



AVANTA
MEDICAL INFORMATION SYSTEMS

FAX

MARCH 26, 2004

ProxyMed and United Healthcare Update

It has come to our attention that most if not all United Healthcare claims transmitted electronically through ProxyMed are being rejected. The rejection reason usually states that there is information missing from the claim, such as the Physician Group Number, or Practice Name. We have spoken with a Resolution Specialists at United Healthcare who told us the information that is missing electronically translates to the information normally placed in box 31 and 33 of the HCFA-1500 form.

When we were alerted of the situation we reviewed several electronic claims as they are transmitted out of the Avanta System, and every example contained all of the required data elements. This issue was then brought to the attention of a ProxyMed representative, and it has been reviewed by their programming staff. At this time we are still working with ProxyMed to determine the exact cause of the problem in attempts to resolve the issue as quickly as possible without affecting any other claims.

Although we are hoping there will be a quick resolution to this problem, it is possible to send all of your United Health care claims on paper until that time. If you have any questions about United Healthcare, ProxyMed or selecting to temporarily send these claims on paper, please call Avanta.

Medicare NHIC Local Modifiers Eliminated

To comply with HIPAA, CMS has directed all carriers to eliminate all local codes and modifiers. As a part of this process, NHIC will eliminate the following local modifiers, as of January 1, 2004. Any claims submitted with a local code after this date will be returned as unprocessable according to Medicare.

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The local modifiers eliminated for Northern California are Y1, Y7, Z6, Z7, and ZA. The local modifier eliminated for Southern California is YB. For a complete list of codes and modifiers eliminated as part of this process please refer to the September 2003 NHIC Medicare Part B Resource.

Avanta Telephone Support: Enhanced

One of the defining qualities that enables the Avanta system to be the premier medical practice management system is our unlimited customer support. Based on your existing software and hardware agreements with us, we are available to answer your questions, address your needs, and provide solutions for your practice. Please encourage your staff to call us to take advantage of the valuable resources provided by our Avanta support team, such as software support, hardware support, free seminars, and system updates. We are always happy to help.

As part of our continuing efforts to provide our clients with better service, we have reintroduced the receptionist position. This new morning receptionist model will allow us to expand our phone support through the lunch hours. Previously, between the lunch hours of 12:30 and 1:45 your calls were answered by our voice mail system which allowed you to page Avanta staff members in the event of a hardware or software emergency. Although this feature is still available for after hour emergencies, we have further enhanced our premier support and eliminated the closed lunch hour.

Starting April 1, 2004 Avanta phone support will be available Monday through Friday, from 8.30 am to 5:30 pm, and we will no longer be closed for lunch. Just another advantage of being with the team that sets the standard in customer service.

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