



AVANTA[®]

MEDICAL INFORMATION SYSTEMS

FAX

July 11th, 2001

AUTOMATIC EOB POSTING UPDATE



Some Avanta clients using the new 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.

When this error occurs, the only solution is to manually post the rest of the EOB. This complete EOB information will appear on your hard-copy EOB mailed from NHIC.

Avanta has determined that this error originates with Medicare/NHIC because they occasionally include errors in the middle of electronic EOB files.

Although Medicare/NHIC continues to create these errors, this practice does not comply with HCFA specifications.

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In response to Medicare/NHIC's continued inclusion of these errors in the electronic EOBs, Avanta has contacted NHIC and Medicare management. We will keep you advised regarding their response and resolution.

H I P P A A R E M I N D E R

In order to comply with the Health Insurance Portability and Accountability Act (HIPAA), Medicare/NHIC requires that all providers send updated electronic submitter information to NHIC and perform a new round of electronic claims testing.

To ensure that this part of HIPAA compliance occurs in a timely fashion, please fill out and return to NHIC the *Medicare Part B Submitter Information Form* that was included in the *Summer 2001 EDI Submitter Newsletter*. This will qualify you for claims submission testing, which will be completed by Avanta. Please note that NHIC may provide this form in future mailings, so you need to respond only once.

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Related to HIPAA compliance, Medicare/NHIC also requires that all software vendors upgrade to the latest version of the claims submission format. Avanta has used the required claims submission format for the past six years, so no major format change is required for your system.

In summary, at this time you only need to fill out and return to NHIC the *Medicare Part B Submitter Information Form*. Avanta will take care of any required version changes and all claims submission testing.

Blackout Tip



If a blackout lasts longer than five minutes, your Avanta system will automatically shut down. However, your UPS (uninterruptible power source) will continue to run and it is your important responsibility to turn off the UPS.

If the UPS is not turned off, the connected server and console monitor will drain the UPS battery (similar to headlights draining a car battery), potentially rendering the UPS ineffective the next time a blackout hits.

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If you have any questions about how to turn off your UPS during an extended blackout, please call Avanta at 818-706-9191.

Please note that if your office has the added benefit of a long-run UPS, your Avanta system will continue to operate and it is unnecessary to turn off your UPS.

UPCOMING SEMINAR

Make sure to attend Avanta's upcoming seminar, *Patient Flow & Office Efficiency*. Avanta will help you to improve office-to-patient and follow-up communications and to better manage patient information.

The use of Recall Messages, MedChart, the Daily Reminder File, and Patient Notes will be reviewed so that you can better manage patient flow and enhance office efficiency.



This free seminar will be presented on July 17th, 18th, and 19th (Tuesday, Wednesday, and Thursday). Both morning (9am to 12pm) and afternoon sessions (2pm to 5pm) will be offered each day.

Seminar space is limited, so please call Avanta to schedule your session.

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