpatient and outpatient settings
- Incorporate the greater ecosystem in which individuals receive care into their medication decisions
- Optimize and improve medication therapy

Leveraging a proven cloud

Netsmart hosting offers clients a secure hosting environment that meets compliance standards and helps eliminate the cost of a security breach.

- Predictable costs
- High performance
- Scalability

Learn more about our comprehensive suite of solutions at www.ntst.com/Solutions-and-Services/Offerings/myAvatar