

**“MEDICAID PENDING”
INSURANCE STATUS
FINANCIAL ELIGIBILITY**

Avatar Support Team

May 2013

PSCH Inc.

142-02 20th Ave.

Flushing, NY 11351

Updating Clients Financial Eligibility

Using the Medicaid Pending Guarantor and Medicaid Pending Benefit Plan

****The Medicaid Pending Guarantor # is "7"**

LEMON SNAPPLE (000000012)
F, 43, 01/01/1970

Ep: 1 : O.P. Adolescent Psych.
Problem P: -
DX P: No Entry

Location: 12 SOMEWHERE, Islip, NY
Attn. Pract.: GREEN,SUE
Adm. Pract.: GIBSON,JANET

Allergies (0)

Financial Eligibility

Guarantor Selection

| Guarantor # | Guarantor Name | Guarantor Plan |
|-----------------|------------------|----------------|
| MEDICAID PEN... | MEDICAID PENDING | 7 |

Guarantor #
MEDICAID PENDING (7)

Guarantor Name
MEDICAID PENDING

Guarantor Plan
(Non-Contract) MEDICAID PEND...

Choose "Medicaid Pending" Benefit Plan

Subscriber Address - Zip
11751

Subscriber Address - City
Islip

Subscriber Address - County

AVPM (SBOX) 01/16/2013 05:06 PM 100%

Example of Client Ledger using "Pending" Guarantor

Avatar 2011

Home Client Ledger Courses Preferences Lock Sign Out Switch Help DBINDUS

Client Ledger

RUN DATE : 01/25/2013 11:14 AM PAGE : 1

Netsmart Technologies, Inc.
3500 Sunrise Highway
Great River, NY 11739
Client Ledger

NAME: SNAPPLE, LEMON CASE NUMBER: 000000012
EPISODE # : 1 OF 1 BALANCE THIS EPISODE : 50.00
CLIENT STATUS : ADMITTED DATE OF LAST S/PAYMENT : NONE

| DATE | SERV | UNT | CHG | GUAR | GUARANTOR LIABILITY | AMOUNT RCVD | T | DATE POSTED | CLAIM NUMBER |
|------------|------|------|-------|------|---------------------|-------------|---|-------------|--------------|
| 1 01102012 | 700 | 1.00 | 50.00 | 7 | 50.00 | ----- | | ----- | OPEN |

TOTAL BALANCE BY GUARANTOR (GRAND TOTAL: 50.00)

1) MEDICAID PENDING 7: 50.00

View Search PDF Config PDF Viewer

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See what Billing will do once the
patient becomes eligible...

Billing will Add New Guarantor Information to Financial Eligibility

The screenshot displays the Avatar 2011 software interface. At the top, the user is logged in as 'Lemon 5'. The patient information for 'LEMON SHAPPLE (000000012)' is shown, including date of birth (F, 43, 01/01/1970) and location (12 SOMEWHERE, Islip, NY). The 'Financial Eligibility' section is active, showing a table of guarantors:

| Guarantor # | Guarantor Name | Guarantor Plan | Customize Guarantor Plan |
|-----------------|------------------|----------------|--------------------------|
| MEDICAID (10) | MEDICAID | 9 | No |
| MEDICAID PEN... | MEDICAID PENDING | 7 | No |

Below the table, there are input fields for 'Guarantor #', 'Guarantor Name', and 'Guarantor Plan'. A callout box points to the 'Coverage Expiration Date' field, which is currently empty. The callout box contains the text: 'Billing will enter an expiration date of Coverage for Pending Guarantor'. The interface also includes buttons for 'Add New Item', 'Edit Selected Item', and 'Delete Selected Item'. The Windows taskbar at the bottom shows the system time as 2:43 PM.

Billing will enter an expiration date of Coverage for Pending Guarantor

Coverage Expiration Date

T Y

Billing will enter Financial Eligibility--Guarantor Order

Avatar 2011

Home | **Lemon S** | Courses | Preferences | Lock | Sign Out | Switch | Help | DBINDUS

LEMON SNAPPLE (000000012)
F, 43, 01/01/1970

Ep: 1 : O.P. Adolescent Psych.
Problem P: -
DX P: No Entry

Location: 12 SOMEWHERE, Islip, NY
Attn. Pract.: GREEN,SUE
Adm. Pract.: GIBSON,JANET

Allergies (0)

Chart | **Financial Eligibility**

Financial Eligibility
Guarantor Selection
Customize Plan

Submit

Episode Number: 1

Admission Date: 01/01/2012

Program: O.P. Adolescent Psych.

Episode To Default From: [Dropdown]

Social Security Number: [Field]

Financial Investigation Medicaid Number: [Field]

Financial Investigation Medicare Number: [Field]

Default: Information From Different Episode
 Yes No

Coverage Comments: [Text Area]

Clear Previous Guarantor Order

| | | | |
|--------------|-----------------------|--------------|---------|
| Guarantor #1 | (10) MEDICAID | Guarantor #4 | [Field] |
| Guarantor #2 | (20) MEDICAID PENDING | Guarantor #5 | [Field] |
| Guarantor #3 | [Field] | Guarantor #6 | [Field] |
| Guarantor #7 | [Field] | Guarantor #1 | [Field] |
| Guarantor #8 | [Field] | Guarantor #1 | [Field] |
| Guarantor #9 | [Field] | Guarantor #1 | [Field] |

Online Documentation

AVPM (SBOX)

start | Microsoft Lync | Inbox - Microsoft O... | Avatar 2011 - Wind... | Microsoft Excel - PS... | Avatar 2011 | Search Desktop | 1:20 PM

Billing will choose New Eligible Guarantor as #1

The Medicaid Pending Guarantor is retained in the client record for Auditing purposes (always last guarantor on list)

Client Ledger after "Pending" Guarantor is Updated with New Guarantor

Client Ledger

RUN DATE : 01/25/2013 11:54 AM PAGE : 1

Netsmart Technologies, Inc.
3500 Sunrise Highway
Great River, NY 11739
Client Ledger

NAME: SNAPPLE, LEMON CASE NUMBER: 000000012
EPISODE # : 1 OF 1 BALANCE THIS EPISODE : 50.00
CLIENT STATUS : ADMITTED DATE OF LAST S/PAYMENT : NONE

| DATE | SERV | UNT | CHG | GUAR | GUARANTOR LIABILITY | AMOUNT RCVD | T | DATE POSTED | CLAIM NUMBER |
|------------|------|------|-------|------|---------------------|-------------|---|-------------|--------------|
| 1 01102012 | 700 | 1.00 | 50.00 | 161 | 50.00 | ----- | | ----- | OPEN |

TOTAL BALANCE BY GUARANTOR (GRAND TOTAL: 50.00)

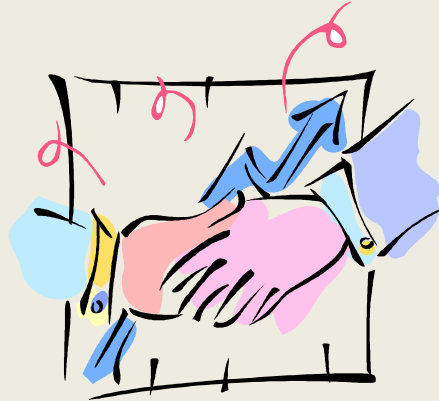
1) MEDICAID 161: 50.00

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Congratulations it is now possible track and bill patients' pending insurance.



If you need additional assistance, please contact:

Who? Help-Desk
or the HIS Trainer

How? Go to *online.psych.org*
and click on the *IT HelpDesk* link or call (718) 559-0559

HIS Trainer: 718-559-0558