



**AVANTA**  
MEDICAL INFORMATION SYSTEMS

**FAX**

MAY 19, 2004

## ProxyMed Update

### Blue Cross Claims:

We were recently alerted that many Blue Cross (BC001) claims transmitted electronically through ProxyMed were being rejected. The rejection was specified on the Daily report, which you should receive within 48 hours of transmitting the claims. The message read, "Reference Identification Quali Missing/Invalid," with "\*\*\*\* Rejected\*\*\*\*" directly below each date of service being rejected.

ProxyMed has informed us that this problem with their processing of Blue Cross claims has now been resolved. However, all claims that were rejected for this reason will need to be reflagged and rebilled. It is important to keep track of all your received reports so that any such problems can be quickly identified and fixed. If you have any questions about your electronic transmissions, or your received reports, please call Avanta.

### Rejected Claims:

ProxyMed is responsible for verifying data files are complete, converting received claims to the ANSI 4010 format, and forwarding these claims to the individual payers. We have recently been informed that ProxyMed is rejecting some claims in special circumstances from two specific insurance companies, United Health Care (87726) and Health Net (06108).

These two insurance companies have recently started requiring new data fields in certain circumstances. The electronic format Avanta currently uses to transmit claims to ProxyMed does not support these new data fields. Consequently, claims are being rejected by ProxyMed for these two payers because of missing or invalid data. Although

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most Avanta clients are not having a problem, if your United Health Care and/or Health Net claims are being rejected by ProxyMed, we recommend submitting these claims on paper until further notice.

### Customer Service:

We have received several complaints from clients about slow response times and other problems when dealing with ProxyMed. Some clients have asked us to add support for other third-party claims clearinghouses. While we understand and appreciate the problems some of you are experiencing, consolidation in the clearinghouse industry has left us with few viable options that support the breadth of payers needed by our clients. We are presently reviewing various options and hope to provide you with more choices in the future.

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## Edit Practice Files Seminar Success

Thanks to all of those who attended the last free seminar, Edit Practice Files. We had a great turnout and received some very positive response.

We apologize to all the office staff members that were not able to attend, as we were at capacity for most of the sessions. We plan to offer more dates and times at future events so that all interested parties will be able to attend. However, it is always a good idea to reserve your spot as soon as possible. As space is limited, we do require a 48-hour cancellation notice so those on the waiting list can be alerted in time.

The next free seminar will be scheduled soon and we are always accepting new seminar topic suggestions for this and future seminars. Please call Avanta if you have a suggestion or questions about the free Avanta seminars.

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