



AVANTA[®]
MEDICAL INFORMATION SYSTEMS

FAX
NOVEMBER 21, 2003

MEDICARE ELECTRONIC CLAIMS SUBMISSION ALERT!!!

Wednesday (11/19/03), NHIC began applying a new edit to incoming electronic claims submission files. This edit (5019) causes their system to reject any file containing a certain class of characters, called "control characters," with the following message returned in the ACK file: **A Non-preferred Character (CONTROL) was found in the file. ALL SUBMITTED DATA WITHIN THE FILE HAVE BEEN REJECTED BECAUSE OF THIS ERROR.**

While claim files generated by the Avanta System do not contain any illegal characters, it appears that the software that NHIC uses to receive these files may be appending one or more control characters to the end of each incoming file. This was not a problem in the past because NHIC's processing system simply ignored the errors introduced by their receiving system. However, EDIT 5019 is now causing their system to reject all such files.

Our programming team has been in contact with NHIC representatives who tell us their technical support department is looking into the problem. We expect NHIC will be able to fix this on their end with no changes to your Avanta System. In the meantime, we suggest that you not build or transmit claim files to NHIC until this issue is resolved.

Our programming department is developing a contingency plan to allow you to submit claims in case NHIC is not able to resolve this problem in a timely manner. We will send another AvantaFAX to alert you to any further developments regarding this issue. Rest assured that we are doing everything we can to make sure this problem is addressed as quickly as possible. Please call Avanta if you have any further questions or concerns.

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