



COUNTY OF SANTA CLARA
Behavioral Health Services

EOB REPORT
REV. 05/20/2024

REVISIONS

Date	Slides	Revisions
05/20/2024	ALL	Update report names
08/10/2023	11-13	Removed EOB Report and added Provider EOB Report. New Report.
02/03/2023	3	Updated Claims Teams's email.
11/01/2022	ALL	Made minor edits to all slides
11/01/2022	8	Added "Start Date" and "End Date" as required fields
11/01/2022	10	Changed the image from a .RPT file to an .XLS file
06/10/2022	4-6	Added EOB Provider History Report. New Report.
06/10/2022	7-10	Added EOB Report Export. New Report.

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EOB REPORT

The **BHSD 7603 CCP EOB Export** and **BHSD 7601 CCP Provider EOB** provides the approval/pending/denial status of the services within a submitted batch.

To obtain the EOB number, the following must occur:

- Claims Team needs to close the batch.
- Run the **BHSD 7602 CCP EOB Provider History** to obtain the EOB number associated with the batch submitted.
- If there is no EOB number, please reach out to the Claims Team at SCCBillingquestions@ntst.com.

Once batch has been closed and EOB number was obtained from the **BHSD 7602 CCP EOB Provider History** report, run the **BHSD 7603 CCP EOB Export** or **BHSD 7601 CCP Provider EOB** to view the details of the claims.

BHSD 7603 CCP EOB Export is a more detailed report than **BHSD 7601 CCP Provider EOB** and is sorted by denied then approved services, while **BHSD 7601 CCP Provider EOB** is sorted by clients.

BHSD 7602 CCP EOB PROVIDER HISTORY

To look up the EOB number associated to a submitted batch, search and select BHSD 7602 EOB Provider History report in the search bar.

The screenshot shows a search interface with a search bar containing '7602'. Below the search bar, there is a section titled 'Here is what I found:' with a close button (X). Underneath, there are filter buttons: 'All 1', 'Clients 0', 'Staff 0', and 'Forms 1'. The 'Forms 1' button is highlighted. Below the filters, there is a table with the following data:

Forms		
Undock	Name	Menu Option
	BHSD 7602 CCP EOB Provider History	/ Avatar MSO / Claims Processing

BHSD 7602 CCP EOB PROVIDER HISTORY

Select **Contracting Provider (1)** and click **Process (2)** to run the BHSD 7602 EOB Provider History report.



BHSD 7602 CCP EOB PROVIDER HISTORY

A crystal report will populate with the EOB number associated with the batch.

EOB	BATCH	Data Entry	Data Entry By	Program Name
597	1349	05/20/2022	CSM PROGRAMMING	
587	1330	04/29/2022	Tawanna Ramirez	
586	1328	04/29/2022	Stephannie Tran	
585	1327	04/29/2022	Stephannie Tran	
584	1326	04/29/2022	Stephannie Tran	
583	1329	04/28/2022	Dipty Maybhate	
550	1303	04/18/2022	Scott Bray	
549	1299	04/17/2022	Scott Bray	
548	1296	04/08/2022	Dipty Maybhate	
547	1295	04/07/2022	Dipty Maybhate	
546	1294	04/07/2022	Dipty Maybhate	
545	1293	04/07/2022	Dipty Maybhate	
544	1292	04/07/2022	Dipty Maybhate	
543	1291	04/07/2022	Dipty Maybhate	

BHSD 7603 CCP EOB EXPORT

Once the EOB number has been obtained from the BHSD 7602 EOB Provider report, search and select **BHSD 7603 CCP EOB Export** in the search bar.

Advanced Client Search

7603

Here is what I found:

All 1 Clients 0 Staff 0 Forms 1

Forms		
Undock	Name	Menu Option
	BHSD 7603 CCP EOB Export	/ Avatar MSO / Claims Processing

BHSD 7603 CCP EOB EXPORT

Enter the **Contracting Provider (1)**. The EOB number associated with the provider will populate in the drop-down menu in **EOBID (2)**. Select the EOB number and click **Process (3)** to run the report.

The screenshot displays the 'BHSD 7603 CCP EOB EXPORT' interface. On the left, there is a sidebar with the title 'BHSD 7603 CCP EOB Export'. The main content area features a dark blue header with a dropdown arrow. Below the header, there are two input fields: 'Contracting Provider *' (marked with a blue circle '1') containing 'MH (30700)' and a search icon, and 'EOBID' (marked with a blue circle '2') containing '1006' and a dropdown arrow. To the right of the input fields are three buttons: 'Process' (marked with a blue circle '3'), 'Discard', and 'Add to Favorites'.

BHSD 7603 CCP EOB EXPORT

Select “Microsoft Excel (XLS)” in **Format** field (1) and select ‘OK’ (2) to export the report into Excel.

Print Report **Export**

Format: Microsoft Excel (XLS) **1**

Column Width

Column width based on objects in the: Whole Report

Constant column width (in points): 36

Export page headers and page footers: Once per report

Create page breaks for each page All pages

Convert date values to strings From: 1 To: 1

Show gridlines

Ok **2** **Cancel**

BHSD 7603 CCP EOB EXPORT

A crystal report will populate with the service information and the status of the claims under the **A/P/D** column.

- A – Approved
- P – Pending
- D – Denied

EOB SUMMARY

EOB: 1006
 Batch: 2324
 Claim: 25,514
 Provider: [REDACTED] - MH (30700)
 Account: [REDACTED] MH CYF
 Provider Program Name: [REDACTED]
 Data Entry Date: 3/1/2022
 Total: \$19,041.22
 Check #

Member	Date of Svc	Proc Code	Proc Code Value	Svc Units	A/P/D	Tot Fee Table Amt	Expected Disburse	Member Copay
[REDACTED]	1/5/2022	T1017:HE	Case Mgmt. /Brokerage (T1017:HE)	15	D	0.00	0.00	0.00
	1/5/2022	96372	Subcutaneous/Intramuscular Inject 15 Min	12	D	0.00	0.00	0.00
	1/5/2022	96372	Subcutaneous/Intramuscular Inject 15 Min	15	D	0.00	0.00	0.00
	1/5/2022	H2010:HE:BB	Med. Support - non MD (H2010:HE:BB)	15	D	0.00	0.00	0.00
	1/5/2022	96372	Subcutaneous/Intramuscular Inject 15 Min	12	D	0.00	0.00	0.00
	1/5/2022	H2010:HE:BB	Med. Support - non MD (H2010:HE:BB)	15	D	0.00	0.00	0.00
	1/5/2022	H2010:HE:BB	Med. Support - non MD (H2010:HE:BB)	2	D	0.00	0.00	0.00
	1/4/2022	T1017:HE	Case Mgmt. /Brokerage (T1017:HE)	20	D	0.00	0.00	0.00
	1/3/2022	H2010:HE:BB	Med. Support - non MD (H2010:HE:BB)	4	D	0.00	0.00	0.00
	1/3/2022	T1017:HE	Case Mgmt. /Brokerage (T1017:HE)	20	D	0.00	0.00	0.00
	1/3/2022	H2015:HE:AA	Rehab(No MCare) (H2015:HE:AA)	20	D	0.00	0.00	0.00

Approved

BHSD 7601 CCP PROVIDER EOB

The **EOB Report** is no longer available for use, but the **BHSD 7601 CCP Provider EOB** is available for alternative use. The **BHSD 7601 CCP Provider EOB** does not contain as many fields as the **BHSD 7603 EOB Export**.

Search and select **BHSD 7601 CCP Provider EOB** in the search bar.

The screenshot shows a search interface with a search bar containing '7601'. Below the search bar, there are filter buttons for 'All 1', 'Clients 0', 'Staff 0', and 'Forms 1'. The search results are displayed under the heading 'Here is what I found:' and are categorized under 'Forms'. A table lists the search results:

Undock	Name	Menu Option
	BHSD 7601 CCP Provider EOB	/ Avatar MSO / MSO Reporting / Provider Management Reports

BHSD 7601 CCP PROVIDER EOB

Enter in **Contracting Provider** (1) and **EOB Number** (2) and click **Launch EOB Report** (3).

The screenshot shows a web application interface for generating an EOB report. At the top right, there are three buttons: "Submit", "Discard", and "Add to Favorites". On the left side, there is a sidebar with "Provider EOB Report" and "Online Documentation" links. The main content area has a dark blue header with a dropdown arrow. Below the header, there are two input fields: "Contracting Provider" (with a blue circle '1' next to it) containing "MH (30700)" and "EOB Number" (with a blue circle '2' next to it) containing "EOB: 00000950 Date: 0*/2". A search icon is between the two input fields. Below the "EOB Number" field is a "Launch EOB Report" button (with a blue circle '3' next to it).

PROCESS PROVIDER EOB REPORT

A crystal report will pop up containing the EOB Summary.

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

Provider EOB Report
 as of 5/20/2024

Remittance Advice EOB Number: 950 EOB Amount: \$630.24 EOB Date: 1/21/2022
 Check #: Check Amount: Check Date:

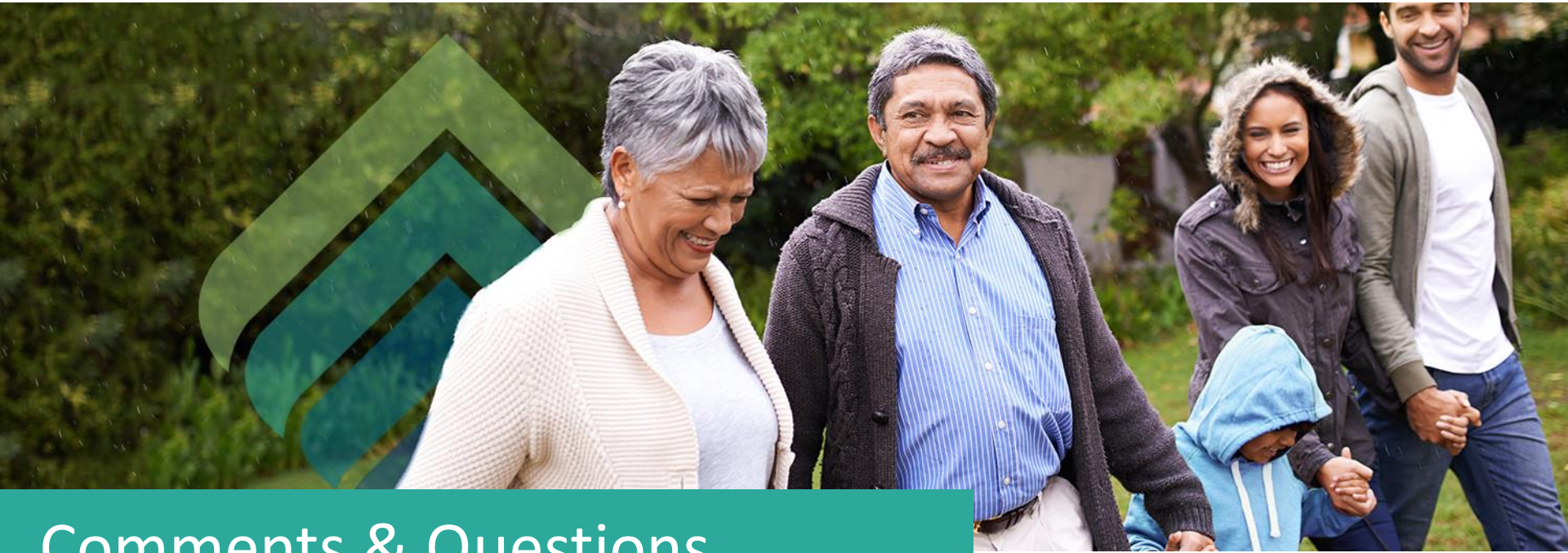
[Redacted] MH (30700) Page: 1

Client Name (ID): [Redacted] DOB: [Redacted] Gender: F

Date Claim Received: 01/21/2022										
Batch SvcReff#	Claim #	Auth #	Date of Service	CPT Code	Status	Claimed Amount	Allowed Amount	Denied/ Adjusted	Member Co-pay	Amount Paid
2284.00010	[Redacted]	[Redacted]	[Redacted]	[Redacted]	D	\$151.50	\$0.00	\$151.50	\$0.00	\$0.00
<i>The service was denied for the following reasons: CPT Code Invalid for Service Duration. Invalid Measurement Code for Procedure Code</i>										
2284.00011	[Redacted]	[Redacted]	[Redacted]	[Redacted]	D	\$151.50	\$0.00	\$151.50	\$0.00	\$0.00
<i>The service was denied for the following reasons: CPT Code Invalid for Service Duration. Invalid Measurement Code for Procedure Code</i>										
2284.00012	[Redacted]	[Redacted]	[Redacted]	[Redacted]	D	\$151.50	\$0.00	\$151.50	\$0.00	\$0.00
<i>The service was denied for the following reasons: CPT Code Invalid for Service Duration. Invalid Measurement Code for Procedure Code</i>										
2284.00013	[Redacted]	[Redacted]	[Redacted]	[Redacted]	A	\$327.24	\$327.24	\$0.00	\$0.00	\$327.24
								\$454.50		
									\$327.24	

Client Name (ID): [Redacted] DOB: [Redacted] Gender: F

Date Claim Received: 01/21/2022										
Batch SvcReff#	Claim #	Auth #	Date of Service	CPT Code	Status	Claimed Amount	Allowed Amount	Denied/ Adjusted	Member Co-pay	Amount Paid
2284.00004	[Redacted]	[Redacted]	[Redacted]	[Redacted]	D	\$121.20	\$0.00	\$121.20	\$0.00	\$0.00
<i>This client is not eligible for this service. Avatar Financial Eligibility Record check failed. Changing claim status to Denied and the reason to 31 - Patient cannot be identified as our insured. The service also has the following Denial notices: CPT Code Invalid for Service Duration. Invalid Measurement Code for Procedure Code</i>										



Comments & Questions