



Meeting Name: Avatar Phase II Billing Training

Date: 4/6 – 4/22/2010

Location: Tech Center PC Lab

1. Distribution & Attendee List (See sign in Sheets)

ID	Item	Presenter
1	<p><b>Purpose of Training</b></p> <p>The purpose of this focused training was to relay the information that we have learned during our testing with DHCS and how we must utilize AVATAR to meet the State’s requirements that have been introduced with the Phase II system.</p>	Kacey
2	<p><b>Transaction Overview</b></p> <p>The following transactions were discussed, including the purpose of each, timeliness requirements for each and additional Billing rules for each of the transactions.</p> <p>Please see the ‘Transaction Types’ handout for details.</p> <p>(Available on the Project Website)</p> <ul style="list-style-type: none"> <li>• Initial 837</li> <li>• VOID 837</li> <li>• Replacement 837</li> </ul>	Kacey
3	<p><b>Business Process Review</b></p> <p>The following business processes were reviewed (available on the Project Website). This included who does what and where the data exchange points are between the parties involved (e.g. Providers, Fiscal, State).</p> <ul style="list-style-type: none"> <li>- Other healthcare Coverage, Medi-cal Secondary</li> <li>- Original Approved, VOID Approved</li> <li>- Original Denied, Replacement Approved</li> </ul>	Kacey
4	<p><b>Review Claims Correction Spreadsheet</b></p> <p>The draft Claims correction spreadsheet was reviewed. This is the mechanism for communicating to Fiscal when claims require attention. This information will be submitted to <a href="mailto:avatar-fiscal@saccounty.net">avatar-fiscal@saccounty.net</a> and Providers need to maintain a copy of this spreadsheet so that they can follow up on the claims that been submitted for correction.</p> <p>A finalized spreadsheet will be distributed for use.</p>	Melony
5	<p><b>New Reports and Updates to Existing Reports</b></p> <p>The following Reports were reviewed</p> <ul style="list-style-type: none"> <li>- Updated version of the ‘Unbilled Report’</li> <li>- Client Account Ledger 835 (new report)</li> <li>- Denials by Program (new report)</li> <li>- DHCS Duplicate Service Report (new report)</li> </ul>	John
6	<p><b>Fiscal and Provider Calendar Review</b></p> <p>The Service Provider recommended calendar is available on the project website.</p>	Melony
7	<p><b>Open Forum</b></p>	

	<p>The following questions were asked during the Open Forum during the trainings:</p> <p>Can we add the modifiers on the zip slip? <b>Maybe, this needs to be discussed at the AVATAR Steering Committee Meeting.</b></p> <p>What if a service was provided at 2 different agencies is that a duplicate? <b>No</b></p> <p>Where do we send our Claims Correction Spreadsheets? <b>Send Claims Corrections Spreadsheet to Avatar-Fiscal@saccounty.net. Zipped, Encrypted</b></p> <p>Can providers request a void/replacement transaction on a discharged client? <b>Yes</b></p> <p>Does it matter which modifier I put first? <b>Standard Modifiers must go first with a comma followed by duplicate modifiers. No spacing</b></p> <p>What do I need to do if a claim was approved, but the wrong CIN number was used? <b>If client has an approved service with the wrong CIN number provider sends Claims Correction Spreadsheet for Void. Once Void is approved the claim can be re-sent as an initial submission.</b></p> <p>On the duplicate billing edit procedure modifiers what does person mean? <b>Person is the practitioner who served the client.</b></p> <p>What delay reason code should the agency use for a May service that has been on the unbilled report for no diagnosis? <b>There is no valid delay reason code for this, and the particular circumstances would need to be evaluated to see if one would apply.</b></p> <p>Does the Claim's Correction Spreadsheet take the place of the OCDR? <b>No, the OCDR is to be used before a service is closed, the Claims Correction Spreadsheet only applies once a service has been claimed.</b></p> <p>Is it ok to add modifiers to a non duplicate service? <b>No the claim will be denied for invalid modifier/HPC combination</b></p> <p>Why would I use a replacement service? Couldn't I just Void the original and submit a new initial claim? <b>The advantage of using a replacement is you get to keep the original submission date.</b></p>	
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