



NHIC Medigap Rejections

NHIC is rejecting claims entirely (i.e. even the Medicare primary payment) for inaccurate or missing Medigap information on electronic claims. Transamerica would pay the Medicare portion of a claim regardless of the payor (OCNA) code or Medigap crossover indicator in the insurance company file. Please be sure to check each and every one of your secondary insurance companies to ensure accurate crossover information.



Check Your "Collection Type" Assignments!

Proper assignment of collection types is essential for accurate payment reporting and insurance payment recognition. For example, if the collection types for your insurance payment transactions are not identified correctly, you may have problems with the insurance response deferral process.

To check for proper Collection Type assignment: From the Home Screen, select [8] Edit Practice Files, [5] Treatments/Transactions, [2] Edit Treatments/Transactions, then [0] Transactions/Adjustments. Identify each collection transaction (Medicare Check, Personal Check, Ins Co. #1 Check, etc.) and check if the "Coll Type" column is filled in. Only Transaction Types (Trx Type) labeled "Collection" are eligible for a Collection Type (Coll Type).

To assign a Collection Type to a collection, select each collection transaction and press [Enter]. Review the

warning at the bottom of the screen. Press [Enter] until the cursor is on the "Coll Type" column, press [ESC] to list the possible collection types, and select the appropriate collection type.

The available collection types include Primary Insurance, Secondary Insurance, Additional Insurance, Patient, and Other. If a collection transaction is specific to a carrier that can be either a primary or supplemental insurance company, select [1] Primary Insurance. This will insure proper statement deferral (if appropriate) for a patient. Supplemental insurance deferral is handled exclusively by the Billing Event and History feature.

After the Collection Type is selected, press [Enter] until you are prompted to select another line. When you are finished, press [ESC] and [Enter] back to the Home Screen.



Seminar News



Avanta will be presenting Appointment Scheduler seminars on January 22nd, 23rd, and 24th. There will be morning and afternoon sessions, beginning at 9:00 am and 2:00 pm. This seminar will review appointment scheduler features including initialization and setup, resource organization, shortcuts, printing, and overall operation. This seminar is designed to benefit everyone from the first-timer to the experienced user.

To reserve your place, please call Alyson at 818-708-9700. Because of the increased demand and limited space for Avanta seminars, we require a 24 hour cancellation notice. Seminars fill up quickly, so reserve your place now!

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