



Login Error Report

The Login Error Report feature was added to you system to inform users of errors and potential errors with the Avanta System as soon as they arise. Early detection is the best remedy to avoid serious issues and the new Login Error Report does just that.

This feature will check for several system level errors or potential errors upon user login. The user is informed of the error(s) at every login and has the opportunity to view and/or print the error report. This feature checks for the following types of errors:

1. **RAID:** RAID is where an extra disk drive is installed in your system so it can continue operating on one disk if the other disk has failed. We check for three types of RAID failures.
2. **LEDGER:** We warn when a ledger file is running out of space or is full.
3. **DISK:** We look at remaining disk space and warn when nearing capacity.
4. **BACKUP:** We report when the most recent acceptable backup verification was made three or more days ago. Please verify that the tape is being changed nightly and the results logged daily.

If you receive one of these warnings when you log in to the Avanta System, press **[Esc]** to view the error report, and **[Ctrl - P]** if you wish to print the report. Please call Avanta with the report information so that we can review and resolve the issue.

ProxyMed and Blue Cross Claims

We have been alerted that most, if not all, Blue Cross (BC001) claims transmitted electronically through ProxyMed are now being rejected. The rejection is

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specified on the Daily report which you should receive within 48 hours of transmitting the claims. The message reads "Reference Identification Quali Missing/Invalid," with "**** Rejected****" directly below each date of service being rejected.

ProxyMed has informed us that this is a temporary problem with their processing of Blue Cross claims and the problem should be corrected shortly. All claims that are rejected for this reason will need to be reflagged and rebilled after the issue is corrected. If you would like to call ProxyMed on the status of this issue, reference call number 0226552. Also, please check future AvantaFax articles for an update on the status of this ProxyMed/Blue Cross issue.

FREE Avanta Seminar - Edit Practice Files -

This next free seminar will explain the various files and fields within Edit Practice Files. Avanta's Practice Files include all the information for the Physician/Provider, Treatment/Transaction, Diagnosis, Insurance Company/Adjustor, Condition Code, Hospital/Location, etc. The lists of information that you find referenced through the Avanta System are established and edited through these files.

For your convenience, Avanta will offer four free sessions at two separate locations over two days. The locations that have been selected for this seminar include our office in Agoura Hills and the Cedars Sinai Building in Los Angeles. Morning and afternoon sessions are available at our office on Tuesday, May 11th and at the Cedars Building on Wednesday, May 12th.

Please contact Jennifer at Avanta to RSVP. As space is limited, a 48-hour cancellation notice is required. If you are unable to attend our seminars, private training can be scheduled at your office for a training fee.

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Medical Applications Corporation - 30851 Agoura Road, Suite 107 - Agoura Hills, CA 91301
Phone: 818.706.9191 - Fax: 818.706.9181 - www.avanta.com