SAN MATEO COUNTY HEALTH
BEHAVIORAL HEALTH & RECOVERY SERVICES

ProviderConnect User Manual

Version 2.0

JANUARY 2021

Revision History

Last Revised Date	Revised By	Revisions
12/11/2020	A.Herring/A. Ostrea	Pages: 4, 6, 9, 8,0,11,12,13,14,15,16,17,18,20, 21

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What is ProviderConnect?

Overview

ProviderConnect is a web-based application for San Mateo County Contracted Providers to submit continuing Authorizations, Billing and Claims to San Mateo County Behavioral Health & Recovery Services.

This portal can be accessed using the following URL:
https://providerconnect.netsmartcloud.com/sanmateo/login.asp

Providers can access information 24/7.

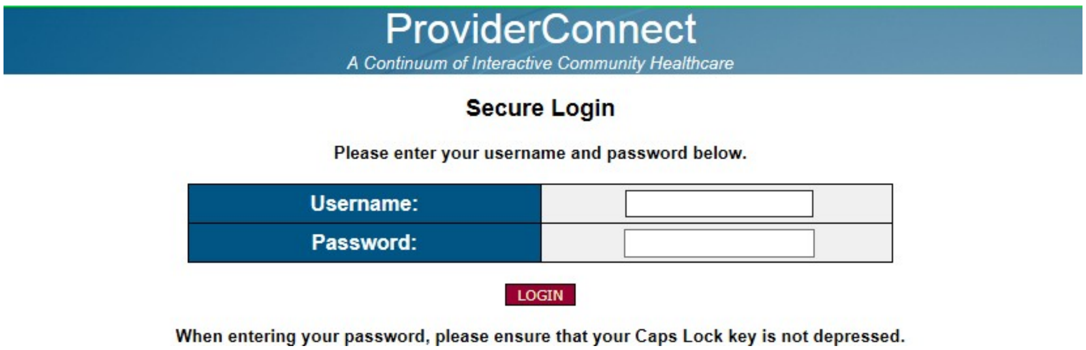
Just some of the functions providers can do in ProviderConnect are:

- Obtain member demographic information
- Search authorization history
- Enter continuing authorization requests for services and attach supporting documents
- Search and submit claims

How to Login into ProviderConnect

Steps

1. Enter your Username and Password



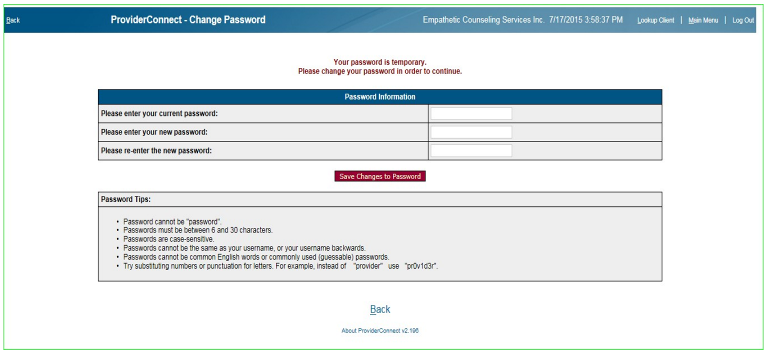
For Individual Providers:

- Your Username will be, your first initial and last name combined.
    - **Example:** if your name is **Mary Smith,** your username will be **MSmith**
        - The First and Last initials of your names should be capitalized
        - There should **not** be a space between your First and Last Name.

For Agencies:

- Your Agency Username will consist of your agencies' initials.
    - **Example:** if your Agency name is Country Counseling Consultant then your username is **CCC**

2. **You will be prompted to change your password at first login.**



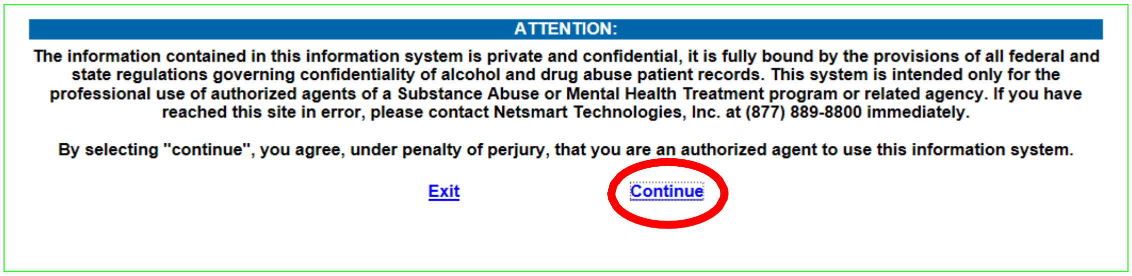
- Enter your current password, which is your username.
- Enter your new password

  Passwords are encrypted and include the following rules:
  - Password cannot be "PASSWORD."
  - Password cannot be blank.
  - Password length must be greater than or equal to 6 characters.
  - Password cannot be same as username.
  - Password cannot be same as username backwards.
  - Password cannot be same as old

- Confirm your new password by re-entering it
- Click on Save Changes to Password
- Passwords must be changed every 90 days

- Users will be locked out if attempting an incorrect password five times within 15 minutes
- Users should log into ProviderConnect at least once per week to keep their account active.

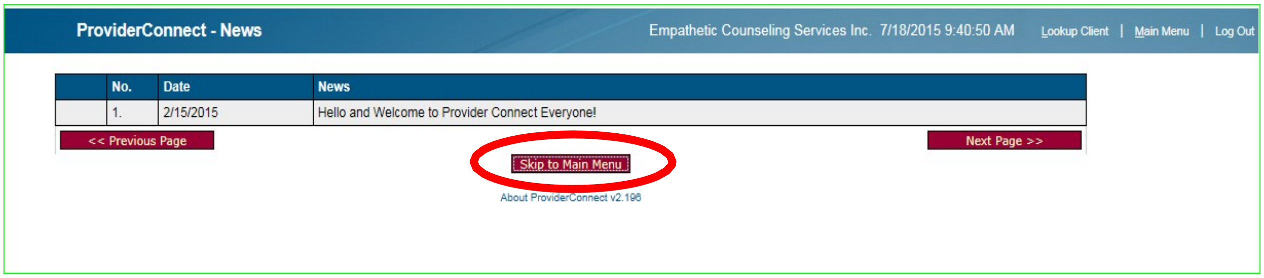
ATTENTION – Security Page



- The security screen provides information on HIPAA confidentiality and security. Make sure you **DO NOT** share your password with anyone. If you feel that there is a breach with your account, please contact BHRS IT Support (BHRS-IT-Support@smcgov.org) immediately or call 650-573-3496 to have it changed.

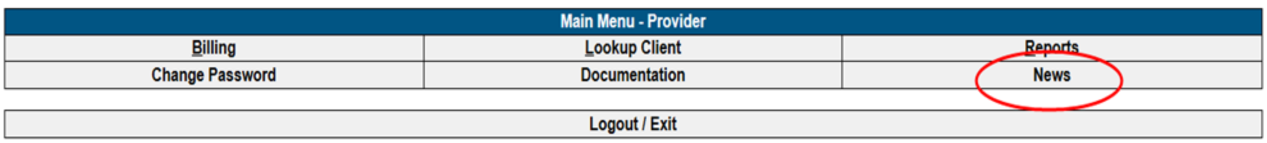
- Click on **Continue** to pass through the security statement.

ProviderConnect – News



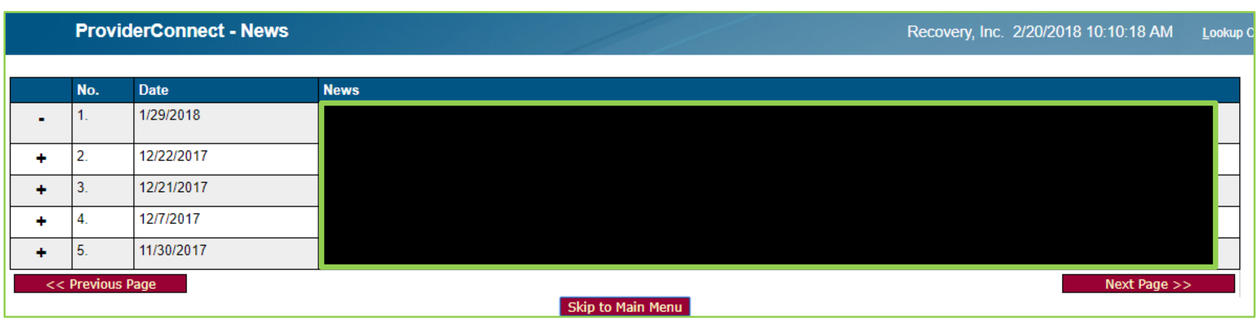
News is created by the ProviderConnect administrators and is read-only for providers.

1. At the **Main Menu**, click **News**.

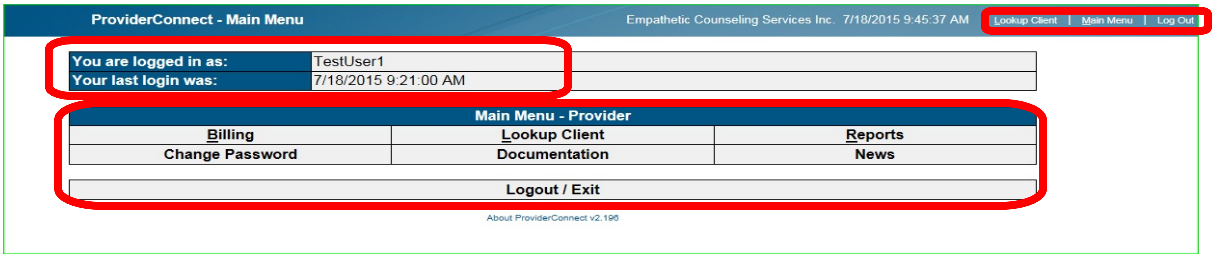


2. If the news item has additional text, click the plus sign + to view the full news text, if not,

- Click **"Skip to the Main Menu"** to continue.



ProviderConnect – Main Menu



At the top of the screen the following information will be displayed:

- Your login username
- The last time you logged in
- The name of your Agency/Individual, date and time
- Billing
- Lookup Client
- Reports
- Change Password
- Documentation
- News Option
- Logout/Exit

Main Menu

- Billing–allows you to bill for services you have entered through ProviderConnect.

- Change Password–allows you to change your password. If you feel that there may be a security threat you should always change your password and notify BHRS IT.

- Lookup Client–allows you to search for a client that has been assigned to you or your agency and already has an MRN record number**. (PLEASE NOTE: YOU WILL NOT BE ABLE TO LOOK UP A CLIENT, UNLESS THAT CLIENT HAS HAD AN APPROVED AUTHORIZATION FOR SERVICES PROVIDED BY YOUR AGENCY/PRACTICE). (Provider Connect is for continuing authorizations only)**

- Documentation–is the help section.

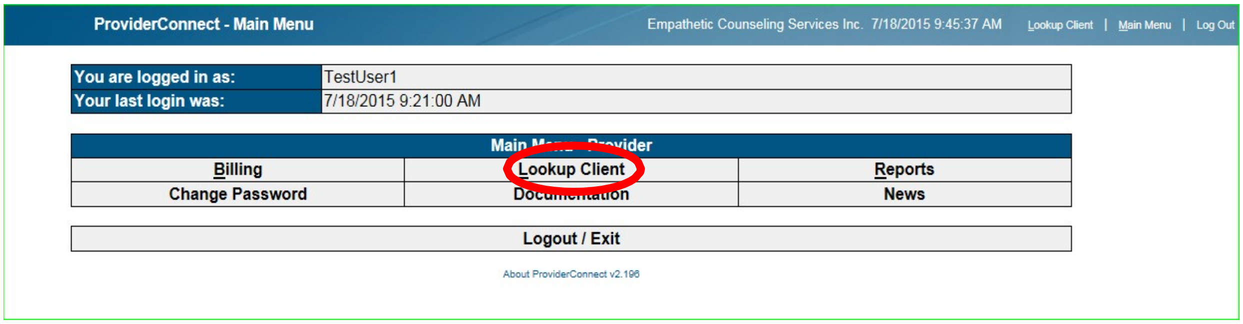
- Reports-allows you to pull specific types of reports.

- News–returns to the news page.

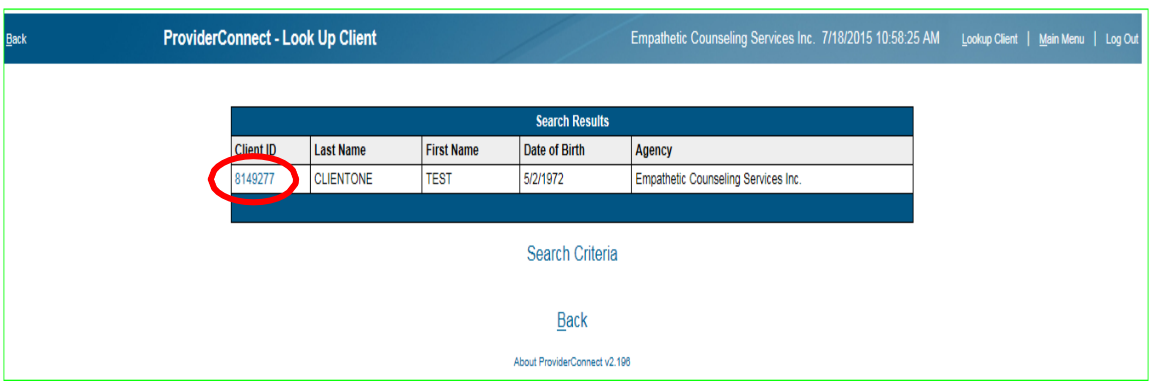
- **Logout/Exit – logs you out of the system when you're done**.

LOOK UP a Client in ProviderConnect

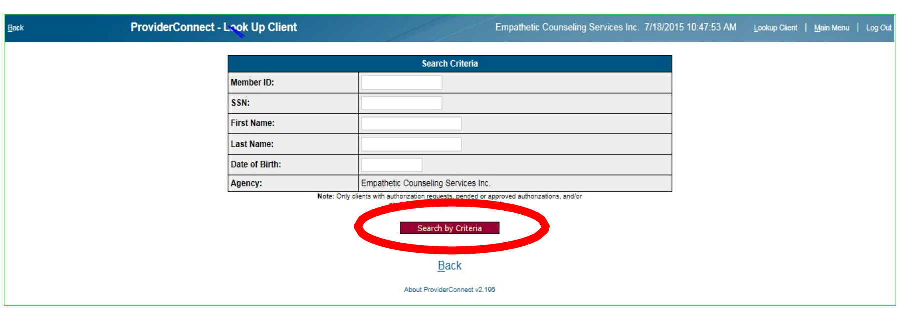
- ❑ Choose “Lookup Client” at the main menu



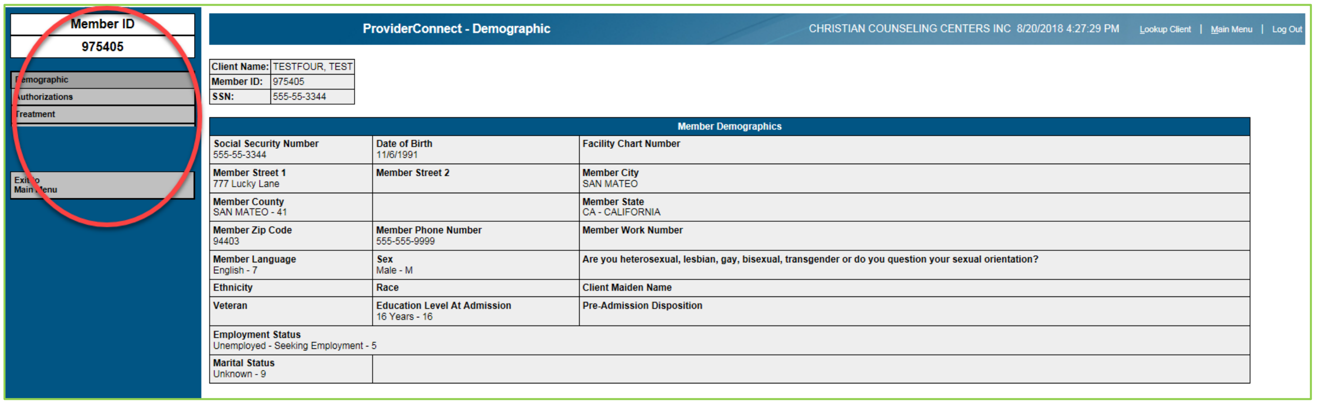
- Each provider can view and work with open clients in their agency/practice.
  - If you know the client’s medical record number **(Member ID)** enter it or you may look the client up by name. **Enter** the client’s last name or initial. If you type in **A,** then a list of all clients with the last name beginning with A will appear.
  - Your client will display. To select your client, click on the Client ID# (MRN#)



  - If you want to view all the clients click on “**Search by Criteria”**. The system will give you a list of all the clients for your agency.



Client Profile Screen



TABS

- **Demographic Tab** – the profile screen automatically defaults to the demographic page. Page contains: Member ID, SSN, DOB, Address & Zip Code.

- **Authorizations Tab** – contains a list of all authorizations currently in place for the client for your agency/practice. This screen allows you to submit a new authorization request.

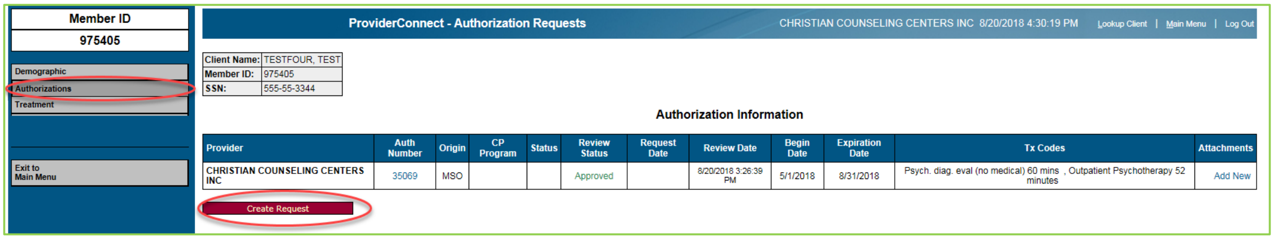
- **Treatment Tab** – contains a list of all treatment services that have been entered for the client by your agency. This screen begins the process of entering treatment services rendered to the client by your agency.

    - The treatment tab contains a list of authorizations and remaining number of units left on each authorization.
    - The treatment tab contains a treatment billing summary for the client.

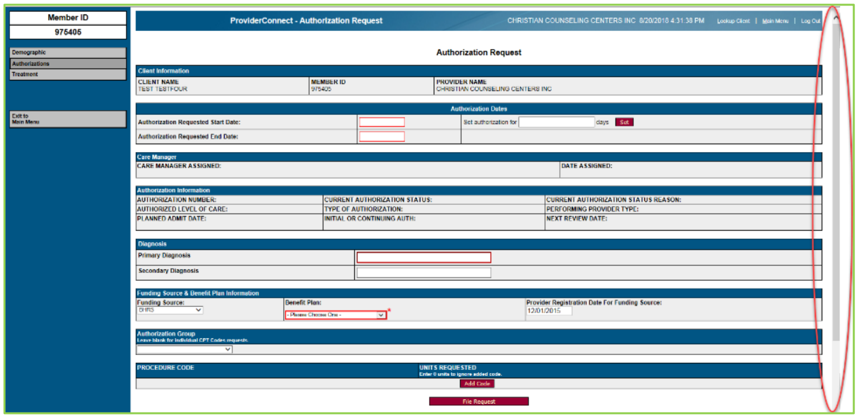
AUTHORIZATIONS

Continuing Service Authorization requests are submitted through ProviderConnect. Authorization requests are reviewed and processed in myAvatar.

- ProviderConnect providers can view service authorization requests, edit, and create new authorization requests for clients assigned to their agency or individual. ***Providers can only see their own clients.***
- When a service authorization request is filed in ProviderConnect it is sent to myAvatar with a status of Pending.
- Service authorization requests can be reviewed, edited, and deleted in myAvatar only by the County Billing Dept.
- Files can be attached to service authorizations by clicking the link in the Attachments column on the authorization form and in myAvatar via the ProviderConnect File Attach form.
- The client demographic record in the service authorization request (ProviderConnect) is created using the most recent client information in Avatar PM (Admission or Update Client Data form).



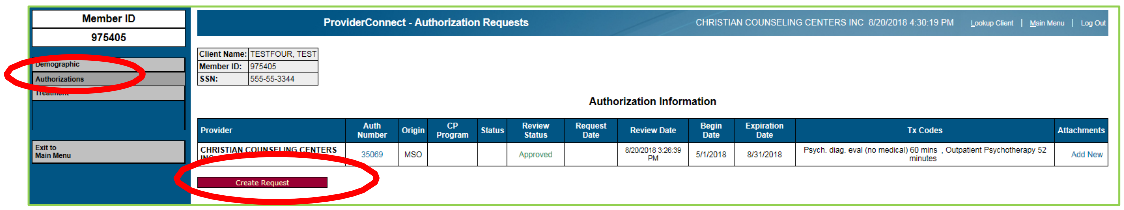
- Treatment Authorization Requests menu contains a list of all authorizations for the client or authorizations waiting to be approved for the client.
- Allows you to request a new authorization by selecting the "red" button labeled **"Create Request".**
- To view the authorization, **click on the authorization number**
- Use your vertical scroll bar to scroll up and down to view all the information.



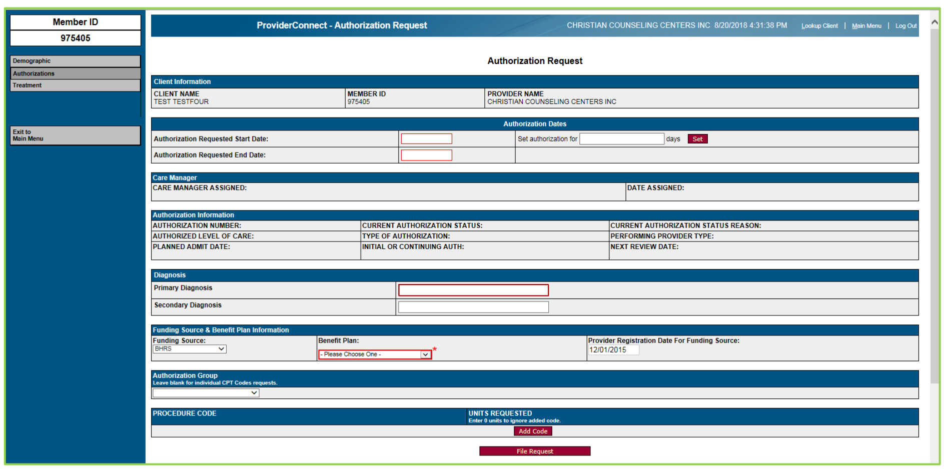
HOW TO ENTER AUTHORIZATION(S)

Steps

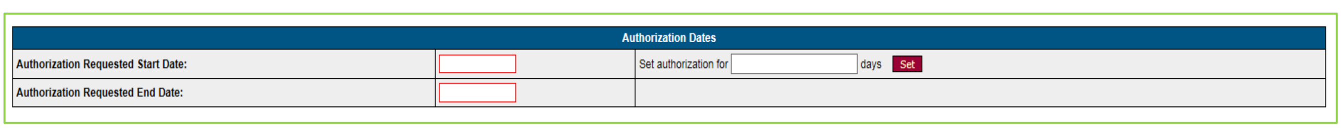
1. How to request an authorization



- ❑ To enter Continuing Authorization requests for members, choose the "Authorization" tab from the left side of the navigation menu.
- ❑ **Click on Create Request** **Red = Required**

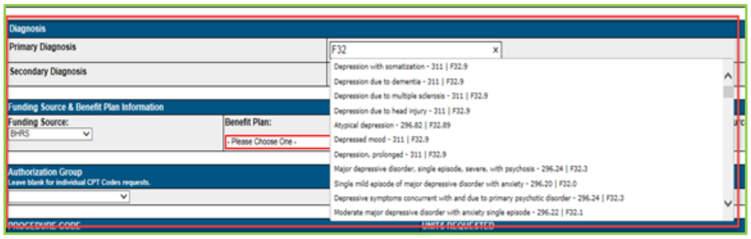


2. Enter Authorization Start & End Dates



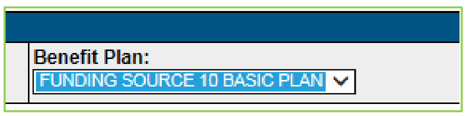
- Enter the Authorization Requested Start Date (mm/dd/yyyy)
- Enter the number of days – 365 days (or requested days)
- Click **"Set"**
- Your End Date should auto populate and is based on the number of days you entered.

3. Enter Primary Diagnosis (Required) & Secondary Diagnosis (Optional)

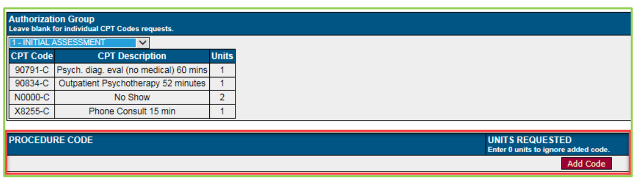


Enter diagnosis (F32 or Depression) wait a few seconds for the IMO search to begin, then select correct dx.

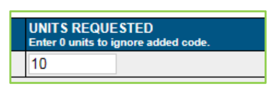
4. Select Benefit Plan

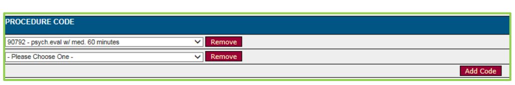


5. Select Procedure Code – (Authorization Group codes should not be utilized)



To add individual Procedure Codes: click on "**Add Code**", select the procedure code from the drop down and enter the number of Units requested



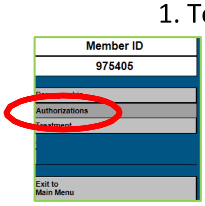


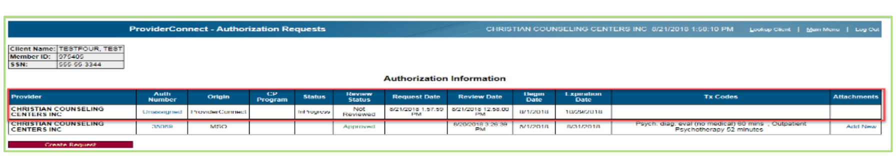
Up to10 procedure codes can be added.

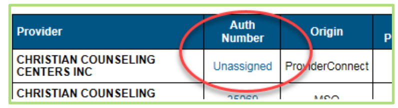
6. Submit Authorization Request - To submit the Authorization, click on  File Request button

7. Viewing the newly submitted Authorization Request

1. To view Authorizations, click Authorizations on the left main menu which will take you to the Authorization Information Page

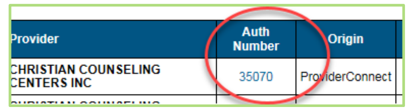






Provider	Auth Number	Origin	P
CHRISTIAN COUNSELING CENTERS INC	Unassigned	ProviderConnect	
CHRISTIAN COUNSELING			

2. The newly submitted Authorization number will be Unassigned
   In order to see the number you must refresh the screen*.
   *to refresh screen:click on the menu Demographics tab and then
    Click back on the Authorization tab.



Provider	Auth Number	Origin
CHRISTIAN COUNSELING CENTERS INC	35070	ProviderConnect

Things to Remember:

- To refresh the screen, click on another tab, then click back on the original tab to refresh the screen. The authorization number will then display for the authorization request that was just entered.
- Group codes should not be utilized.
- Check back periodically in ProviderConnect to see if the authorization has been approved by the SMC Billing Dept.

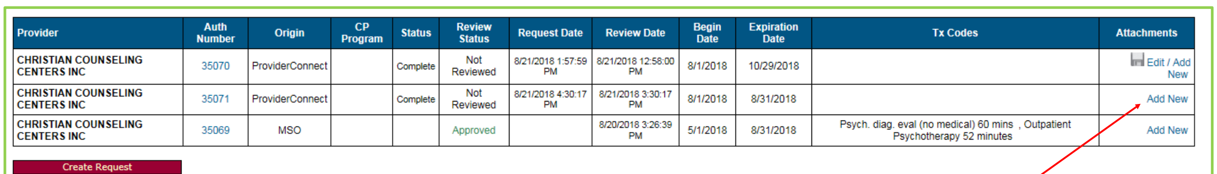
ATTACHMENTS

Steps

8. How to Add a File Attachment on a newly submitted Authorization.

- ❑ When you request an authorization through ProviderConnect you must attach the appropriate required clinical documentation (Assessment/Treatment Plan/Progress Notes).
- ❑ Click choose file: Select file path and name of document. Only PDF's should be attached. Use this same process to attach additional files if necessary, to the same authorization.

1. At the Treatment Authorization Requests screen click on "Add New" next to the authorization that you wish to attach your document(s) to.

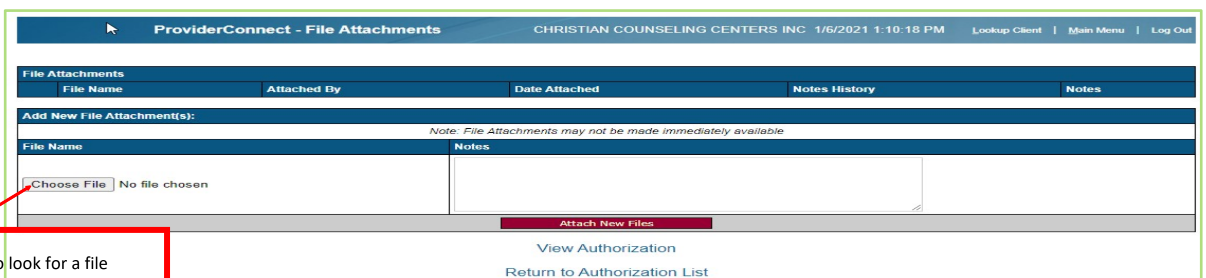


Provider	Auth Number	Origin	CP Program	Status	Review Status	Request Date	Review Date	Begin Date	Expiration Date	Tx Codes	Attachments
CHRISTIAN COUNSELING CENTERS INC	35070	ProviderConnect		Complete	Not Reviewed	8/21/2018 1:57:59 PM	8/21/2018 12:58:00 PM	8/1/2018	10/29/2018		Edit / Add New
CHRISTIAN COUNSELING CENTERS INC	35071	ProviderConnect		Complete	Not Reviewed	8/21/2018 4:30:17 PM	8/21/2018 3:30:17 PM	8/1/2018	8/31/2018		Add New
CHRISTIAN COUNSELING CENTERS INC	35069	MSO			Approved		8/20/2018 3:26:39 PM	5/1/2018	8/31/2018	Psych. diag. eval (no medical) 60 mins , Outpatient Psychotherapy 52 minutes	Add New

Create Request

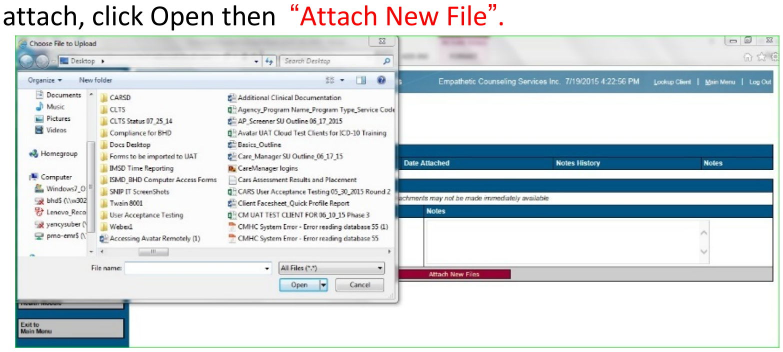
Click here to add documents to your authorization request

2. Click the Choose File button to look for a file to attach.



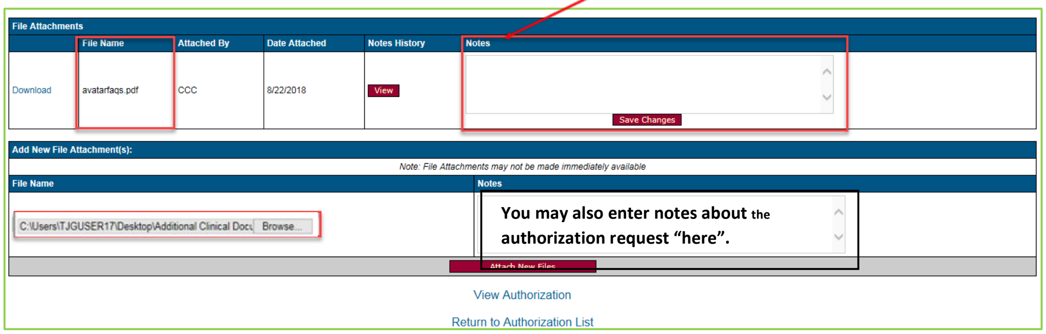
Click here to look for a file to attach. Please note: you must make sure the document you wish to attach has been saved to your computer.

3. Select the file you with to attach, click Open then "Attach New File".



4. The file is now attached.

To add additional files, repeat file attachment steps. If you need to add a note, add in the note section, then save changes.



9. How to Add/Edit a File Attachment for Approved Authorizations from the Main Menu.

1. In the **Main Menu** click **Lookup Client**.

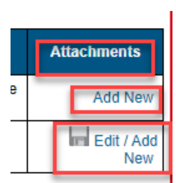
   - The **Search Criteria** screen displays.

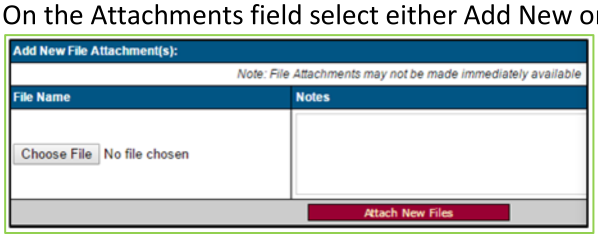
2. Enter the client's name, ID or social security number.

3. The **ProviderConnect Demographic** screen displays for the client and agency/individual.

4. In the **Client Sidebar** menu click Authorizations

   - Select the correct authorization where the attachment is needed.
   - On the Attachments field select either Add New or Edit/Add New.





5. Click Choose File.
6. The Windows Explorer screen opens.
7. In Windows Explorer, select the file and click Open.
8. In ProviderConnect, enter any notes.
9. Click Attach New Files.

TREATMENT SERVICES - HOW TO BILL (ADDING A PROFESSIONAL CLAIM)

- ❑ View and create client treatment services for clients associated with the provider's agency.
- ❑ Providers can view treatment information for a client associated with any agency/individual.

Before You Begin

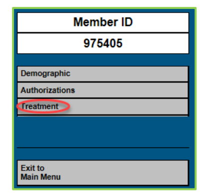
- The service and treatment dates must be covered by approved service authorizations.

Steps

1. From the Main Menu, click Lookup Client: The Search Criteria screen displays.

2. Enter the client's name, ID or social security number or enter no data, and click Search by Criteria to display all clients.

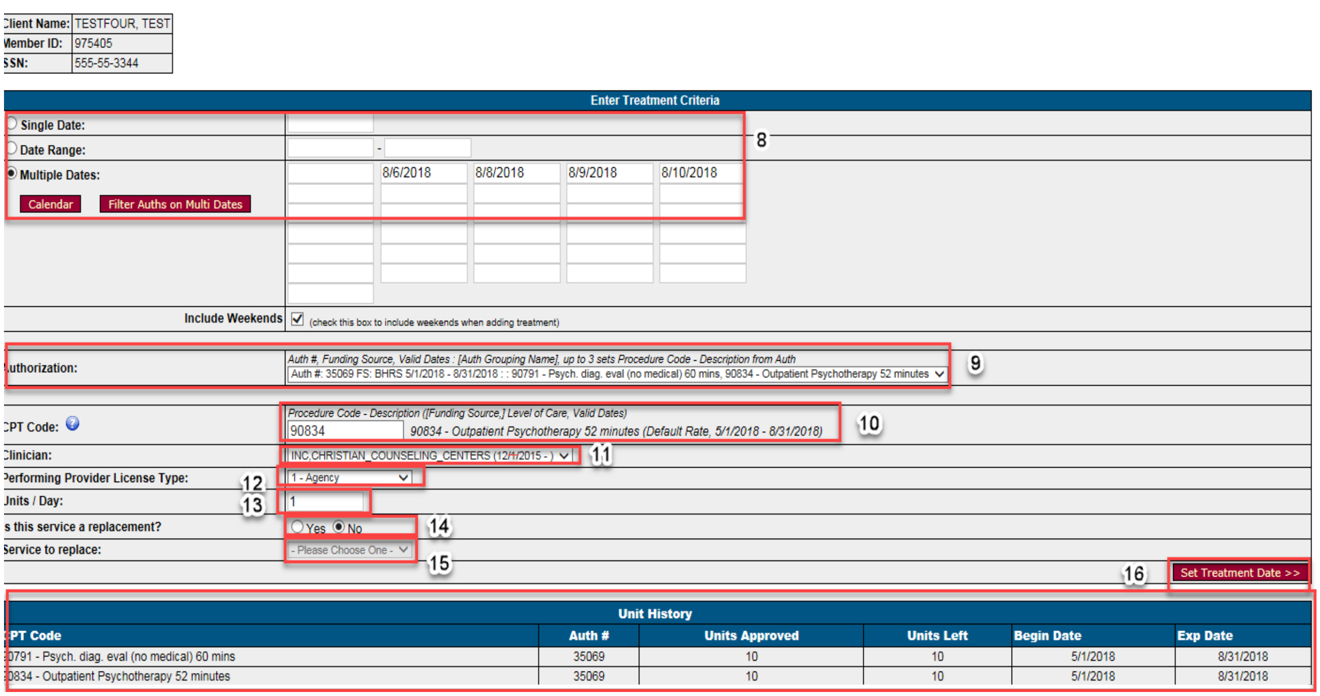
3. Select a client: The ProviderConnect Demographic screen displays for the client and agency/individual.



4. In the Sidebar menu select the Treatment tab, the Treatment section screen displays.

5. Select Add Professional Treatment, Add Professional Treatment the professional the Add Treatment Setup opens.

Enter Treatment Criteria



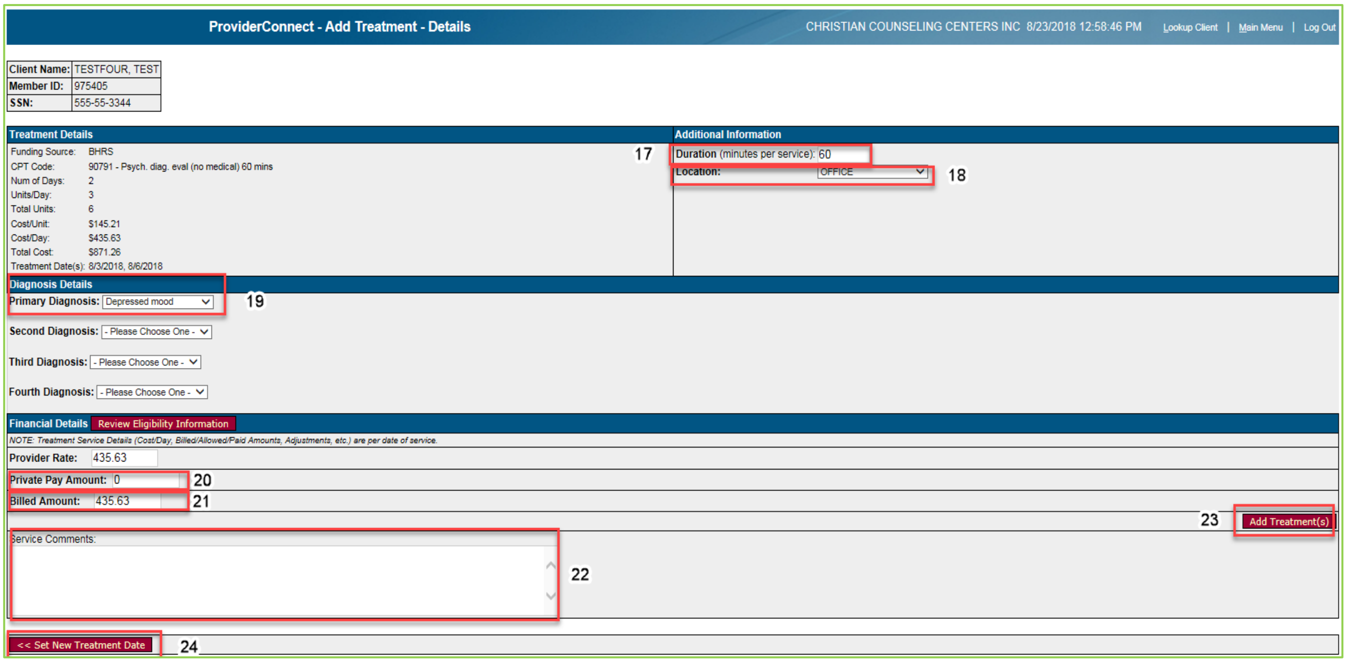
6. Select **Date Criteria** Options: Single Date-(1/1/2020), Date Range-(1/11/2020 – 6/20/2020), Multiple Dates (1/3/2020 & 1/6/2020 & 1/10/2020)

Calendar: Utilize the Calendar to select a single date, Date Range or Multiple Dates

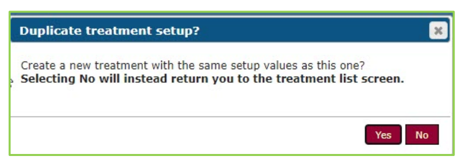
- **Date Range Note: If you provided the same service for a client over several days, you may enter those treatment services using the date range option. The Service Code, Units/Days, Duration and Location must be the same each time the service was provided.**

7. Select **Funding Source**
8. Select **Authorization Field,** select corresponding authorization from the drop-down menu.
9. Enter the procedure code in this field.
   - **Procedure Code Note: if you do not remember the procedure code you wish to enter, look below in the Unit History section of the form. This area shows you the service code(s) that the provider has been authorized to provide.**
10. Select **Clinician** from drop down menu.
11. Select **Performing Provider License** Type from drop-down menu.
12. Enter the number of **Units/Day (Should always be 1)**.
13. **Is this service a replacement? (Defaulted to No)**
14. If yes was selected, (**Service to Replace** is required) select which service to replace.
15. Select Set Treatment Date to continue, **Add Treatment Details Screen** opens.

Add Treatment – Details



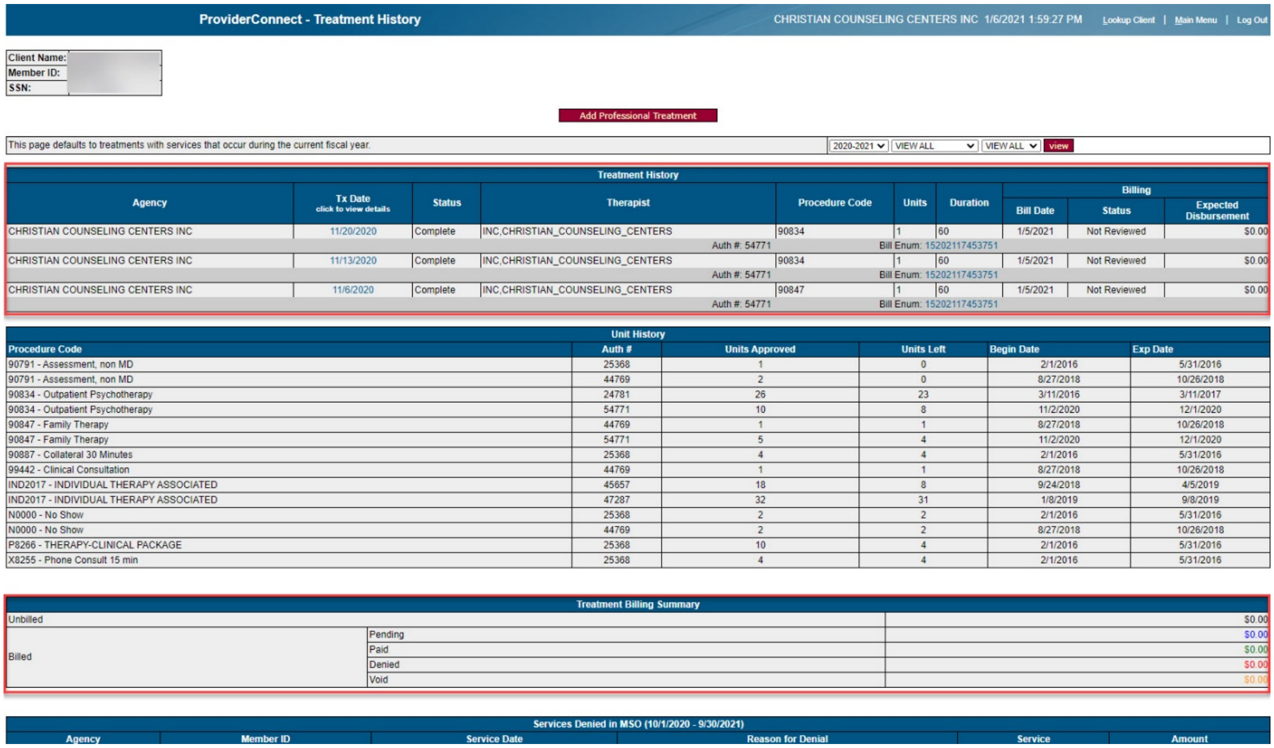
16. Enter **Duration** (minutes per service)
17. Select **Location** from drop down menu.
18. Input Private Pay amount if applicable. If not, then $0.
19. **Billed Amount** should auto populate.
20. Write **Service Comments** if applicable.



21. Select **Add Treatment** if additional Services need to be billed If not, then message is displayed.
    *Duplicate treatment setup? If additional services need to be billed select no and it will take you back to the Treatment History Page where you will begin the process again.

    Note:* selecting yes will duplicate the last service, you are not able to submit duplicate billing for the same sevice and sam date. Select **No**

Treatment History – Unsubmitted Services



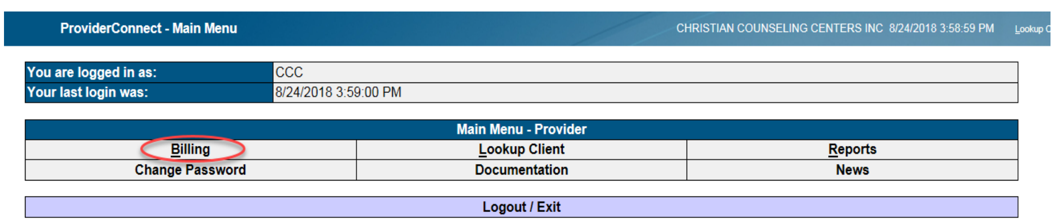
Treatment History									
Agency	Tx Date click to view details	Status	Therapist	Procedure Code	Units	Duration	Billing: Bill Date	Billing: Status	Billing: Expected Disbursement
CHRISTIAN COUNSELING CENTERS INC	11/20/2020	Complete	INC,CHRISTIAN_COUNSELING_CENTERS	90834	1	60	1/5/2021	Not Reviewed	$0.00
			Auth #: 54771	Bill Enum: 15202117453751					
CHRISTIAN COUNSELING CENTERS INC	11/13/2020	Complete	INC,CHRISTIAN_COUNSELING_CENTERS	90834	1	60	1/5/2021	Not Reviewed	$0.00
			Auth #: 54771	Bill Enum: 15202117453751					
CHRISTIAN COUNSELING CENTERS INC	11/6/2020	Complete	INC,CHRISTIAN_COUNSELING_CENTERS	90847	1	60	1/5/2021	Not Reviewed	$0.00
			Auth #: 54771	Bill Enum: 15202117453751					

Unit History					
Procedure Code	Auth #	Units Approved	Units Left	Begin Date	Exp Date
90791 - Assessment, non MD	25368	1	0	2/1/2016	5/31/2016
90791 - Assessment, non MD	44769	2	0	8/27/2018	10/26/2018
90834 - Outpatient Psychotherapy	24781	26	23	3/11/2016	3/11/2017
90834 - Outpatient Psychotherapy	54771	10	8	11/2/2020	12/1/2020
90847 - Family Therapy	44769	1	1	8/27/2018	10/26/2018
90847 - Family Therapy	54771	5	4	11/2/2020	12/1/2020
90887 - Collateral 30 Minutes	25368	4	4	2/1/2016	5/31/2016
99442 - Clinical Consultation	44769	1	1	8/27/2018	10/26/2018
IND2017 - INDIVIDUAL THERAPY ASSOCIATED	45657	18	8	9/24/2018	4/5/2019
IND2017 - INDIVIDUAL THERAPY ASSOCIATED	47287	32	31	1/8/2019	9/8/2019
N0000 - No Show	25368	2	2	2/1/2016	5/31/2016
N0000 - No Show	44769	2	2	8/27/2018	10/26/2018
P8266 - THERAPY-CLINICAL PACKAGE	25368	10	4	2/1/2016	5/31/2016
X8255 - Phone Consult 15 min	25368	4	4	2/1/2016	5/31/2016

Treatment Billing Summary		
Unbilled		$0.00
Billed	Pending	$0.00
	Paid	$0.00
	Denied	$0.00
	Void	$0.00

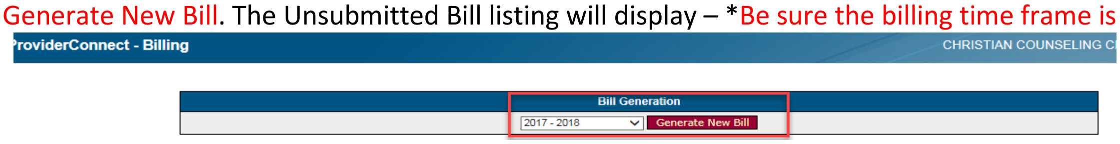
Services Denied in MSO (10/1/2020 - 9/30/2021)					
Agency	Member ID	Service Date	Reason for Denial	Service	Amount

10. Billing: How to Submit Bills



Steps

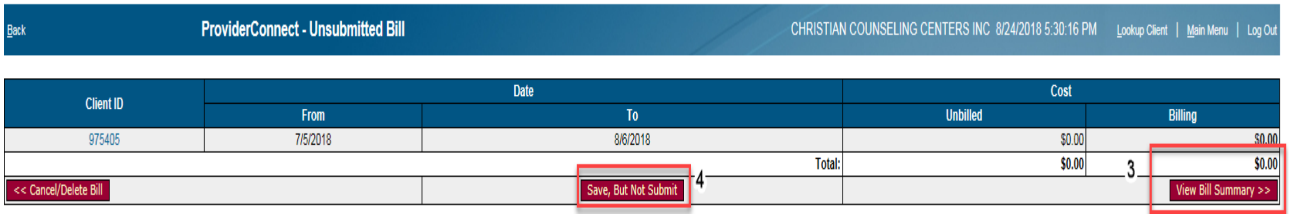
1. From the Main Menu, click on Billing, user is brought to Billing section of ProviderConnect
2. Select Generate New Bill. The Unsubmitted Bill listing will display – *Be sure the billing time frame is correct



3. Select View Bill Summary to review claim:

- Treatment services that have been added to the system on the Treatment page but have not been associated with a bill will display.
- After generating the bill if the provider decides they need to remove the bill, the provider can click on

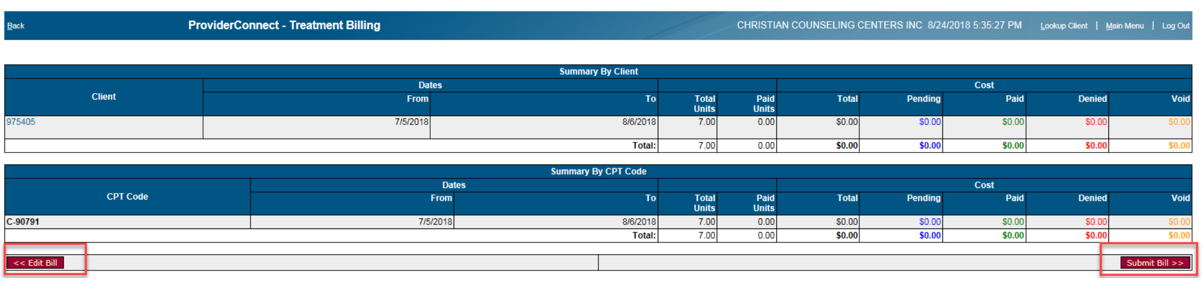
the Cancel/Delete Bill button and the services listed on the newly generated bill will remain in an unbilled state.



4. Click on Save, But Not Submit: this allows the bill to be placed in a holding status.

- Since the bill has not been submitted it, will not be a part of the batch process that sends the services to Avatar for payment. If this option is selected, you can view the bill later by clicking the link in the Unsubmitted Bills list. Treatment services associated with bills in the state of Save but Not Submit cannot be re-billed, you must choose to Cancel/Delete the bill for these treatment services to be re-billed or continue to submit the bill.

5. View Bill Summary is the next step in submitting a bill. A summary of what is being submitted for payment will be shown. If a provider decides not to submit the bill, select the Edit Bill option, which will take you back to the previous page.

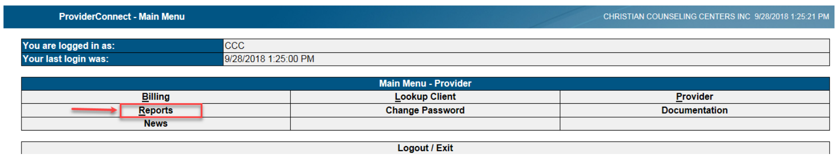


6. To finalize the submission of the bill choose the Submit Bill.

Once a bill has been submitted, it will bill appear on the list of Submitted Bills. The billed Treatment service data is put in the queue to be sent for adjudication. Once the bill has been adjudicated; the status of each service (paid or denied) will be displayed on the Billing page and in the client's Treatment record.

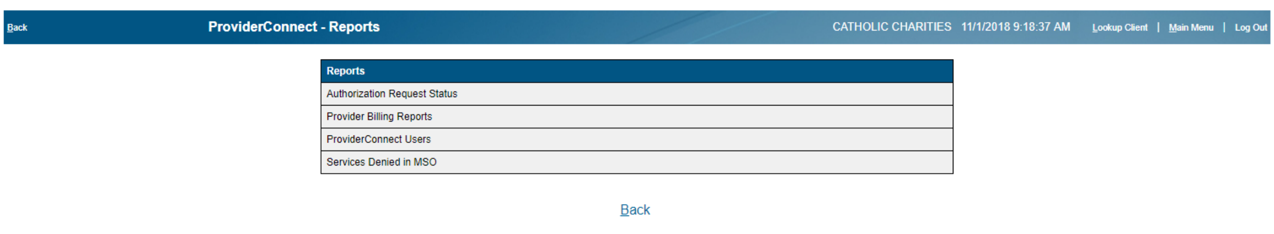
REPORTS

❑ Reports available to Providers can be viewed by accessing **Reports** from the main menu.

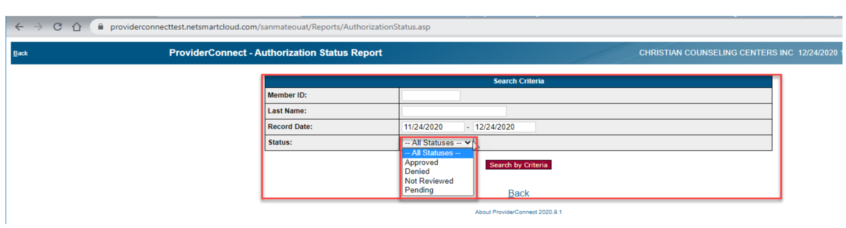


Available Reports

- Authorization Request Status
- Provider Billing Reports
- ProviderConnect Users
- Services Denied in MSO



1. **Authorization Request Status Report:** Details All Authorizations by Date, Time, Member, Provider, Request Origin, Status, Client Name, Beginning and End Date, Auth. #, Requestor



Back ProviderConnect - Authorization Status Report CHRISTIAN COUNSELING CENTERS INC 10/2/2018 1:28:47 PM Lookup Client | Main Menu | Log Out

Search:

No.	Request Date / Time	Member ID	Provider	Origin	Request Status	Last Name	First Name	Begin Date	End Date	Authorization No.	User
1.	8/23/2018 5:48:34 PM	975405	CHRISTIAN COUNSELING CENTERS INC	ProviderConnect	Approved	TESTFOUR	TEST	8/1/2018	8/31/2018	35071	admin (Avatar User)
2.	8/23/2018 5:47:34 PM	975405	CHRISTIAN COUNSELING CENTERS INC	ProviderConnect	Approved	TESTFOUR	TEST	8/1/2018	10/29/2018	35070	admin (Avatar User)
3.	8/20/2018 4:26:46 PM	975405	CHRISTIAN COUNSELING CENTERS INC	MSO	Approved	TESTFOUR	TEST	5/1/2018	8/31/2018	35069	admin (Avatar User)

Showing 1 to 3 of 3 entries

Back

2. Provider Billing Reports: Report Service and Summary Reports

Details Service Report list: Provider, Contracting Provider, Client ID, Client Names, Authorization Num., Date of Service, CPT Code, Unit, Location, Clinician, Amount Billed, Expected Payment and Status

Back ProviderConnect - Provider Billing Reports CHRISTIAN COUNSELING CENTERS INC 10/11/2018 4:16:02 PM Lookup Client | Main Menu | Log Out

Search Criteria - Provider Detail Service	
Billed/Unbilled:	Billed ◉ Unbilled ○
Program:	All Programs
Record Date Range:	-
	Generate Report

Search Criteria - Provider Service Summary	
Billed/Unbilled:	Billed ◉ Unbilled ○
Program:	All Programs
Record Date Range:	-
	Generate Report

Back

Detail Service Report

Back ProviderConnect - Provider Detail Service Report CHRISTIAN COUNSELING CENTERS INC 10/2/2018 2:19:17 PM Lookup Client | Main Menu | Log Out

	Provider	Contracting Provider Program	Client ID	Client Name	Authorization Number	Date of Service	CPT Code	Units	Duration	Location	Clinician	Amount Billed	Expected Payment	Status
1.	CHRISTIAN COUNSELING CENTERS INC				35040	5/22/2018	Family Therapy 60 mins	1	60	OFFICE		$117.35	$117.35	Billed
2.	CHRISTIAN COUNSELING CENTERS INC				35040	5/22/2018	Outpatient Psychotherapy 52 minutes	1	60	OFFICE		$93.37	$93.37	Billed
3.	CHRISTIAN COUNSELING CENTERS INC				35040	5/22/2018	Group Therapy 15 minutes	1	15	OFFICE		$28.43	$28.43	Billed
4.	CHRISTIAN COUNSELING CENTERS INC				35040	5/22/2018	Outpatient Psychotherapy 52 minutes	1	52	OFFICE		$93.37		Billed
5.	CHRISTIAN COUNSELING CENTERS INC				35044	5/1/2018	Outpatient Psychotherapy 52 minutes	1	60	OFFICE		$93.37		Billed

Service and Summary Reports

Back ProviderConnect - Provider Service Summary Report CHRISTIAN COUNSELING CENTERS INC 10/2/2018 2:23:22 PM Lookup Client | Main Menu | Log Out

	Provider	Contracting Provider Program	Service Date Range	Total Units	Total Amount Billed	Total Expected Payment
1.	CHRISTIAN COUNSELING CENTERS INC		7/5/2018 - 7/5/2018	1	$145.21	N/A

3. ProviderConnect Users: ProviderConnect Users Report

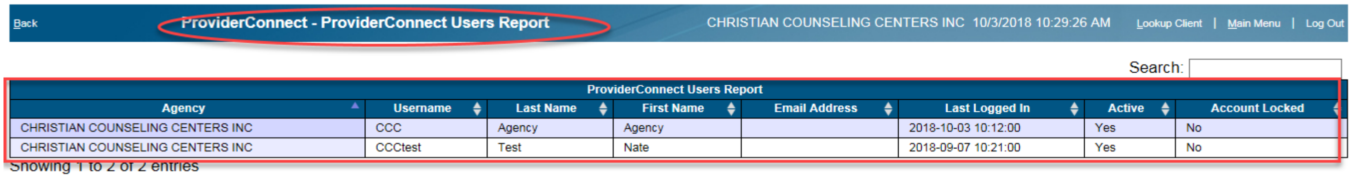
Details Provider, Contracting Provider, Client ID, Client Names, Active & Inactive Users

Back ProviderConnect - ProviderConnect Users Report CHRISTIAN COUNSELING CENTERS INC 10/3/2018 10:15:14 AM

Report Criteria	
Agency	CHRISTIAN COUNSELING CENTERS INC
Active Users Only	○ No ◉ Yes

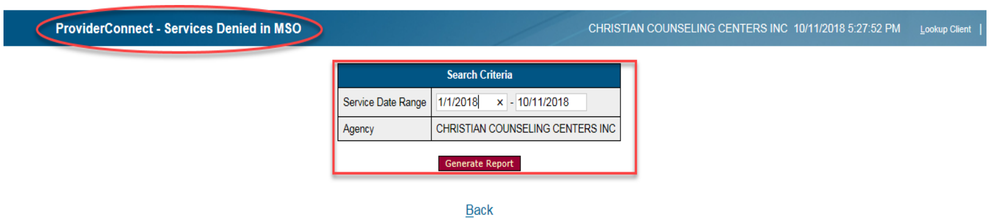
Generate Report

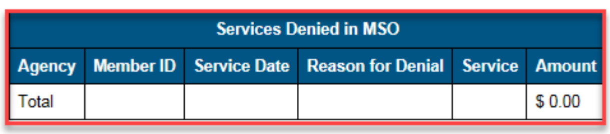
Back



4. ProviderConnect: Services Denied in MSO

Details Agency, Member ID, Service Date, Reason for Denial, Service, Amount

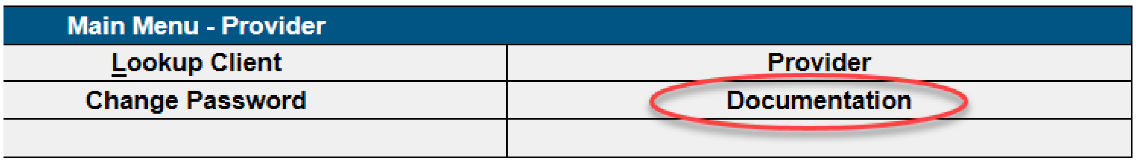


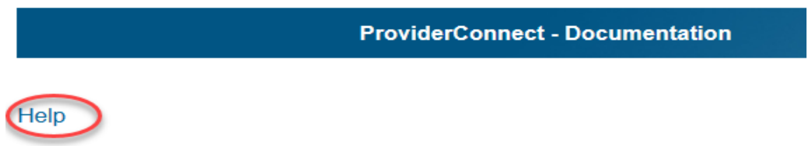


DOCUMENTATION (HELP Section)

Steps

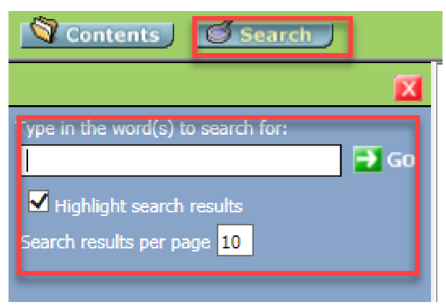
1. To access **Documentation-Help Section)** from the main menu, click on Documentation

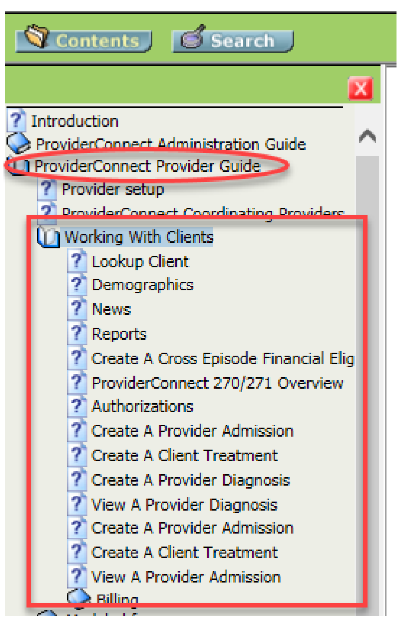




2. Click on the **Help**

3. While in the Help section, use the Search function to type in a specific topic or click on the topic sections

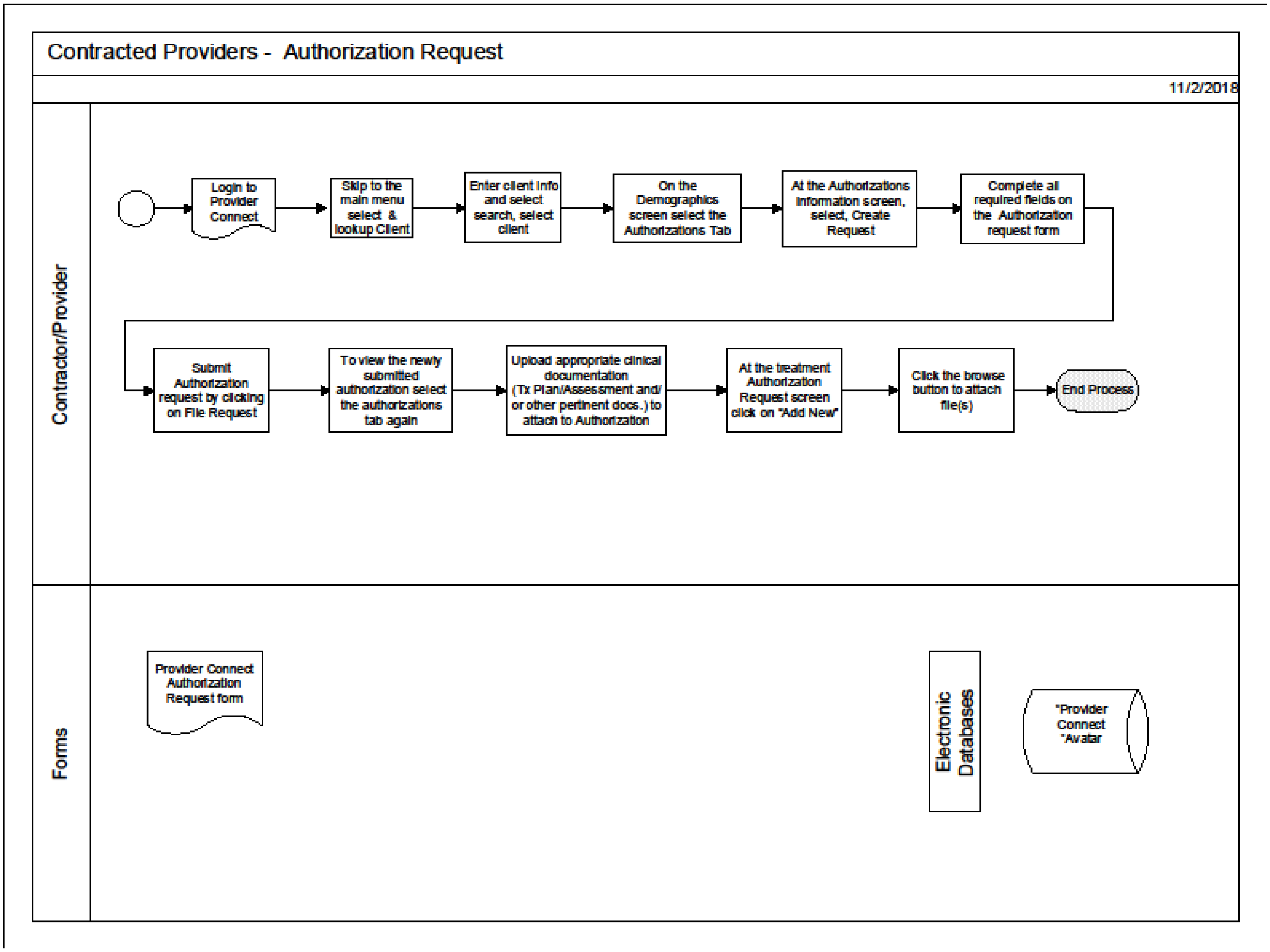


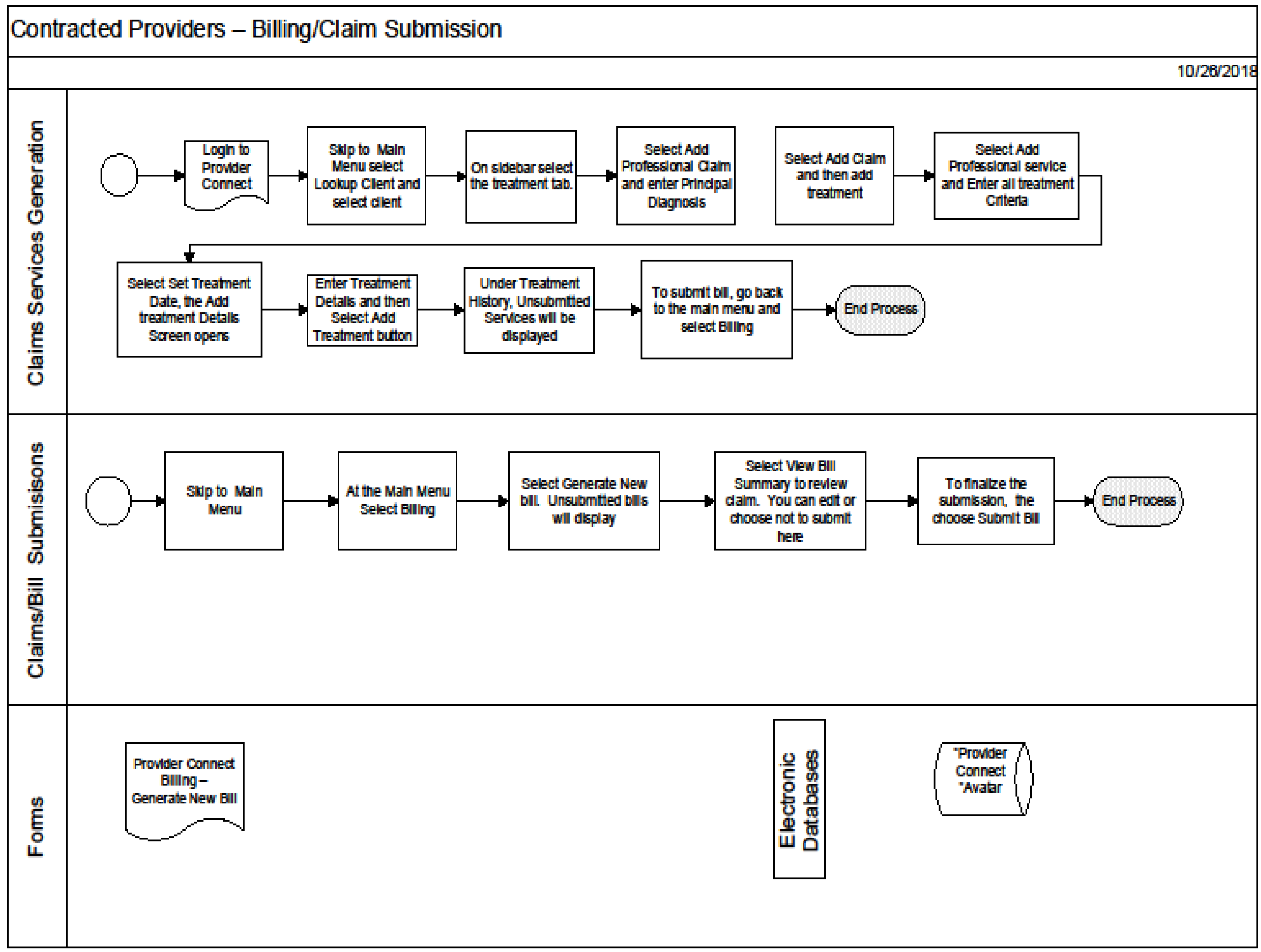


When searching through any drop down in PCONN that is a smart search field be patient with the search bar and let it return results before adding more text. If the search results do not reflect what was entered, clear out the text and then search again but with less characters.

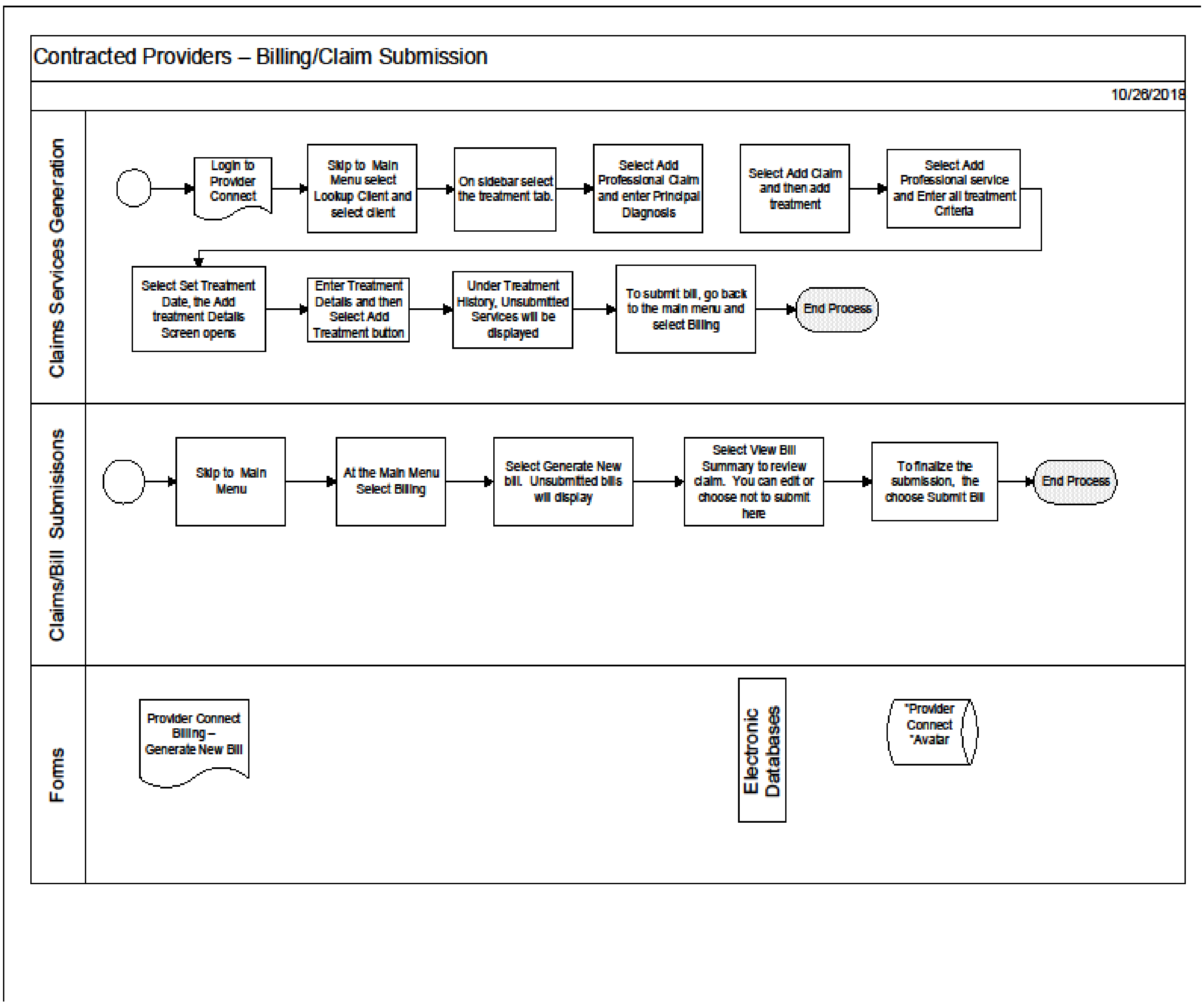
Helpful hint Example – searching "major dep" instead of "Major Depressive Disorder"

WORKFLOWS


Contracted Providers - Authorization Request
11/2/2018
Contractor/Provider
Login to Provider Connect
Skip to the main menu select & lookup Client
Enter client info and select search, select client
On the Demographics screen select the Authorizations Tab
At the Authorizations Information screen, select, Create Request
Complete all required fields on the Authorization request form
Submit Authorization request by clicking on File Request
To view the newly submitted authorization select the authorizations tab again
Upload appropriate clinical documentation (Tx Plan/Assessment and/ or other pertinent docs.) to attach to Authorization
At the treatment Authorization Request screen click on "Add New"
Click the browse button to attach file(s)
End Process
Forms
Provider Connect Authorization Request form
Electronic Databases
"Provider Connect "Avatar



Contracted Providers – Billing/Claim Submission
10/26/2018
Claims Services Generation
Login to Provider Connect
Skip to Main Menu select Lookup Client and select client
On sidebar select the treatment tab.
Select Add Professional Claim and enter Principal Diagnosis
Select Add Claim and then add treatment
Select Add Professional service and Enter all treatment Criteria
Select Set Treatment Date, the Add treatment Details Screen opens
Enter Treatment Details and then Select Add Treatment button
Under Treatment History, Unsubmitted Services will be displayed
To submit bill, go back to the main menu and select Billing
End Process
Claims/Bill Submissions
Skip to Main Menu
At the Main Menu Select Billing
Select Generate New bill. Unsubmitted bills will display
Select View Bill Summary to review claim. You can edit or choose not to submit here
To finalize the submission, the choose Submit Bill
End Process
Forms
Provider Connect Billing – Generate New Bill
Electronic Databases
*Provider Connect *Avatar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Select Add Professional Claim and enter Principal Diagnosis
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Select Add Professional service and Enter all treatment Criteria
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Forms
Provider Connect Billing – Generate New Bill
Electronic Databases
*Provider Connect *Avatar