

## How to Clean up Outstanding SC 998s

It is important to first identify the location of the outstanding SC 998 – The following will show how to look in the Progress Note and Individual Client Services Maintenance window.

### Clinician's Home Page – Progress Note:

1. First, the clinician will identify the progress note matching the date of service of the outstanding SC 998.
2. Once identified, the clinician will open the progress note and click on the **show** button of the progress note service to identify the service code attached to the progress note.
3. The service window of the progress note will open. Check the service code field to verify if the SC 998 is attached to the progress note.

The screenshot displays a software interface with a table of services and an 'Enter/Edit Client Service' dialog box. The table has columns for 'For...', 'U...', 'SbUnit', 'Server', 'Date', 'Time', 'Du...', 'Service', 'F', 'L', 'C', 'A', 'I', 'E', 'O'. A row is highlighted with a date of '01/01/2016', a duration of '0:50', and a service code of '998 - PENDING VOID'. The dialog box, titled 'Enter/Edit Client Service', shows fields for Client (TEST, CLIENT), Unit (TRAINING UNIT), SubUnit (TRAINING SUBUNIT), and Service (PENDING VOID AND REENTRY 998). The service code '998' is highlighted in red in the dialog box. Other fields include Supervisor, Collateral Servers?, Start, Duration, Stop, Days, Quantity, Participants, Fee, Provided To, Provided At, Outside Facility, Contact Type, App. Type, Billing Type, and Intensity Type.

4. If this is the case, the clinician will notify the program manager and Admin staff.
5. The Admin staff will check if the service has been paid and this is done through the “Display Client Services” window.

- If the service has been paid, then the Admin staff will send a Void Request to MHBU for the original service to be voided.

Client: Closed - Adm SAI

Form #	Date	Thru	Time	Unit	SUnit	Server	Name	Service	Desc	Proc	Price	Balance	PSrc	Plan
05/02/2014	05/02/2014			6650	6651	10466		13	PLAN DEVELOPMENT	H0032	\$188.37	\$0.00	100	9117
05/02/2014	05/02/2014			6650	6651	10466		998	PENDING VOID AND R		\$0.00	\$0.00	9999	0

Primary Filters: Services in the past 0 Days Balances: All Services Current Payer: All

Options: Currently Viewing Information for Payments

Service Details: Payments

Svc	100-MEDI-CAL P9117	05/02/2014	\$188.37						\$188.37	
Type	Description	Date	Price	Adj	Std/MAP	Write Off	Payment	Balance	Denial	
Clm	Batch: 7434 Clm: 5575242 Ln: 1 (5	07/22/2014	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$188.37		
Pay	0005121486,621	08/13/2014	\$0.00	\$94.19	\$0.00	\$0.00	\$94.18	\$0.00		

Note: Once BHS Billing Unit has voided the service, it will appear "VOID"

Client: Closed - Adm SAI

Form #	Date	Thru	Time	Unit	SUnit	Server	Name	Service	Desc	Proc	Price	Balance	PSrc	Plan
10/24/2013	10/24/2013			6740	6741	1763		13	PLAN DEVELOPMENT	H0032	\$122.85	\$0.00	100	9104
10/24/2013	10/24/2013			6740	6741	1763		998	PENDING VOID AND R		\$0.00	\$0.00	9999	0
10/24/2013	10/24/2013			6740	6741	1763		802	NON-BILL MENTAL HE		\$0.00	\$0.00	9999	0
10/31/2013	10/31/2013			6740	6741	1763		30	PSYCHOTHERAPY - I	H2015	\$232.19	\$0.00	100	9104
11/05/2013	11/05/2013			6740	6741	1763		33	COLLATERAL 33	H2015	\$95.41	\$0.00	100	9104
11/05/2013	11/05/2013			6740	6741	1763		30	PSYCHOTHERAPY - I	H2015	\$232.19	\$0.00	100	9104

Primary Filters: Services in the past 0 Days Balances: All Services Current Payer: All

Options: Currently Viewing Information for Payments

Service Details: Payments

Svc	100-MEDI-CAL P9104	10/24/2013	\$122.85						\$122.85	Void
Type	Description	Date	Price	Adj	Std/MAP	Write Off	Payment	Balance	Denial	
Clm	Batch: 6450 Clm: 5078236 Ln: 1 (5	02/22/2014	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$122.85		
Pay	0004772728,4387	04/04/2014	\$0.00	\$61.42	\$0.00	\$0.00	\$61.43	\$0.00		
Clm	Batch: 7943 Clm: 5790638 Ln: 1 (5	11/17/2014	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		

Note: After the original service has been voided, the 998 will still appear in the client services display until it is deleted.

Client: Closed - Adm SAI

Form #	Date	Thru	Time	Unit	SUnit	Server	Name	Service	Desc	Proc	Price	Balance	PSrc	Plan
05/02/2014	05/02/2014			6650	6651	10466		13	PLAN DEVELOPMENT	H0032	\$188.37	\$0.00	100	9117
05/02/2014	05/02/2014			6650	6651	10466		998	PENDING VOID AND R		\$0.00	\$0.00	9999	0

Primary Filters: Services in the past 0 Days Balances: All Services Current Payer: All

Options: Currently Viewing Information for Payments

Service Details: Payments

- Once MHBU processes the void request, the Admin will create the corresponding Non-Billable service for the outstanding SC 998 and will notify the clinician.

Form #	Client	Unit	SubUnit	Server	Service	Date	Start Time	Duration
	TEST, CLIENT	9900 - TRAI	9901 - TRAIN		998 - PENDING	01/01/2016		0:50
	TEST, CLIENT	9900 - TRAI	9901 - TRAIN		30 - PSYCHOTI	01/01/2016		0:50

Form #: \_\_\_\_\_ Date: 01/01/2016 Client: TEST, CLIENT

Unit: TRAINING UNIT 9900 SubUnit: TRAINING SUBUNIT 9901

Loaded Assignment for Unit/SubUnit: 9900/9901  Single Contact

Treatment Team: \_\_\_\_\_ Server: \_\_\_\_\_

Supervisor: \_\_\_\_\_  Collateral Servers

Service: **NON-BILL MENTAL HEALTH SVS 802** 802 Lab: \_\_\_\_\_

S. Time: 0:50 Days/Part: \_\_\_\_\_ Person: C Place: A O. Fac: \_\_\_\_\_

T. Time: \_\_\_\_\_ Quantity: \_\_\_\_\_ C. Type: F A. Type: 1 B. Type: X

D. Time: 0:10 Fee: \_\_\_\_\_ I. Type: N EBP/SS

Payment Save Clear Delete Exit

- The Clinician will then locate the original progress note where she identified the SC 998 and double click to open.
- Once the progress note displays, the clinician will click the “Delete” button of the service section of the progress note.
- A new window will show confirming the deletion, click yes. SC 998 is now deleted.

Date: 01/01/2016

For...	U...	SbUnit	Server	Date	Time	Du...	Service	F	L	C	A	I	E	O
				01/01/2016		0:50	998 - PENDING VC	D	A	N		1	N	X

Import Remove Add Edit Delete Show

INDIVIDUAL PSYCHOTHERAPY/REHAE

CURRENT CONDITION (Include complain precipitators, strengths):

THERAPEUTIC INTERVENTION:

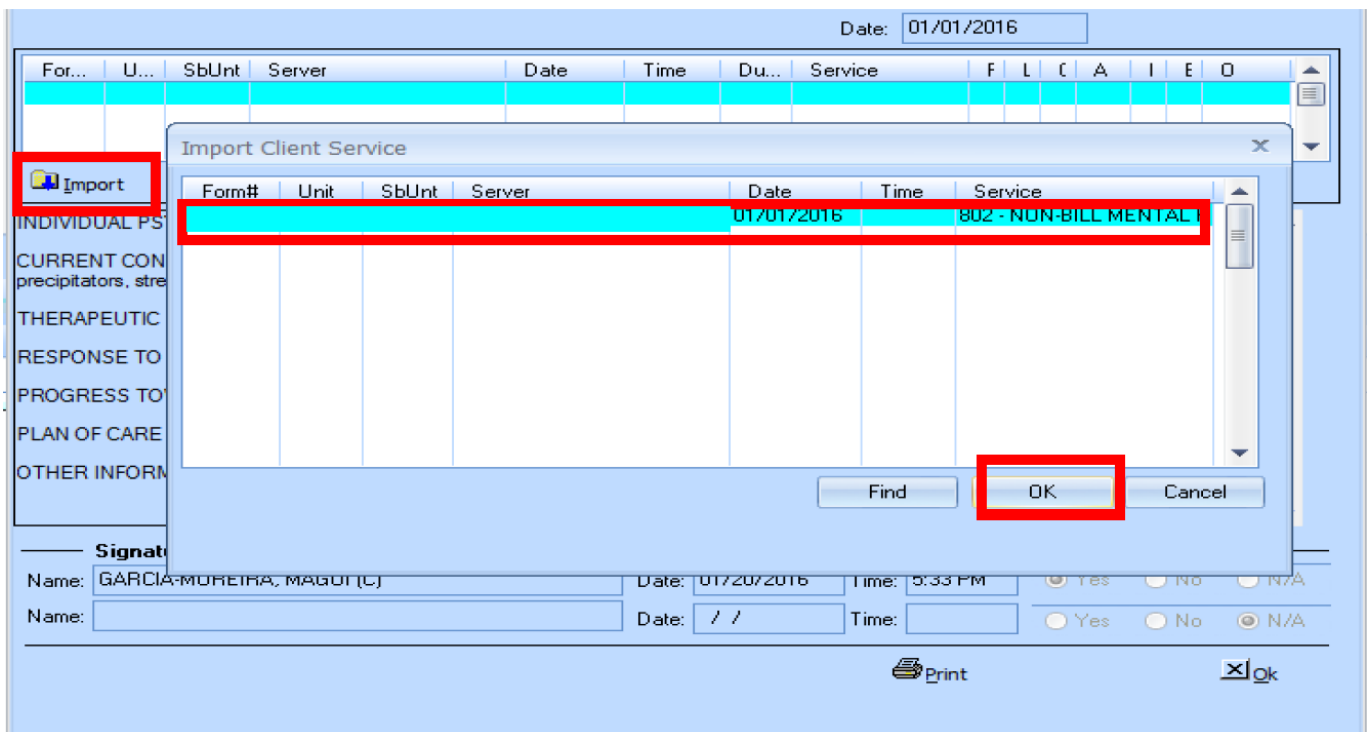
RESPONSE TO TREATMENT:

PROGRESS TOWARD MEASURABLE GOALS/OBJECTIVES:

QUESTION: Delete this service?

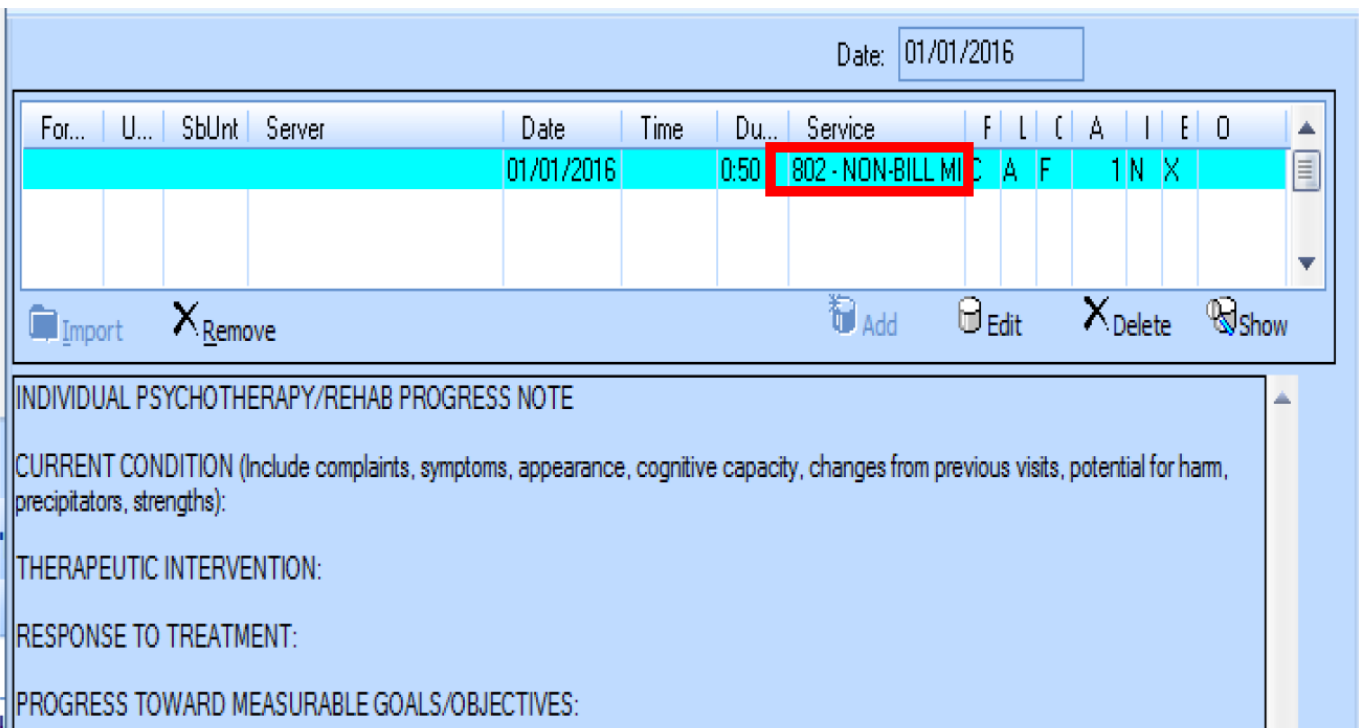
Yes No

- Click the "Import" button and a new window will display. Choose the correct non-billable service and click "ok"



- The Non-billable service code now displays in the progress note.

You are now done with the cleanup process!



## Admin View – Individual Client Services Maintenance Window

When the outstanding SC 998 is not attached to a progress note, it means that its location is in the Individual Client Services Maintenance window and it can easily be deleted from there.

This happens when the clinician makes the correction of importing the non-billable service code to the progress and selecting the “**Remove**” button to get rid of the SC 998 rather than the “**Delete**” button to permanently delete this service code.

Nonetheless, this is a much simpler process and it can be completed by the Admin staff only.

1. The Admin staff will open the Individual Client Services Maintenance window and enter the client’s ID and date of service for SC 998.
2. The service or services depending on how many services were provided on the same date will appear.
3. The Admin staff will double click on the outstanding SC 998 to bring it to the window for deletion.
4. Press the delete button and the outstanding SC 998 will be deleted from the system.

The screenshot displays the 'Individual Client Services Maintenance' window. At the top, there are sections for 'Selections', 'Defaults/Filters', and 'Applied Defaults/Filters'. The 'Selections' section shows fields for Form #, Date (01/01/2016), Client (TEST, CLIENT), Unit (TRAINING UNIT), SubUnit (TRAINING SUBUNIT), Server, and Service. The 'Defaults/Filters' section has checkboxes for Form #, Date, Client, Unit, SubUnit, Server, and Service. The 'Applied Defaults/Filters' section shows a list of selected values for Date, Client, Unit, SubUnit, and Server.

Below these sections is a table titled 'Editing Individual Service: 01/01/2016 - No Start Time - PENDING VOID AND REENTRY 998 - TEST, CLIENT'. The table has columns for Form #, Client, Unit, SubUnit, Server, Service, Date, Start Time, and Duration. The second row is highlighted with a red box:

Form #	Client	Unit	SubUnit	Server	Service	Date	Start Time	Duration
	TEST, CLIENT	9900 - TRAI	9901 - TRAIN		802 - NON-BILL	01/01/2016		0:50
	TEST, CLIENT	9900 - TRAI	9901 - TRAIN		998 - PENDING	01/01/2016		0:54
	TEST, CLIENT	9900 - TRAI	9901 - TRAIN		30 - PSYCHOTF	01/01/2016		0:56

Below the table is a detailed view of the selected service. The 'Service' field is highlighted with a red box and contains 'PENDING VOID AND REENTRY 998' with the value '998'. Other fields include Form #, Date (1/1/2016), Client (TEST, CLIENT), Unit (TRAINING UNIT), SubUnit (TRAINING SUBUNIT), and various assignment and treatment team options. At the bottom right, there are buttons for 'Payment', 'Save', 'Clear', 'Delete' (highlighted with a red box), and 'Exit'.