



COUNTY OF SANTA CLARA  
**Behavioral Health Services**

**EOB REPORT**  
REV. 11/01/2022

## REVISIONS

Date	Slides	Revisions
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.

# EOB REPORT

The EOB Report Export provides the approval/pending/denial status of the services within a submitted batch.

To obtain the EOB number, the following must occur:

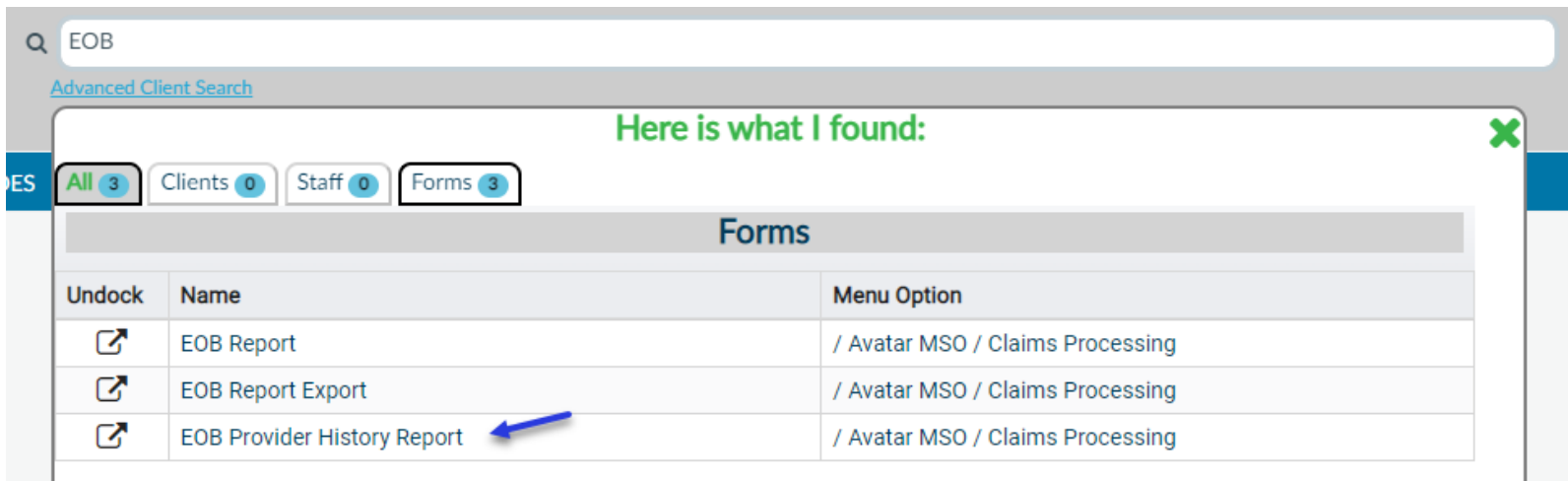
- Claims Team needs to close the batch.
- Run the EOB Provider History Report to obtain the EOB number associated with the batch submitted.
- If there is no EOB number, please reach out to the Claims Team at [CSCCCPClaimsGroup@hhs.sccgov.org](mailto:CSCCCPClaimsGroup@hhs.sccgov.org).

Once batch has been closed and EOB number was obtained from the EOB Provider History Report, run the EOB Report Export to view the details of the claims.




**EOB Report** is still an active report, but **EOB Report Export** is a more detailed report.

# EOB PROVIDER HISTORY REPORT

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

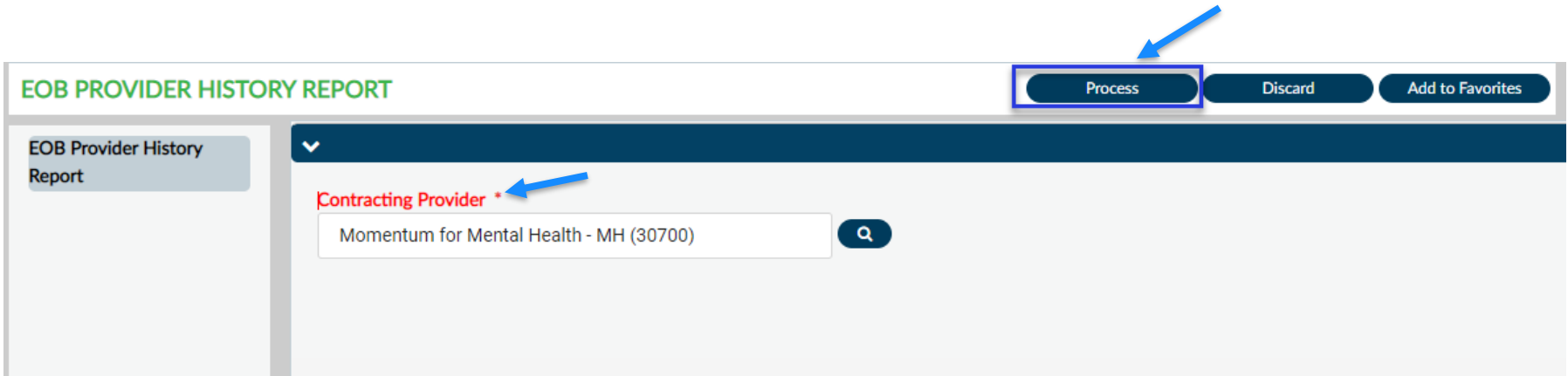


The screenshot shows a search interface with a search bar containing 'EOB'. Below the search bar, there are filter buttons for 'All 3', 'Clients 0', 'Staff 0', and 'Forms 3'. The search results are displayed under the heading 'Forms' and include a table with three rows. A blue arrow points to the 'EOB Provider History Report' entry in the table.

Undock	Name	Menu Option
	EOB Report	/ Avatar MSO / Claims Processing
	EOB Report Export	/ Avatar MSO / Claims Processing
	EOB Provider History Report	/ Avatar MSO / Claims Processing

# EOB PROVIDER HISTORY REPORT

Select **Contracting Provider** and click **Process** to run the EOB Provider History Report.



# EOB PROVIDER HISTORY REPORT

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	
542	1290	04/07/2022	Dipty Maybhate	

# EOB REPORT EXPORT

Once the EOB number has been obtained from the EOB Provider Report, search and select **EOB Report Export** in the search bar.

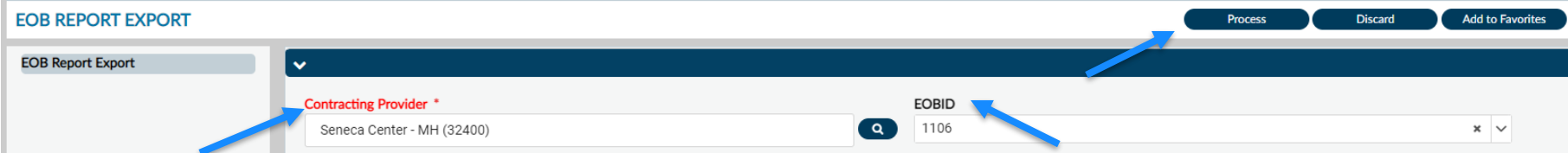
The screenshot shows a search bar with the text "Eob report export" and a magnifying glass icon. Below the search bar is a link for "Advanced Client Search". A green heading reads "Here is what I found:". Below this are filter buttons for "All 1", "Clients 0", "Staff 0", and "Forms 1". A section titled "Forms" contains a table with the following data:

Undock	Name	Menu Option
	EOB Report Export	/ Avatar MSO / Claims Processing

A blue arrow points to the "EOB Report Export" entry in the table.

# EOB REPORT EXPORT


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

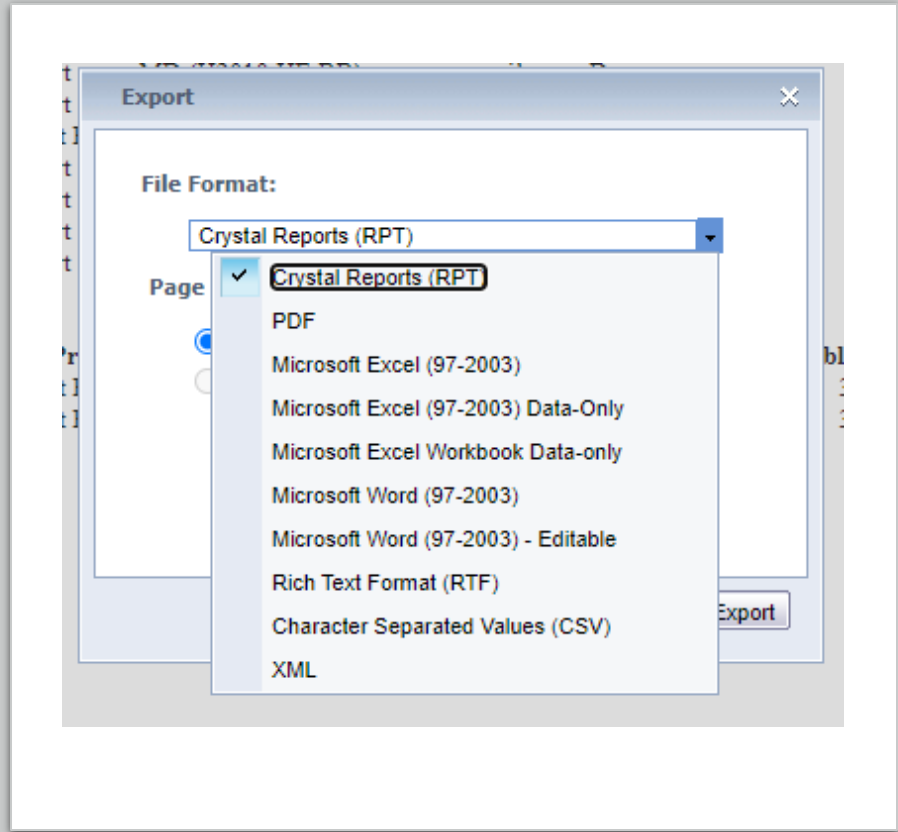
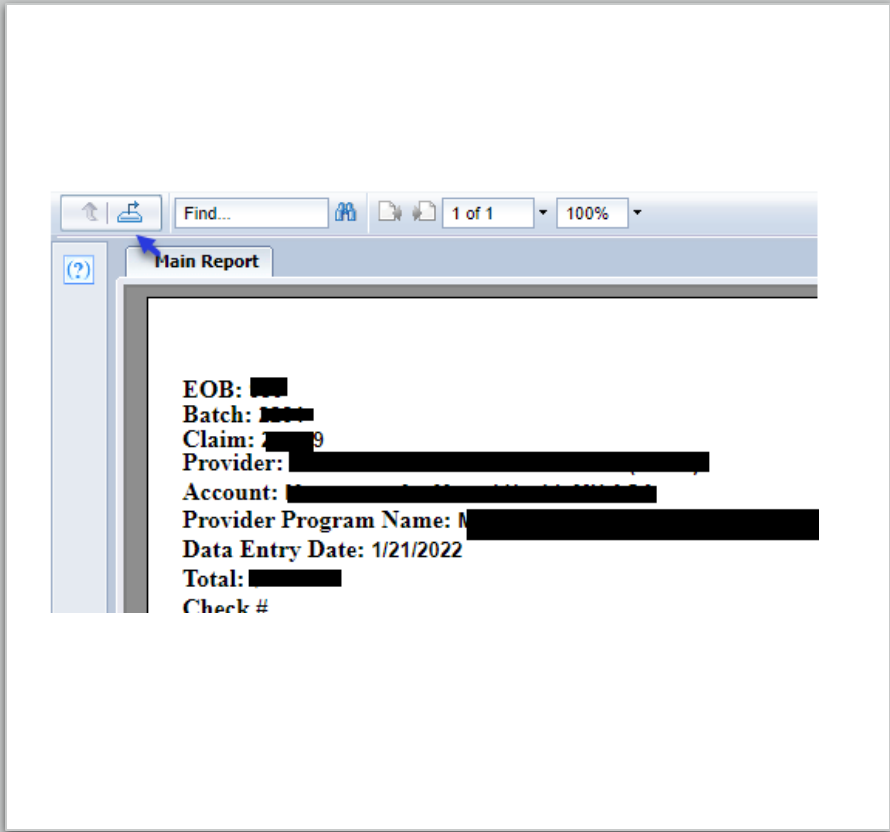


The screenshot shows a web form titled "EOB REPORT EXPORT". On the left, there is a sidebar with a tab labeled "EOB Report Export". The main form area contains a dark blue header bar with a dropdown arrow on the left. Below this, there are two input fields: "Contracting Provider \*" and "EOBID". The "Contracting Provider" field contains the text "Seneca Center - MH (32400)". The "EOBID" field contains the number "1106". To the right of the "EOBID" field is a dropdown arrow. Above the form, there are three buttons: "Process", "Discard", and "Add to Favorites". Three blue arrows point to the "Contracting Provider" field, the "EOBID" field, and the "Process" button.



# EOB REPORT EXPORT

To export the report to a different format, click the  icon. Choose the format the report would be exported to and click Export.



# EOB REPORT 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: 572  
 Batch: 1311  
 Claim: 3,115  
 Provider: Seneca Center - MH (32400)  
 Account: Seneca Center MH CYF  
 Provider Program Name: SENECA 485 N  
 1ST- F&C TBS  
 Date: 4/22/2022  
 Total: \$0.00  
 Check #

	Date of Svc	Proc Code	Proc Code Value	Svc Units	A/P/D	Tot Fee Table Amt	Expected Disburse	Member Copay	Member Deductible	Auth Number	Amount Billed	Third Party Paid	Remark Code	ClaimStatus
MHSENECA,TBS (2988)	12/10/2021	H2019:HE	Therap.Bx Svcs (TBS/MHS)	55	D	0.00	0.00	0.00	0.00	P1454	0.00	0.00		
MHSENECA,TBS (2988)	12/12/2021	H2019:HE	Therap.Bx Svcs (TBS/MHS) (H2019:HE)	35	D	0.00	0.00	0.00	0.00	P1454	0.00	0.00		31 - 31 - Patient cannot be identified as our insured.

# EOB REPORT

The **EOB Report** is still in use but does not contain as many fields as the **EOB Report Export**. Search and select EOB Report in the search bar.

The screenshot shows a search interface with a search bar containing 'EOB Report'. Below the search bar, there are filter buttons for 'All 4', 'Clients 0', 'Staff 0', and 'Forms 4'. The 'Forms 4' button is highlighted with a blue box. Below the filters, the text 'Here is what I found:' is displayed in green. Underneath, there is a section titled 'Forms' which contains a table with the following data:

Undock	Name	Menu Option
	EOB Report	/ Avatar MSO / Claims Processing

A blue arrow points to the 'EOB Report' entry in the table.

# EOB REPORT

Enter in **EOB Number** and **Contracting Provider** and click **Process**.

The screenshot shows a web interface for generating an EOB report. At the top left, the text "EOB REPORT" is displayed in green. Below this, a dark blue header bar contains a dropdown arrow on the left and three buttons on the right: "Process", "Discard", and "Add to Favorites". A blue arrow points from the "Process" button to the text above. The main form area has a light gray background. On the left, there is a sidebar with a tab labeled "EOB Report". The form contains two input fields: "EOB Number \*" with the value "580" and "Contracting Provider \*" with the value "Seneca Center - MH (32400)". A blue arrow points to the "EOB Number" field, and another blue arrow points to the "Contracting Provider" field. A search icon is located to the right of the provider field.

# PROCESS EOB REPORT

A crystal report will pop up containing the EOB Summary.

Run Date: 4/22/2022 04:59 PM Page 1 of 1

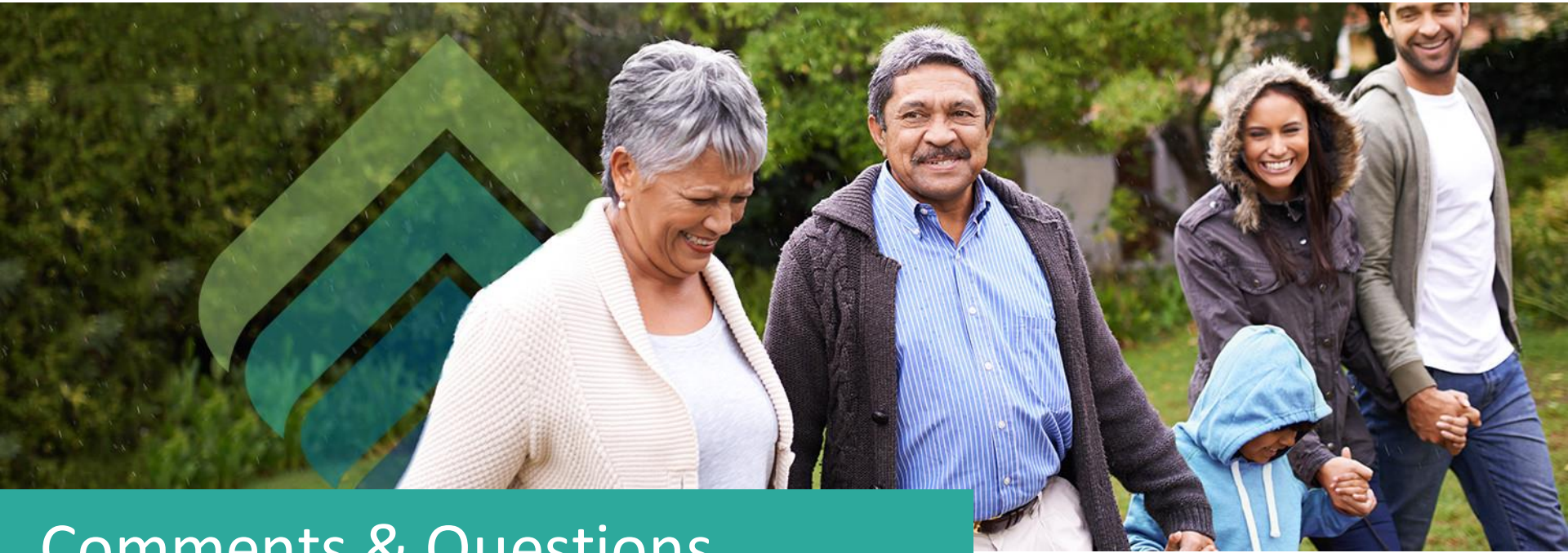
County of Santa Clara  
2425 Enborg Ln  
San Jose, CA 95128

### EOB SUMMARY - 580

**Provider :** Seneca Center - MH (32400) **Date :** 4/22/2022  
**Total :** \$428.80 **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
MHSENECA,AAP (2992)	WRAP12/4/2021	T1017:HK	A	173.60	173.60	0.00	0.00	P1462	0.00	<a href="#">0.00</a>
MHSENECA,AAP (2992)	WRAP12/5/2021	H2015:HK:A	A	255.20	255.20	0.00	0.00	P1462	0.00	<a href="#">0.00</a>
<b>Total Paid To Provider :</b>					<b>\$428.80</b>					



# Comments & Questions