



COUNTY OF SANTA CLARA
Behavioral Health Services

VOID CLAIM ASSIGNMENT

REV. 11/20/23

REVISIONS

Date	Slides	Revisions
11/20/23	9	Review Voided Services
11/14/23	3	Form cannot edit services.

VOID CLAIM ASSIGNMENT


Purpose of Form:

The Void Claim Assignment form will void services in MSO. This does NOT edit services.



You will not be able to edit a service. If a service is submitted incorrectly, the service would need to be voided and reentered.

SIGN ONTO PROVIDERCONNECTNX


Enter the System Code, Username, and Password that were provided to you.

 **Netsmart**
ProviderConnect NX


System

 SCC LIVE 



System Code

 Enter System Code

Username

 Enter Username

Password

 Enter Password 

Login


Attention

The information contained in this information system is private and confidential, it is fully bound by the provisions of all federal and state regulations governing confidentiality of alcohol and drug abuse patient records. This system is intended only for the professional use of authorized agents of a Substance Abuse or Mental Health Treatment program or related agency. If you have reached this site in error, please contact Netsmart Technologies, Inc. at (877) 899-8800 immediately.

HOW TO ACCESS

After login click on **Search** and type **Void Claim Assignment**.

The screenshot shows a user interface for a system. At the top, there is a user profile section with a person icon, the text "Welcome, Stephannie Tran", and the slogan "Every Day Matters". Below this is a search bar containing the text "Void Claim". Under the search bar, there is a link for "Advanced Client Search". The search results are displayed under the heading "Here is what I found:". Below the heading, there are four filter buttons: "All 1", "Clients 0", "Staff 0", and "Forms 1". The "Forms" filter is selected. Below the filters, there is a table with the following data:

Undock	Name	Menu Option
	Void Claim Assignment	/ Avatar MSO / Claims Processing

VOID SERVICES

Complete **From Date of Service**, **Through Date of Service**, and **Client ID**.

Contracting Provider and **Contracting Provider Program** can be completed if results need to be narrowed down.

Click **Select Services to Void** and a list of services that meet the criteria will come up.

The screenshot shows a web interface for voiding services. It features several input fields and buttons:

- From Date Of Service ***: A date picker set to 01/01/2023.
- Through Date Of Service ***: A date picker set to 05/23/2023.
- Client ID ***: A text input field containing "TEST,STEPH, (2790)".
- Contracting Provider**: An empty text input field.
- Contracting Provider Program**: A dropdown menu showing "All - 01/01/2018 - F+C OP Continuum Svcs (OPC)".
- Select Services to Void**: A blue button with a blue arrow pointing to it from the right.
- File**: A blue button located below the "Select Services to Void" button.

LIST OF SERVICES

Select services to void and select 'OK.'

?

Select Service(s) To Void

Client: TEST,STEPH (2790)

Contracting Provider: Contracting Provider Program:

Batch	Contracting Provider	Date Of Service	Claim #	Procedure Code	Charges	Total Disbursement	
<input type="checkbox"/>	<input type="text"/>						
<input type="checkbox"/>	14919	- MH	2023-04-01	668511	T1017:HE	36.70	36.70
<input type="checkbox"/>	14920	- MH	2023-04-02	668512	T1017:HE	73.40	73.40

)



OK

Cancel

FILE VOID

Once services have been selected, click **File** (1).

When the void has been filed, click **Discard** (2).

VOID CLAIM ASSIGNMENT Submit Discard Add to Favorites

Void Claim Assignment
Online Documentation

From Date Of Service * 01/01/2023 **Through Date Of Service *** 05/23/2023

Client ID * TEST,STEPH, (2790)

Contracting Provider

Contracting Provider Program All - 01/01/2018 - F+C OP Continuum Svcs (OPC)

Select Services to Void

File **1**

2

REVIEW VOIDED SERVICES

The void will appear on the following EOB Report generated after the voided service was updated. For example, if a service was voided on 6/10, and the following EOB Report was generated on 6/12, the voided service will appear on that EOB Report under the Take Back section.

Run Date: 11/2/2022 7:50:35 AM

Page 1 of 1

County of Santa Clara
2425 Enborg Ln
San Jose, CA 95128

EOB SUMMARY - 608

Provider :
Total : \$75.25

Date : 6/9/2022
Check # :

Approved

Member	Date of Svc	Proc Code	A/P/D	Tot Fee Table Amt	Expected Member Disburse	Member Copay	Member Deductible	Auth Number	Amount Billed	Third Party Paid
TEST,STEPH (2790)	6/5/2022	90791:BB	A	51.90	51.90	0.00	0.00	P1195	100.00	0.00
TEST,STEPH (2790)	6/9/2022	T1017:HE	A	40.65	40.65	0.00	0.00	P1195	100.00	0.00
TEST,STEPH (2790)	6/9/2022	H2017:HE:A	A	51.90	51.90	0.00	0.00	P1195	100.00	0.00

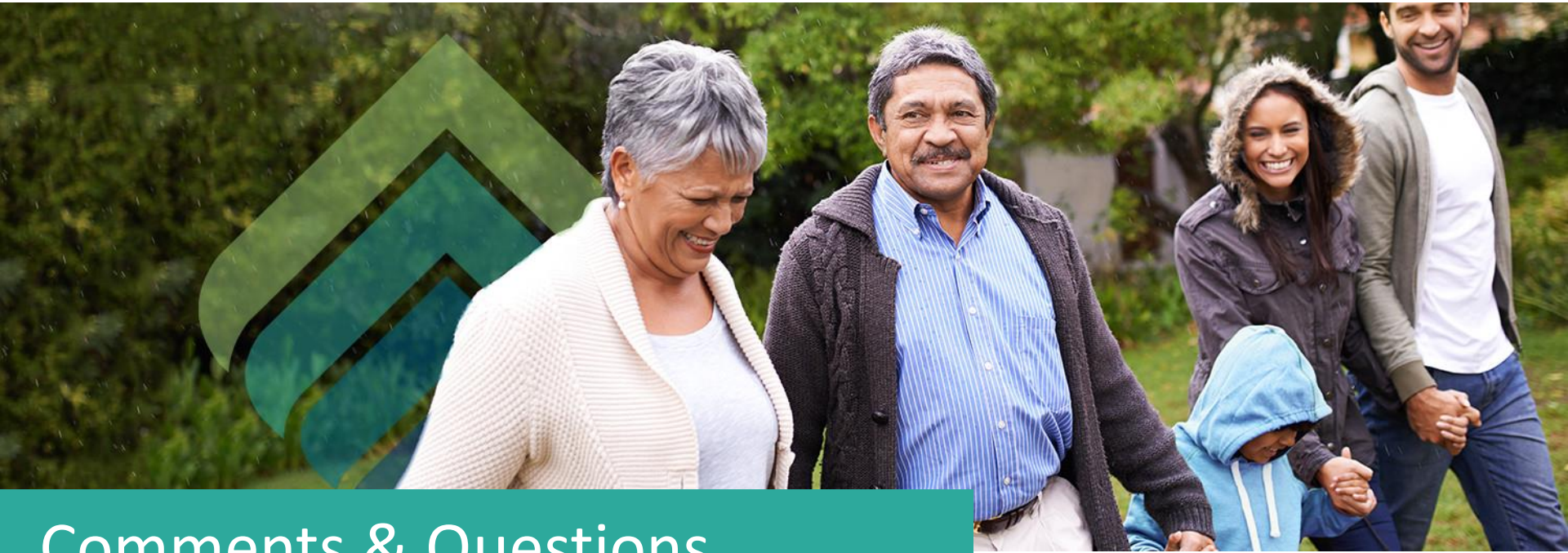
Total Paid To Provider : \$144.45

Take Back

Adjustment Code	Date of Svc	Proc Code	Take Back Date	Take Back Amount	Updated Third Party Paid
177 - Patient has not met the criteria	6/9/2022	90791:BB	6/9/2022	69.20	

** Payment has already been made. No funds withheld.

Total Take Back Amount : \$69.20



Comments & Questions