



London N. Breed  
Mayor

**Avatar Billing Bulletin**  
**Mental Health Services with Duplicate Modifier(s)**  
**April 1, 2022**

**Who is impacted?**

Outpatient Mental Health Service Providers

**What is happening?**

The following Service Modifiers are used when billing Medi-Cal for more than one or multiple services for the same Client on the same day. **Each service** requires one of these Modifiers.

- **59** - distinct procedural service
- **76** - repeat procedure by same clinician
- **77** - repeat procedure by different clinician

**What is new?**

The new Modifier '**GT**' was added to accommodate "**Telehealth**" location using **Audio and Video** communications.

**How does this impact your program?**

Providers are required to run "**Duplicate Services Report**" and/or "**Multiple Services on same day by client Report**" once a month to find duplicate services that need appropriate Modifier(s). Follow a general rule used for selecting the appropriate Duplicate Service Override Modifier Code. **Tip:** The **SERVICES** should be considered the primary and the **CLINICIANS** as the secondary factor.

Check if **Services** are **SAME** or **DIFFERENT**

If **SAME**

Check if **Clinicians** are **SAME** or **DIFFERENT**

If **SAME**

Add Modifier **HE,76**

If **DIFFERENT** add Modifier **HE,77**

If **Services** are **DIFFERENT**

Add Modifier **HE,59**

Enter a modifier in the "**Edit Service Information**" form to override the Avatar system crosswalk table used for generating Short-Doyle Medi-Cal (SDMC) claims. Therefore, additional modifiers are required for Services that were rendered in the Field or Other Community setting, or over the Telephone, or via **Telehealth (Audio and Video)** communications with the Client.

Check if the **Service Location** is **Phone** (98), **Other Community/Other Place of Service** (99), **TELEHEALTH Provided Other Than Patient's Home:** (96), or **TELEHEALTH Provided in Patient's Home** (97)

If **Phone**, additional Modifier '**SC**' is required:

Add Modifier **HE,59,SC**

Or **HE,76,SC**

Or **HE,77,SC**

If **Other Community (Other Place of Service)**, additional Modifier '**HQ**' is required:

Add Modifier **HE,59,HQ**

Or **HE,76,HQ**

Or **HE,77,HQ**

If **TELEHEALTH**, additional Modifier '**GT**' is required:

Add Modifier **HE,59,GT**

Or **HE,76,GT**

Or **HE,77,GT**

## Summarized 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
<b>MH "Telehealth"</b>	<b>HE,76,GT</b>	<b>HE,77,GT</b>	<b>HE,59,GT</b>
Katie A. Services	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

### Menu Path > Avatar PM > Billing > Billing Reports > Ad Hoc Reports

Instructions on how run the reports in Avatar system and add appropriate Modifier(s) through **"Edit Service Information"** form. *See the last screenshot on the next page.*

1. Select **"Possible Duplicate Services by Program"** Report.

The screenshot shows a search interface with a search bar containing 'Possible Duplicate'. Below the search bar is a table with two columns: 'Name' and 'Menu Path'. The first row is highlighted in green and shows 'Possible Duplicate Services Report' with the menu path 'Avatar PM / Billing / Billing Reports / Ad Hoc Reports'. The second row shows 'Possible Duplicate Services by Program' with the same menu path.

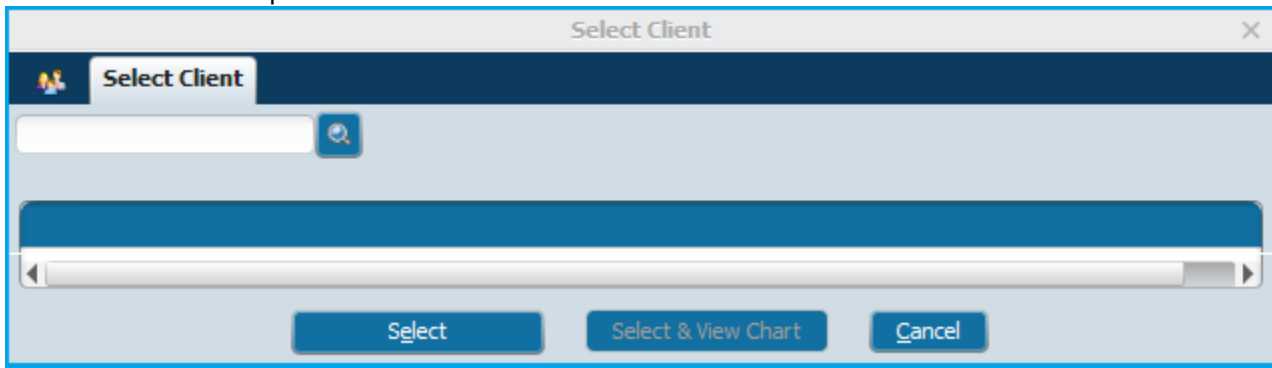
2. Select your program from the dropdown list. Enter **Start Date** and **End Date**.  
This report provides the list of Clients who received duplicate services on the same day.

The screenshot shows the 'Possible Duplicate Services by Program' report form. It features a 'Select Program' dropdown menu, a 'Process' button, and two date pickers for 'Start Date' and 'End Date'. The date pickers are set to the current date. There are also several icons for actions like refresh, print, and save.

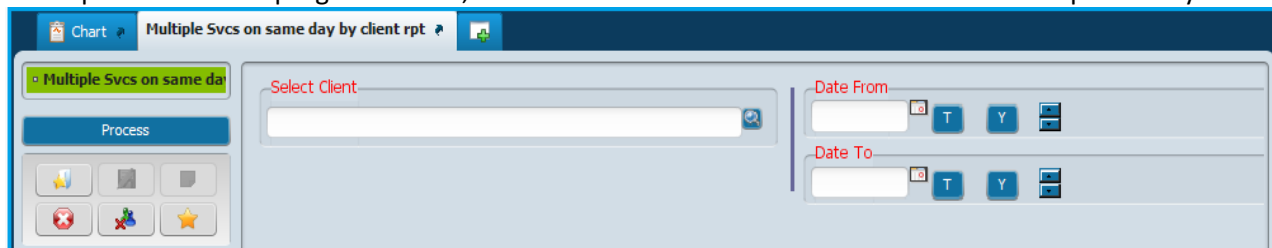
3. Select **"Multiple Services on Same Day by Client Report"** that provides the information of other locations, where an individual Client received services.

The screenshot shows a search interface with a search bar containing 'Multiple'. Below the search bar is a table with two columns: 'Name' and 'Menu Path'. The first row is highlighted in green and shows 'Multiple Svcs on same day by client rpt' with the menu path 'Avatar PM / Billing / Billing Reports / Ad Hoc Reports'. At the bottom of the table, there are navigation buttons: '<= Previous 25', '1 through 1 of 1', and 'Next 25 =>'.

- 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.

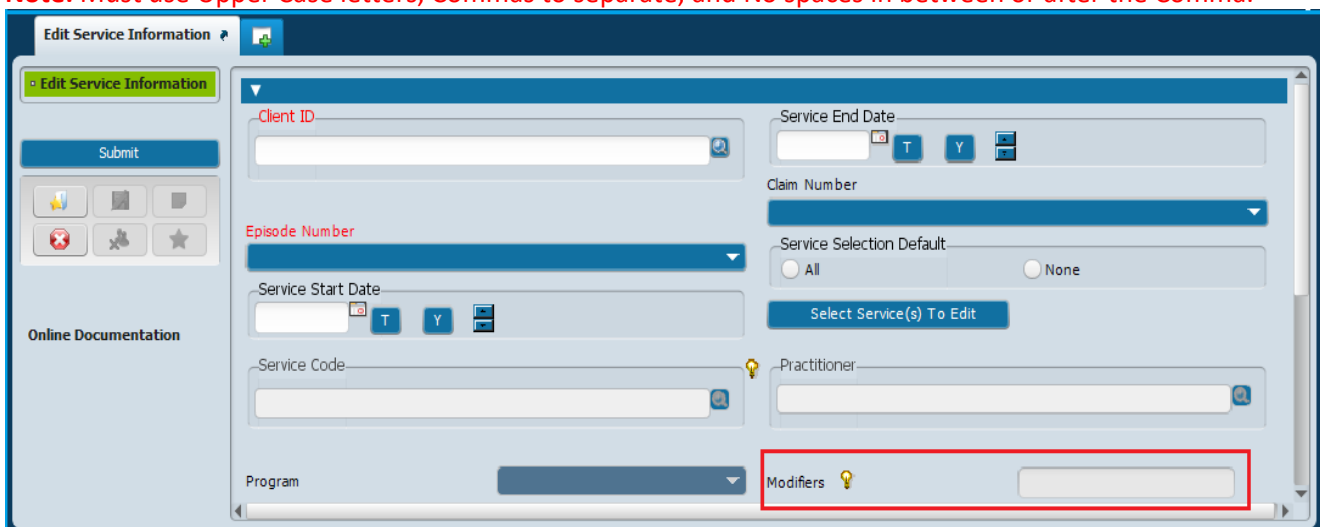


- Enter the **Date From** and **Date To**. Click the 'Process' button. The report will list the program names, where else that Client received the services on a specific day.



- Go to **"Edit Service Information"** form. Enter Client ID or Client Lastname,Firstname; select the correct Episode Number; Click 'Select Service(s) to Edit' button and choose the Service Date and add the appropriate Modifier(s) from the guideline above. Then click the Submit button.

**Note:** Must use Upper Case letters, Commas to separate, and No spaces in between or after the Comma.



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

### Need Additional Support?

For questions regarding Medi-Cal Billing and Service Correction Procedures, please email Alvin Ho at [alvin.ho@sfdph.org](mailto:alvin.ho@sfdph.org)