



AVANTA[®]

MEDICAL INFORMATION SYSTEMS

FAX

June 18th, 2002

AUTOMATIC EOB WRITE-OFF INFORMATION

A few Avanta clients have recently reported an issue where electronic Medicare EOBs were missing write-off information that was contained in the paper EOBs that they received in the mail. This discrepancy was caused by an internal processing error in the NHIC/Medicare system, and has since been recognized and fixed by NHIC. Unfortunately, this correction is not retroactive, meaning that the write-off information missing from your electronic EOBs must be posted manually. Please call Dan at Avanta if you have questions regarding this matter.

S..L....O.....W Server???

Is your office idle while you run reports, process insurance billing, and run statements? Are you having to wait while one job finishes before you can begin another? A new server offers the speed and reliability of an Intel[®] Pentium processor along with many other significant and useful features. Please call Chip at Avanta if you have any questions regarding upgrading your Avanta system.

FREE Seminar

Are you taking advantage of all features on the Avanta Ledger? How do the fields on the ledger relate to and affect statements, insurance billing, and other parts of the Avanta system?

Our next free seminar, *Understanding the Avanta Ledger*, will address the above questions by outlining and reviewing the reference view ledger, editing and deleting ledger items, reviewing the reference view statement, and troubleshooting ledger and statement discrepancies.

Make sure to attend our free seminar, *Understanding the Avanta Ledger*, to be presented on July 23rd, 24th, and 25th. Morning and afternoon sessions will be offered on each day, from 9am - 12pm and 2pm - 5pm, respectively. Make sure to RSVP with Melissa for this seminar, as spots fill up quickly.

Holiday Hours

Avanta will be closed Thursday and Friday, July 4th & 5th, in observance of Independence Day. However, our automated phone attendant allows software and hardware team members to be paged in the event of an emergency. Have a fun and safe holiday!

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