



Edwin M. Lee
Mayor

Avatar Bulletin
Multiple Services on Same Day by Client Report
Mental Health Providers Only
August 1, 2017

Who is impacted?

Billing and Administrative staff at Mental Health programs that bill Medi-Cal. Please share this bulletin with all clinical and administrative staff at your program.

What is happening?

In order to assist programs in completing required corrections, a new report has been made available.

When does this take effect?

The new report will be available on August 1, 2017

How does this impact your program?

Identified Billing/Administrative staff at your program will receive the “Medi-Cal Billing and Service Correction Procedures” report on a monthly basis.

RU DMH 0317 OP ALL RptClaimFileErrors.xlsx [Read-Only]							
	A	B	C	D	E	F	G
1	BIS# + EPISODE	SERVICE COST	DATE OF SERVICE	CIN#	PATIENT NAME	REPORTING UNIT	ERROR MESSAGE
2	IDx x2x45	\$493.29	3/17/2017				***Fatal*** Missing duplicate services modifier 59, 76, or 77 for procedure H0034
3	IDx x2x46	\$475.02	3/17/2017				***Fatal*** Missing duplicate services modifier 59, 76, or 77 for procedure H0034
4	IDx x3x85	\$383.67	3/13/2017				***Fatal*** Missing duplicate services modifier 59, 76, or 77 for procedure H0034
5	IDx x2x347	\$432.87	3/8/2017				***Fatal*** Missing duplicate services modifier 59, 76, or 77 for procedure H2015
6	IDx x2x348	\$727.59	3/8/2017				***Fatal*** Missing duplicate services modifier 59, 76, or 77 for procedure H2015

One of the errors they may encounter on the report is a duplicate billing. It will be listed as:

****Fatal*** Missing duplicate services modifier 59, 76, or 77 for procedure xxxxx*

This means that the appropriate modifier must be entered into both services that appear to be a duplicate in the “Edit Service Information” screen. Entering the appropriate modifier will indicate that the service was indeed a valid service.

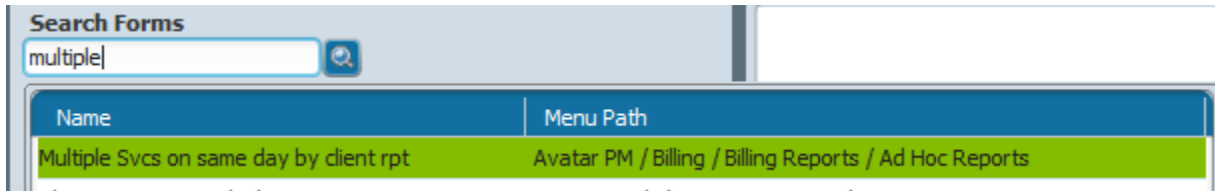
Clinics have been able to tell when a duplicate has occurred within their program using the “Possible Duplicate by Program Report”. However, they have not been able to tell if a duplicate has occurred at another program.

The new “Multiple Services on Same Day by Client Report” will allow you to do this.

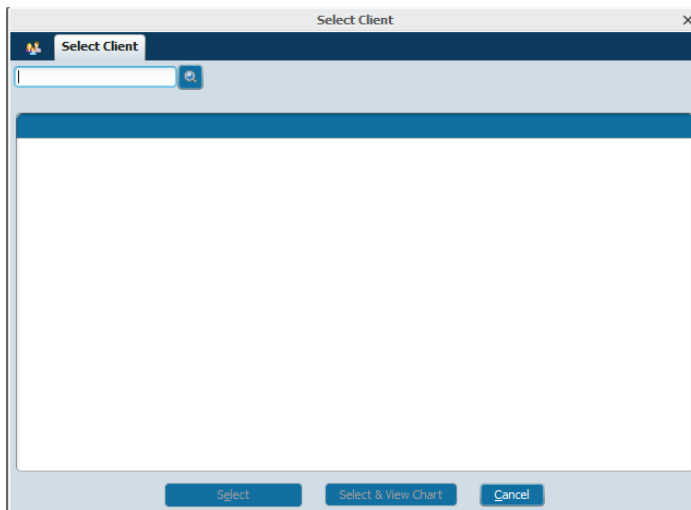
Menu Path> Avatar PM> Billing> Billing Reports

Instructions: How to run this report in Avatar

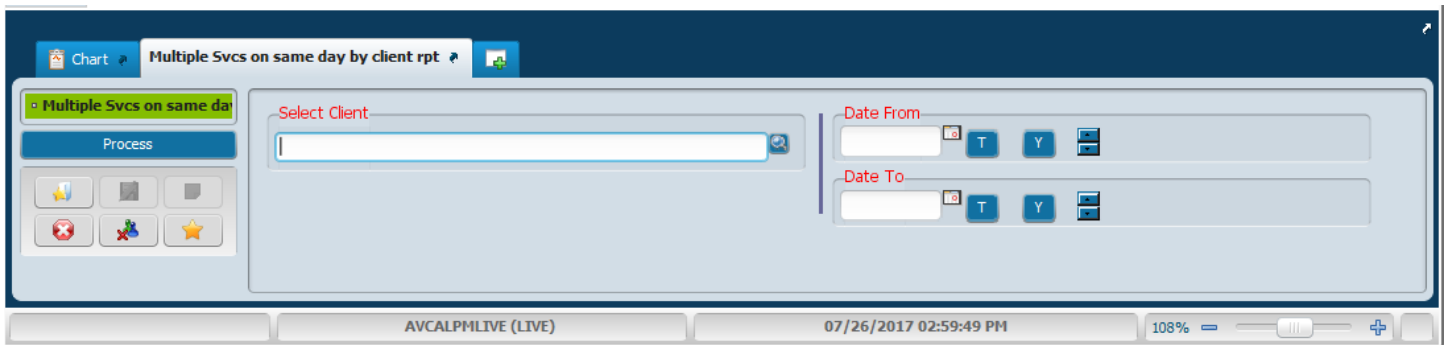
1. Go to “Search Form”, type “multiple” and click on “Multiple Services on Same Day by Client Report.”



2. Enter Client name (LastName,FirstName) or ID (BIS#) in the ‘Select Client’ field. Then double click or highlight the correct name and press the ‘Select’ button.



3. Enter the start and end date. You may select the same date or a date range



4. The report will list the information needed in order to determine which modifier to use. See the Modifier Grid on the next page for further details.

5. Report will appear as follows:

Run Date: 08/01/2017 Page 1 of 1

San Francisco DPH
1380 Howard St
San Francisco, CA 94103-2605

Multiple Services On Same Day by Client Report
From 7/1/2017 to 8/1/2017

Client Name	Episode	DOS	Service Code	Provider	Units	Modifier	Cost of svc
Program	1	7/6/2017	H0034 - MED Support Plan DevTrng		15.00		\$397.35
Program	1	7/6/2017	IREHAB - MH Individual Psychosocia Rehab		38.00		\$507.30

2

6. Use the information to enter the correct modifier(s) into the “Edit Service Information” screen.

7. Once you have entered the modifier(s), if you re-run the report, the modifiers that were entered will appear in the Modifier column.

Modifier Grid

Program/Location	Repeat procedure, same clinician	Repeat procedure, different clinician	Distinct Procedure
Mental Health	HE,76	HE,77	HE,59
MH, LOC = community	HE,76,HQ	HE,77,HQ	HE,59,HQ
MH, LOC = phone	HE,76,SC	HE,77,SC	HE,59,SC
KTA	HK,76	HK,77	HK,59
KTA, LOC = community	HK,76,HQ	HK,77,HQ	HK,59,HQ
KTA, LOC = phone	HK,76,SC	HK,77,SC	HK,59,SC

- For questions regarding accessing the report, please contact the Avatar Help Desk at 415-255-3788 or via e-mail at avatarhelp@sfdph.org
- For questions regarding Medi-Cal Billing and Service Correction Procedures, please contact Nanalisa Rasaily at 415-255-3610 or nanalisa.rasaily@sfdph.org