



Eligibility with Patient Demographic Query & Update

This new feature in Lytec 2021 requires a contract with a clearinghouse such as Relay Health for eligibility inquiries. If you already have that feature, this upgrade will activate this new feature. If you do not, pricing can be found below the details that follow.

You can now complete a new or existing patient's demographic information as part of an eligibility check in Lytec. Once basic information for the patient has been entered into Lytec, performing an eligibility check will initiate a deposit of patient data into the existing Pending Patients feature. Then, you can update and import that information into the patient's record.

This query can be initiated from a few screens:

The screenshot displays three overlapping windows from the Lytec software. The top-left window is the 'Appointments, Thursday, December 17, 2020' menu, where the 'Patient Demo Quick Query...' option is highlighted with a red box. The middle window is the 'Insert Appointment' dialog box, showing fields for Patient Chart (300000230), Description (Sara Lee Pleu), and various insurance and payment balances. The 'Save and Query' button at the bottom is also highlighted with a red box. The right window is the 'Patients - Steve Lyshtuck' patient record screen, showing a 'Save and Query' button highlighted with a red box.

Once the eligibility results are returned, viewed, and closed:

The screenshot shows the 'Eligibility Verification Results' window. It contains the following information:

- Response: Completed Eligibility: Active
- Payer: Wisconsin Medicaid Demo
- Policy Holder: WEATHERWAX, LYNNE M
- Patient: WEATHERMAX, LYNNE
- Service: 7/31/2009 - 7/31/2009
- DOB: 11/29/1973 (Female)
- PCP: N/A
- Address: 123 TEST ST, MADISON, WI 53999

Below this information, there is a section for 'Active Coverage' and a 'Disclaimer' section stating: 'Eligibility information does not pre-authorize payment. Benefits are subject to all contract limits and the member's status on the date of service. The benefits information displayed is not a complete representation of plan details or terms. The information presented is limited to the type of inquiry submitted.'

The pending patients screen will open and show the fields that will be updated to match what the payor has on record for the patient, eliminating denials due to incorrect data:

Patient Information

Patient Chart: WEATHERWAX

Responsible Party: Self

Associations: Claim Information, Diagnosis/Reminders, Contacts, Appointments, Patient Images

Patent Information: P-WISCONSIN MEDL, Secondary Insurance, Tertiary Insurance

Last Name: WEATHERWAX
 Suffix:
 First Name: LYNN
 Middle Name: M
 Nickname:
 Address 1: 123 TEST ST
 Address 2:
 City: MADISON
 State: WI ZIP Code: 53999
 Home Phone: | | -
 Work Phone: | | - Ext: |
 Mobile Phone: | | -
 Bill patient automatically
 Social Security: - - -
 Sex: Female

Race:
 1 - American Indian or Alaska Native
 2 - Asian
 3 - Black or African American
 4 - Native Hawaiian or Other Pacific Islander
 5 - White
 6 - Other
 7 - Declined

Ethnicity:
 Language:
 Marital Status:
 Co-pay: \$0.00
 Home Email:
 Patient Code:
 Patient Type:
 Birth Date: 11/29/1973 47 years, 0 months
 New Patient Date: 11/03/2000 0 years, 1 months

Number of Visits Allowed/Used: P = 0 S = 0
 Primary Insurance Balance: \$0.00
 Secondary Insurance Balance: \$0.00
 Tertiary Insurance Balance: \$0.00
 Prepayment Balance: \$0.00
 Patient Balance: \$0.00
 Next Appointment: No Next Appointment
 Previous Appointment: No Previous Appointment

Eligibility Demographic Information

Modified Patient Information

Last Name: WEATHERWAX
 Previous Value: WEATHERWAX
 Street 1: 123 TEST ST
 Previous Value: (blank)
 City: MADISON
 Previous Value: (blank)
 State: WI
 Previous Value: (blank)
 Zip Code: 99999
 Previous Value: (blank)

Note that, as is true with eligibility information, the information returned may differ from one carrier to another.

Relay Health pricing plans offered from CHS:

- Claims, Remits, and Eligibility = \$105.00/month per provider plus a setup fee dependent on what you currently use and your office size
- Eligibility only (you don't need to change to a new claims clearinghouse if you don't want to) = \$35.00/month per provider plus a setup fee dependent on what you use for claims and your office size

* If you have eligibility setup with another clearinghouse this feature will work as well.