## 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.

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- 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.

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

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

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

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7. 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.

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

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11. Click the "Import" button and a new window will display. Choose the correct nonbillable service and click "ok"

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

## You are now done with the cleanup process!

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## 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.

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