



AVANTA
MEDICAL INFORMATION SYSTEMS

FAX

March 13, 2003

Blue Cross Claim Submission

Blue Cross of California and BC Life and Health Insurance Company has compiled the following list of clean claim submission tips to help facilitate faster turn around time and a lower number of rejected claims. When possible their suggestions, which are printed in bold, are followed by an Avanta solution.

- **Avoid submission of dot-matrix printed documents or carbon forms.**
 - Print all forms on a fast and quiet HP LaserJet printer.
- **Verify that data is printed within the appropriate boxes on all claim forms.**
 - Print a laser alignment form before printing claim forms.
- **Stamp or write messages in blue or black ink, rather than red, because image scanning filters out red in documents.**
- **Include all attachments such as medical records, surgical reports, prior authorizations, etc.**

As a reminder, Blue Cross of California and BC Life and Health Insurance Company adopted a single address for the submission of hardcopy claims. The consolidated address is:

**Blue Cross of California
P.O. Box 60007
Los Angeles, CA 90060-0007**

If you have any questions regarding replacing your old dot-matrix printers, printing a laser alignment form, or changing your insurance company address please call Avanta for assistance.

GOT COLOR?

This latest Avanta Fax was created with color and printed on the new HP 4600 Color LaserJet printer. Stay tuned for new color printing options available on your Avanta system...

Check your Electronic Billing Reports and Modem Number

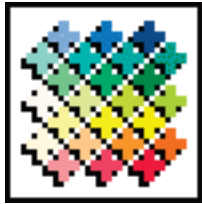
A vital part of transmitting electronic claims is verifying that Medicare and/or Proxymed received your claims submission, and more importantly are actually processing all your claims. Making sure that your transmission file reaches processing as soon as possible will help maximize your insurance billing results. There are several ways to ensure receipt and processing of your Medicare and/or 3rd Party electronic claims from the Electronic Billing Menu. For Medicare claims it is important to check the Medicare Transmission Log, the (ACK) Acknowledgment files, and the (ESR) Error Summary Report files. For 3rd Party electronic claims it is important to check the Proxymed Daily and Monthly files.

Proxymed has provided several different numbers for transmitting electronic claims, but they have recently brought to our attention that all claims should be transmitted to 714-668-8100. Please check your Third Party Billing Setup to verify that this is the modem number you are using for your 3rd Party claims. If you have any questions regarding checking your Medicare and 3rd Party reports, or checking your Third Party Billing modem number please call Avanta for assistance.

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AVANTA
MEDICAL INFORMATION SYSTEMS

Attend our Free Seminar

MAXIMIZING

Insurance Billing Results

Location: Avanta's Office

Dates: March 25th, 26th, & 27th 2002

Times: AM session 9-12 / PM session 2-5

◆ Are you correctly and effectively billing Medicare and 3rd Party claims? Are you taking advantage of electronic billing and automatic Medicare EOB posting? Do you know about the new "rebilling" Open Insurance Report? Be sure to attend our free seminar to learn how to streamline and strengthen your office's billing process.

◆ Seminar topics to be discussed include:

- * **Defaults & Treatment File Setup**
- * **Medicare Electronic Billing & Automatic Medicare EOB Posting**
- * **Third Party Electronic Billing**
- * **HCFA-1500 Paper Billing**
- * **Open Insurance Report (for rebilling and follow-up)**

◆ Avanta offers the choice of four free seminars including three morning sessions on March 25th, 26th, 27th, 2003 and one afternoon seminar on March 27th. Please contact Jennifer at Avanta to RSVP, and as space is limited, a 48-hour cancellation notice is required. If you are unable to attend our office sessions, training can be individually scheduled at your office for the regular training fee.

The Avanta Advantage

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