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:

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