



Computer Terminology

One of the keys to solving many client support questions is the proper use of computer terminology. Following are some of the more common phrases used by the Avanta support staff:

Server : The main computer system (AST or Compaq) that contains all of the Avanta system programs and data.

Console : The main workstation on an Avanta UNIX system. This workstation will be located relatively close to the server.

Unix login : The screen displays "login:" which is where you enter your first name in lower case letters, and then your UNIX password.

Avanta login : Once you have selected a practice, you enter your Avanta password here.

PC : A self-contained computer system that can connect to the Avanta system through the use of special software and can also perform non-Avanta functions. Uses Windows or Mac OS and usually has a mouse.

Monitor : The color screen (ViewSonic, SyncMaster, etc.) attached to a workstation or PC.

Terminal : A monochrome screen (Link or AlphaMicro Systems) and keyboard which only connects to the Avanta system via a serial connection.

Pizza Box : A color workstation with a monitor and keyboard that only connects to the Avanta system via a network connection. In most cases, it resembles a "pizza box" and the monitor sitting on top of it.

Modem : A peripheral that allows a computer to dial out on a phone line and connect with other computers. The Avanta server modem will be located on or next to the server and is the size of a small book.

Tape drive : A device (Tanberg or Travan) located inside the server which stores a nightly copy of your practice data on a backup tape.

Being familiar with these terms will allow the Avanta support staff to answer your questions with greater speed and accuracy.

Avanta Referral Program Returns

We at Avanta appreciate the loyalty that our clients have demonstrated over the years and would like to reward that loyalty by introducing a new Avanta Referral System (ARS).

The vast majority of new system sales come from our client referral of the Avanta System to doctors and office managers who are unhappy with their current system and/or support. We here at Avanta pride ourselves in the industry leading support we provide, and are excited at the opportunity to continue expanding our business.



Stay tuned for more information on the new ARS. If you have any questions or suggestions please call Avanta and ask for Dan.

ProxyMed and MediCal Electronic Billing Issues

It has been brought to our attention that some clients have not been receiving payment for any of their MediCal claims transmitted electronically through ProxyMed. It appears that in most cases a new agreement must be signed with MediCal in order to continue transmitting these claims. Please check your Daily and Monthly files from ProxyMed to make sure they are being paid.

If all of your electronically transmitted MediCal claims are being rejected, you probably need to complete and submit the MC051 Payer Agreement. Please call Avanta if you have any questions regarding your 3rd Party Electronic billing MediCal claims or if you need a copy of the ProxyMed agreement, we can fax one to your office.