

# ALERT



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

MAY 2007

## New Online Live Support

Tired of leaving messages and waiting for a callback? Those days are gone! Reach Live Support at [www.doctorsaccess.com/help](http://www.doctorsaccess.com/help) and click on the “Live Support” button. You will



be directed to a live Doctors Access Support Representative without the hassle of calling in and hoping to reach a live person v. leaving a message. Please begin enjoying instant access to your Doctors

Access Support Team. With our latest version of Doctors Access you can also have a direct connection to Live Support via the new “HELP” links strategically located throughout the system.

## NPI Update Now

Still not sure where you stand regarding the National Provider Identifier? Please visit: <http://www.cms.hhs.gov/NationalProvidentStand>. Contact Doctors Access at [www.doctorsaccess.com](http://www.doctorsaccess.com) help to download your latest version now which will allow your electronic and paper claims to include the NPI module.

## Claim Rejection Reminder

As a reminder, when you receive any type of rejection from a payer, please contact the payer or clearinghouse directly to obtain additional information on your claim rejection. In order for us to provide optimal and efficient response times within our Support Department, we ask that you please contact the payer first for resolution. The following Medicare article provides some of the common errors to watch out for when submitting your claims: <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0712.pdf>.

Below is a list of contact numbers when resolving claim rejections:

- **Medicare Claims Helpdesk (866) 520-4022**
- **WebMD/Emdeon Helpdesk (800) 845-6592**
- **BCBS of TN/NC Helpdesk (423) 755-5717**

For additional contact information on claim rejections, please contact your local payer representative or use the information located on the back side of the patient’s insurance card.

NEXT

## Medicare Secondary Payer (MSP)

Doctors Access is moving forward with our partnership with Emdeon Services to implement our new MSP module. This new module will allow you to submit all of your Medicare secondary claims electronically. Doctors Access is currently in the process of testing this new module with a beta group of existing customers and will provide you with an update in next month's Alert.

## AmeriChoice Update

Please note the required setup information on your AmeriChoice payer within Doctors Access:

### AmeriChoice

- **Payer ID = 95378**
- **Type = Network**
- **Clearinghouse = WebMD**
- **Address = 3800 Avenue of the Cities  
Suite 200  
Moline, IL 61265**
- **Phone = (866) 509-1593**

If you have any questions regarding the setup information, please contact our Support Department at [www.doctorsaccess.com/help](http://www.doctorsaccess.com/help) and click the **“Live Support”** button.

