

# AVANTA<sup>®</sup>

MEDICAL INFORMATION SYSTEMS

# FAX

April 10th, 2001

## Automatic Medicare EOB Posting is Here!

The Medicare electronic EOB posting feature is now here! Your next Avanta update will allow you to receive your Medicare EOB electronically over the modem and have the payment, write-off and deductible information automatically posted to patients' ledgers.

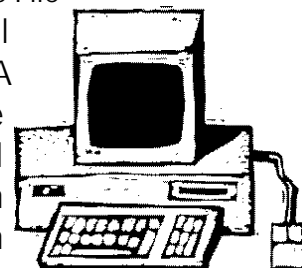
This feature is already in use at several offices and they are delighted with it. For example, at one office a multi-page EOB totalling \$40,000 used to take almost a day to post. The new program posted it in only two minutes, with almost 100% accuracy. The program generates an error report that lists any items that cannot be electronically posted.

Medicare requires all submitters who want their EOB received electronically to complete and sign an authorization form. This form is available from Avanta and can be faxed to you upon request. After the authorization form has been filled out and sent to Medicare/NHIC, and your Avanta update completed, you're ready to go!

If you have any questions regarding this new feature or would like the Medicare authorization form faxed to your office, please call us at 818-706-9191.

## Attention: Next Avanta Seminar

The upcoming Practice File Cleanup seminar will be held on Wednesday A 26th, and Thursday the 27th. This seminar will review the organization of the practice files in your Avanta system,



and how to reorganize them for greater efficiency and ease of use. The files that will be reviewed include the treatment, diagnosis, and insurance company files.

There will be morning sessions from 9:00am to 12:00pm, and afternoon sessions from 2:00pm to 5:00pm. If you are a practice manager or otherwise responsible for the practice files, please call Alyson at 818-706-9191 to schedule your place.

## ProxyMed Update

As many of you know, last fall certain disputes arose between ProxyMed and Avanta regarding the billing and other details associated with the handling of your third-party (non-Medicare) electronic claims. While we have

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endeavored to enter into an appropriate agreement with ProxyMed, unfortunately we have not been able to negotiate an agreement with them that we believed would be in Avanta's and our clients' best interests.

Consequently, no business relationship currently exists between Avanta and ProxyMed. This means that you must deal directly with ProxyMed regarding any contracts, pricing, billing, sign-up and other business-related matters.

We will keep the current version of the Avanta-to-ProxyMed electronic claims capability in the Avanta system for the near term. Longer term, we are investigating an association with an alternative vendor so that we can offer you a more integrated third-party billing solution than appears to be possible with ProxyMed.

**A Big  
Thank You!  
To Our Clients**

After six weeks of "living" in temporary space, we have finally settled down into our new office. We thank you for your patience and apologize for any inconvenience you may have experienced.

Please remember to change your records to reflect our new address, office and fax phone numbers printed at the bottom of this fax.

## Avanta Welcomes A New Team Member



Avanta is pleased to welcome Andy Cohen to the support team. Yes, this means that we now have two Andys in software support. Andy is locally grown and raised, having lived in our new home of Agoura Hills for the past twenty years. To avoid any confusion, Andy has agreed to be called "AC". AC will be assisting Dan with many of your upcoming Avanta system updates, so you'll have a chance to meet him soon.



## Hot Tip Of The Week



The next time your terminal freezes for no apparent reason, try typing "CTRL-Q" (hold down the "ctrl" key and press the letter "Q") to release it. About 70% of all frozen terminal cases are caused by an erroneous sequence of keystrokes that sends a data flow lock to the server. In most cases, "CTRL-Q" will fix it.

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