



Division of Public and Behavioral Health Policy

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1.0 Policy

It is the Policy of the Division of Public and Behavioral Health (DPBH), Substance Abuse, Prevention, and Treatment Agency (SAPTA) that all providers, in accordance with 505 (a) of the Public Health Service Act (42 US code 290aa-4) which directs the Administrator of the Substance Abuse and Mental Health Services Administration (SAMHSA), to collect items including admission and discharge data.

Before attempting to delete a service, read the guidelines listed below. It's important to remember that **progress notes are linked to services behind the scenes. Deleting a service will not void a progress note.**

- Services must be open in order to be deleted.
- If the service has been billed, closed, and claimed you **MUST** contact the SAPTA Avatar HelpDesk for support. There are additional few steps in order to get the progress notes voided to match up with the billings that will then need to be deleted.
- If the service was entered via a progress note, the progress note also needs to be voided. See **Void Progress Note** policy and procedure.

Only designated Superusers from each facility will have the ability to access the **Delete Service** form. Questions and concerns should be directed to the Avatar Training and Support Team.

2.0 Procedure

1. Before deleting a service, check the **Client Ledger** to ensure the service is posted and the charge is open.

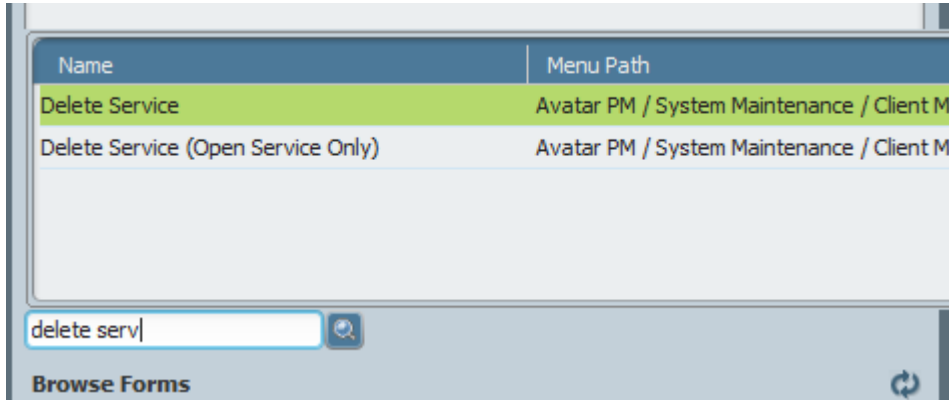
EPISODE NUMBER	DATE	SERV	UNT	CHG	GUAR	GUARANTOR LIABILITY	AMOUNT RCVD	POSTING CODE	POSTING CODE TYPE	DATE POSTED	DATE BILLED	CLAIM NUMBER	LINE BALANCE
1	2	03082016	H0005	1.00	32.57	60	32.57	-----	-----	-----	-----	OPEN	32.57
(GRAND TOTAL: 32.57)													
TOTAL BALANCE BY GUARANTOR													
1)	SAPTA LT					60:	32.57						

2. If the service code that needs to be changed reflects **OPEN** in the **Claim Number** column, you are okay to proceed.
 - a. If not, contact the SAPTA Avatar HelpDesk.
3. Navigate to the **HOME** screen.
4. In the **Search Forms** field, type in **Delete Service**.
 - a. Double-click the highlighted selection.

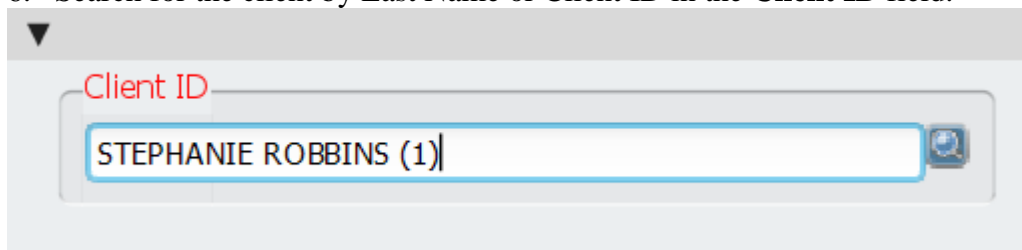


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5. The **Delete Service** window will appear.
6. Search for the client by Last Name or Client ID in the **Client ID** field.



7. Enter the **Start Date** and **End Date** for the date range of the service you are attempting to delete.
 - a. If you have the exact date, your searched results will be limited and it would be easier to locate the service.

A screenshot of two date selection fields. The first field is labeled 'Start Date' and contains the date '05/09/2016'. The second field is labeled 'End Date' and contains the date '05/09/2016'. Both fields have a calendar icon and buttons for 'T' and 'Y'.

8. Next, click **Display Client** in the middle of the page.



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▼

Client ID
STEPHANIE ROBBINS (1)

Would You Like To Post A Charge Reversal Against The Selected Services?
 Yes No

Start Date
05/09/2016 [T] [Y]

End Date
05/09/2016 [T] [Y]

Charge Reversal Code
[Dropdown]

Display Client [Button] Delete [Button]

9. The Service Delete window displays.

10. Click on the box next to the appropriate service that needs to be deleted.

- Ensure the **Date of Service, Service Code, Episode, Unit, and Cost** are associated with the service you are attempting to delete.
- Once the box is checked, the service will be highlighted.

Avatar 2016 - Service Delete

ROBBINS, STEPHANIE (1) -T : Service Has Transfers

	Date Of Svc	Service	PracID	Ep	Units	Cost
<input checked="" type="checkbox"/>	05/09/2016	H0047	000006	1	1	63.04

OK [Button] Cancel [Button]

11. Click **OK**.

12. The service has now been selected but not deleted.

13. Click **Delete**.



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Client ID: STEPHANIE ROBBINS (1)

Would You Like To Post A Charge Reversal Against The Selected Services?
 Yes No

Start Date: 05/09/2016

End Date: 05/09/2016

Charge Reversal Code: [Dropdown]

Buttons: Display Client, Delete

14. A display will appear reflecting the services that will be deleted.
a. Click **OK**.

Avatar 2016 - The following services will be deleted.

Date Of Service	Service	Practitioner	Episode	Units Of Service	Cost Of Service
05/09/2016	H0047	000006	1	1	63.04

Buttons: OK

15. A warning will appear to confirm that you want to continue filing the deletion.
a. Click **YES** to delete, or **NO** to cancel.

Avatar 2016 - WARNING!

Continue filing?

Buttons: Yes, No

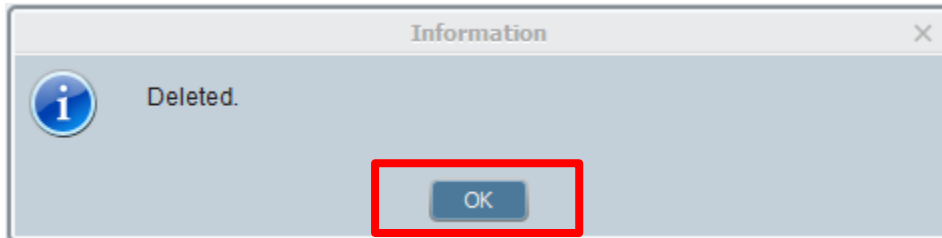
16. If you clicked **Yes**, an information display will appear confirming the service(s) have been deleted.



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a. Click **OK**.



17. The **Delete Service** form will return to a blank sheet.

18. This service(s) have now been deleted. If you need further assistance, please contact the SAPTA Avatar HelpDesk.