

## Client Address Updates for HIPAA 5010

The following instructions are used for updating **Client Address** information in the Avatar PM/ Client Management/ Client Information / Update Client Data screen. Note: Instructions for updating address information for Homeless Client records will be provided after testing is completed.

### Zip Code plus 4-digit Extension

SDMC requires MH and Drug service claims submitted on or after 1/1/2012 to have correct Address information, including a Zip Code with the 4-digit extension.

1. Always try to enter the Client's correct address with the corresponding zip code and its real 4-digit extension number. You can go to the USPS website and use the Zip Code Look-up for this, <http://zip4.usps.com/zip4/>
2. If you cannot obtain the Client's actual Zip Code + 4-digit extension, you can update their current address information in Avatar PM to add the default zip code extension. The default 4-digit extension is '0000'.

The wrong way to update the Client address is provided because a number of entries were being made this way. This illustration shows how City, County and State fields are blanked, if the Address update is not done correctly. Please use the Right Way instructions that follow, when updating Client addresses. Thank you.

### **WRONG WAY** to update:

If the zip code is updated from "Update Client Data" option, the entry will result in city and state showing null (blank) value in both Client demographic record and Financial Eligibility. Example:

TEST BILLING (000000270) DOB: 05/25/1976

**Update Client Data**

<b>Client Name</b> BILLING,TEST	<b>Client's Address - Street</b> 1380 HOWARD STREET 6TH FLOOR
<b>Client Last Name</b> BILLING	<b>Client's Address - Street 2</b> 
<b>Client First Name</b> TEST	<b>Client's Address - Zipcode</b> 94103-0000
<b>Client's Middle Initial</b> 	<b>Client's Address - City</b> 
<b>Suffix</b> <input type="radio"/> Sr <input type="radio"/> Jr <input type="radio"/> III <input type="radio"/> IV <input type="radio"/> V <input type="radio"/> VI	<b>Client's Address - County</b> 
<b>Prefix</b> 	<b>Client's Address - State</b> 
<b>Sex</b> <input checked="" type="radio"/> Female <input type="radio"/> Male <input type="radio"/> Other <input type="radio"/> Unknown	<b>Client's Home Phone</b> 415-255-5555
<b>Date Of Birth</b> 05/25/1976	<b>Client's Work Phone</b> 
<b>Social Security Number</b> 100-08-1008	<b>Client's Cell Phone</b> 
<b>Facility Chart Number</b> 	<b>Client's Email Address</b> 
	<b>Communication Preference</b> <input type="radio"/> Email <input type="radio"/> Regular Mail <input type="radio"/> Home Phone <input type="radio"/> Work Phone <input type="radio"/> Cell Phone
	<b>Primary Language</b> English

The Zip code is changed to 0000, and the City, County and State becomes blank.

If the Submit icon is selected, the address is pushed to Financial Eligibility. When claims are created, the City and State fields are blank and the entire Claim file is rejected.

**RIGHT WAY** to update Client Address Zip Code + 4-digit extension:

If the zip code is updated from Update Client Data only, the entry will result in city, county and state in a null value. The fields can be updated manually (i.e. auto population for the City and State will not work).

The following steps are used:

1. Zip code is entered with the four-digit extension (i.e., 94103-0000)
2. Use the, "tab" key to move to: City, County and State which are blank,
3. Type in the City and use your "tab" key to move to the next field, County
4. Select County from the drop down list
5. Use the, "tab" key to move to the next field, State
6. Select State from the drop down list.



7. Submit icon is selected and address is pushed to the Client's Financial Eligibility record

TEST BILLING (000000270) DOB: 05/25/1976

**Update Client Data**

<p><b>Client Name</b></p> <p>BILLING,TEST</p> <p>Client Last Name</p> <p>BILLING</p> <p>Client First Name</p> <p>TEST</p> <p>Client's Middle Initial</p> <p>Suffix</p> <p><input type="radio"/> Sr      <input type="radio"/> Jr      <input type="radio"/> III <input type="radio"/> IV      <input type="radio"/> V      <input type="radio"/> VI</p> <p>Prefix</p> <p><b>Sex</b></p> <p><input checked="" type="radio"/> Female    <input type="radio"/> Male    <input type="radio"/> Other    <input type="radio"/> Unknown</p> <p>Date Of Birth</p> <p>05/25/1976    T    Y</p> <p>Social Security Number</p> <p>100-08-1008</p> <p>Facility Chart Number</p>	<p>Client's Address - Street</p> <p>1380 HOWARD STREET 6TH FLOOR</p> <p>Client's Address - Street 2</p> <p>Client's Address - Zipcode</p> <p>94103-0000</p> <p>Client's Address - City</p> <p>San Francisco</p> <p>Client's Address - County</p> <p>San Francisco</p> <p>Client's Address - State</p> <p>CALIFORNIA</p> <p>Client's Home Phone</p> <p>415-255-5555</p> <p>Client's Work Phone</p> <p>Client's Cell Phone</p> <p>Client's Email Address</p> <p>Communication Preference</p> <p><input type="radio"/> Email    <input type="radio"/> Regular Mail    <input type="radio"/> Home Phone <input type="radio"/> Work Phone    <input type="radio"/> Cell Phone</p> <p>Primary Language</p> <p>English</p>
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