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Deletion Report & Security



One of the many features, which will be added to your Avanta system on your next update, expands the capabilities to Delete Ledger Items in Practice Security. Practice Security had previously allowed the administrator to only set [B] Delete Ledger Items to [Y]es, allowing the user to delete any and all ledger items or to [N]o, restricting the user from deleting any and all ledger items. This new feature will now allow you to restrict a user's ability to delete ledger lines by the type of transaction, the posting date of the transaction, and the user who posted the transaction being deleted.

When ledger items and patients are deleted they are recorded in the Deletions Report, which lists all patients and transactions that have been deleted since the last time the Deletions Report was cleared. This file has a limited size and when the report becomes full, you will be prompted with: "Deletion Report File Full -- ". At this point you may view the report on screen, print the report, and clear the deletion information. This report details the date of each deletion and, the name of the user who deleted the transaction or patient.

NOTE: We strongly recommend that you print and file the report before you clear any information so that you maintain an audit trail of all deleted transactions and patients.

If you are balancing daily, any transactions that are deleted outside of the day they were posted might affect your daily balancing. If you are balancing monthly, any transactions that are deleted outside of the month they were posted might affect your monthly balancing. To print the report and clear the file:

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1. Press [C] **Special Functions** from the home screen.
2. Press [2] **Authorized Functions**.
3. Press [5] **Deletions Report**.
4. Select [1] **to Display On Screen**, [2] **to Print Report**, or [3] **Clear Deletions Report Files**.
5. Select [1] **Sort Transaction by Deletion Date**, [2] **Sort Transactions by Date of Service**, or [3] **Sort Transactions by Posting Date**.

If you have any questions about the Deletion Report or new Security features, please call Avanta and speak with one of our support specialist.

Receiving Electronic Files from Medicare

Some Avanta clients using the Automatic Medicare EOB Posting Program are experiencing difficulty with incomplete electronic EOBs. This difficulty may occur when the electronic EOB is previewed or automatically posted, and appears on your EOB posting report as an "expected segment" error. It has also come to our attention that some ESR and ACK files that are received are incomplete or missing totals.

If either of these errors occur, please delete the file and receive it from Medicare again. This solves the problem in most cases where the entire file was not properly received the first time.

In a few cases however, Avanta has determined that with EOB files, this error originates with Medicare/NHIC because the files are sent with data segments in an incorrect order. Although Medicare/NHIC continues to create these errors, this practice does not comply with HCFA/HIPAA specifications. We are working to accommodate their inconsistencies as they arise, so please call Avanta if you have any questions.