

# ALERT



»»»»» A MONTHLY UPDATE FOR FRIENDS AND CLIENTS OF DOCTORS ACCESS

APRIL 2007

## New Name

iLink Systems has changed its name to **Doctors Access**. We are launching the revision of our corporate identity to clarify and strengthen the position of the **Doctors Access** brand. This rebranding is a firm statement of our continued commitment to our customers and a celebration of the successful growth we are experiencing.

From all of us at Doctors Access - Thank you.

Come see our new website at **[www.doctorsaccess.com](http://www.doctorsaccess.com)**



## National Provider Identifier – UPDATE

Due to incorrect formatting of the new CMS-1500 (12-90) form, by various printing vendors, CMS has decided to extend the acceptance of the new form beyond their original date of April 1, 2007. At present, CMS is targeting enforcement of the new form for June 1, 2007. Read more online at **<http://www.cignagovernmentservices.com/articles/mar07/cope5434.html>**

As of May 23, 2007 CMS requires National Provider Identifiers on the electronic transmission of all claims. Failure to prepare could result in a disruption in cash flow. Every health care provider is required to get an NPI. Doctors Access has prepared a new release for our customers that will comply with both CMS' electronic NPI requirement as well as the revised Form CMS-1500 accommodating NPI (see note below). These changes are mandatory and every user will need to receive our NPI release. Failure to update will result in the rejection of all paper and electronic claims. If you have not already applied for your NPI and need to do so, you can apply by visiting **[www.cms.hhs.gov/NationalProvdentStand](http://www.cms.hhs.gov/NationalProvdentStand)**.

If you have your NPI but would like more information on how it will impact your practice, the Department of Health & Human Services has created an NPI Tip Sheet to help you in your preparation. You can find this document on the web at **[www.cms.hhs.gov/NationalProvdentStand/Downloads/EducatingCMSProviders4-24-06.pdf](http://www.cms.hhs.gov/NationalProvdentStand/Downloads/EducatingCMSProviders4-24-06.pdf)**

NEXT

## Doctors Access NPI Release – UPDATE

Doctors Access has prepared version 22.14 to address the submission of electronic and/or paper claim transactions using NPI. Due to the fact that many providers across the country are still not prepared, the newest version of the Doctors Access software allows for the user to turn NPI on or off at their convenience. To receive this version, please call the Doctors Access Support Line at **800.890.5545** or email **support@doctorsaccess.com**. If you have high speed Internet connectivity, the update can be downloaded automatically when you are ready.

## TennCare – UPDATE

Effective April 1, 2007 TennCare will be converting to AmeriChoice and Amerigroup. Below is the new payor information for these two groups, that need to be updated/added into your Doctors Access System.

**Americhoice** 95378 (Payor ID#) thru WEBMD  
Type: Commercial  
(United Product)  
Mail claims to: Americhoice  
3800 Avenue of the Cities  
Suite 200  
Moline, IL 61265  
Phone: 1-866-509-1593

**AmeriGroup** 27514 (Payor ID#) thru WEBMD  
Type: Commercial  
Mail claims to: Amerigroup  
ATTN: TN CLAIMS  
P.O. Box 62509  
Virginia Beach, VA 23466-9933  
EDI: 1-800-590-5745  
615-231-6065 (local Provider Relations)  
1-888-821-1108 (To check on claims)

## Online Support

Doctors Access offers support by phone, fax, email and now Instant Messaging. Have you tried our **Live Support** utility? **Live Support** is available to all Internet users. With **Live Support**, you gain instant online access to a Doctors Access Customer Service Representative in a private chat room. No more busy signals on the telephone or call backs! **Live Support** allows you to reach us when you need us the most. You can access **Live Support** by simply clicking on the **Live Support** button on the Doctors Access website (**www.doctorsaccess.com**).

We will be adding the **Live Support** button in your next update so you will be able to access Live Support from inside the Doctors Access system's navigation bar.

To request support by email, simply send your question to **support@doctorsaccess.com**

