AVANTA FAX

MEDICAL INFORMATION SYSTEMS

December 19, 2002

Happy Holidays

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Year in Review and Holiday Hours

The end of 2002 is near and would like to thank all of you for your continued support, feedback, and use of the Avanta System. This past year we added a list of new features and continued to improve on the existing functions in your Avanta System. We continue to strive to offer our customers the best in Practice Management Software and Support and always welcome your comments and suggestions.

Below are some of the significant changes that were realized in 2002: The DYMO LabelWriter can be used to print an individual patient label quickly and easily. The ability to receive and view Acknowledgment and Error Summary Report files electronically sent from Medicare has been added, and the Electronic Billing menus were reorganized for better navigation. The new Open Insurance Report allows you to report on outstanding items to which insurance has not responded, by selecting specific criteria, in a new easy to use report format. The new Patient Data and Insurance Data screens have been reorganized to include several new data fields, a more user-friendly format, and a new *Statement To* field for more accurate statement direction. The new Login Error Report has been designed to check for several system level errors or potential errors upon user login. The user will be informed of the error(s) at every login and will be given the opportunity to view or print the error report. The Deletion feature in Practice Security has been improved to restrict a user's ability to delete ledger lines by transaction type, posting date, and posting user.
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The Avanta staff is very excited about the upcoming year, as we have a long list of new features and enhancements currently being worked on by our programming team. We look forward to serving you in 2003, and will keep you updated with weekly AvantaFAX faxes, an updated Avanta website, several new FREE Seminars, and unlimited support to address your questions, needs, and concerns.

Avanta will be closed Wednesday, December 25th, in observance of Christmas Day, and on Wednesday, January 1st, in observance of New Years 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 season!

Medicare Electronic Billing

It has been brought to our attention that some of our clients have had to, on occasions, transmit claims to Medicare Electronically several times before getting a successful transmission. This can be due to a high volume of callers at the time of transmission, a bad phone connection, busy modem bank, or many other technical issues with Medicare's system.

A vital part of transmitting Medicare electronic claims is verifying that Medicare has *received* your claims submission, and is actually *processing* all your claims. Making sure that your transmission file reaches Medicare will help maximize your insurance billing results. There are several ways to ensure receipt and processing of your Medicare electronic claims, from the Medicare Electronic Billing Menu. If you have any questions regarding how to check the Transmission Log, the (ACK) Acknowledgment files, or the (ESR) Error Summary Report files, please call Avanta.