



**AVANTA**<sup>®</sup>  
MEDICAL INFORMATION SYSTEMS

**FAX**

November 13<sup>th</sup>, 2001

AUTOMATIC EOB POSTING  
**UPDATE**

We recently notified you regarding problems with posting Medicare/NHIC's electronic remittance files. These problems resulted from NHIC not complying with HCFA and HIPAA's required specifications for these files. Therefore these problem files could not be properly processed by the Avanta system, and detracted from the benefits of the Automated Medicare EOB Posting Program.

NHIC has responded to our communications regarding the problems, and we believe that most of the problems that clients experienced, especially those due to "expected segment" errors, have now been resolved.

Please contact an Avanta support staff member if you experience further problems with the correctness of electronic EOB files.

**Still Using  
Monochrome  
Terminals  
With Your  
Avanta  
System**

If so, you are missing out on the benefits of using color workstations and PCs. Their color monitors make it far easier to differentiate fields and screens in the Avanta system.

For example, the Appointment Scheduler uses a combination of eight foreground and background colors to help distinguish the various appointment reasons and locations. Using multiple colors makes it easy to view at a glance how your day is scheduled.

The Patient Ledger screen also utilizes color by displaying many fields in various colors: Charges and debits display in green; payments and credits in red; memos in white; dates of service and transaction dates in blue; and the place of service, physician's initials, and insurance flags in yellow.

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Medical Applications Corporation • 30851 Agoura Road, Suite 107 • Agoura Hills, CA 91301  
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The Edit Posted Ledger Items and Reference-View Ledger screens also use other color combinations, making it easy to analyze a patient's ledger and identify potential problems.

In short, color screens are nicer to read and easier on the eyes. For more information about adding or upgrading to color workstations, please call Chip at Avanta.

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## CLEANING YOUR DYMO LABELWRITER

For proper maintenance of your Dymo LabelWriter, make sure to use Dymo LabelWriter Cleaning Cards. Unlike other printers, the Dymo LabelWriter does not use ink cartridges, but instead utilizes thermal printing which can only be maintained by using Cleaning Cards.

Dymo recommends using a Cleaning Card once or twice a month, depending on your usage level, or if you experience diminished print quality. Cleaning Cards safely and effectively remove contamination from your Dymo's printhead. Keeping the printhead clean will improve print quality and extend the life of your Dymo LabelWriter.

To order additional Cleaning Cards, please visit Dymo's website at [www.dymo.com](http://www.dymo.com) or call them at 1-800-426-7827. If you have questions about ordering or using Cleaning Cards, please contact Avanta.

# BIG Winner

Congratulations to Lisa from Absolute Medical Billing, the lucky winner of a \$25 Amazon.com gift certificate. Lisa won the prize through a drawing offered to all clients who attended our latest seminar, *Balancing & Related Reports*, and fully completed the seminar evaluation.

Thanks to everyone who attended and completed an evaluation. Your feedback helps Avanta to better meet your needs. Make sure to RSVP for our next free seminar, *The Appointment Schedule*, to be presented on November 27th and 28th.

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## Purchasing a New PC

Many of our clients have contacted Avanta about purchasing new PCs to work with the Avanta system. In general, Avanta recommends buying name brand hardware and software that meet industry standards.

Regarding PC hardware, Avanta advocates purchasing name brand PCs such as Dell, Compaq, HP, IBM, and Gateway. Clients have experienced difficulty using other branded and non-name brand PCs. Quality name brand PCs offer superior reliability and value, and are competitively priced in the PC market.

If you would like further information about purchasing a PC for your Avanta system, please call Chip at Avanta.

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