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

JUNE 2007

Live Support Reminder

As a reminder, please enjoy our new Doctors Access Support service via **www.doctorsaccess.com/help**, and be connected to a live



Support Rep. With our latest version of Doctors Access you can 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/NationalProviderStand>**. Contact Doctors Access at **www.doctorsaccess.com/help** to download your latest version now which will allow your electronic and paper claims to include the NPI module.

PQRI News

The Centers for Medicare & Medicaid Services has posted Frequently Asked Questions (FAQs), in regards to PQRI readiness. You can access these FAQs by visiting the PQRI webpage at **www.cms.hhs.gov**.

Please note, that no changes are required within Doctors Access to allow for PQRI "readiness." The link below provides a direct link to our support site that will provide you with a detailed listing of the necessary codes to be submitted through your Doctors Access system, along with an outline of the PQRI requirements. All claims that are to include submission of the new PQRI codes, will need to be submitted with a '\$0.01' charge. Please view the documentation listed on this link to answer all of your questions **http://www.doctorsaccess.com/help/help_support-archive.html**

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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.

Patient Statements

Doctors Access now offers a complete suite of patient friendly billing statements designed to allow you to convert your existing billing output into patient friendly statements, bills, and letters customized specifically for each patient. The net result being enhanced patient satisfaction, improved financial performance, and reduction in billing-related customer service calls.

Tired of printing statements and stuffing envelopes? You can transmit your statement data electronically from Doctors Access and have someone else do this work for you! Please visit www.doctorsaccess.com/ixt-automation.html for more information. The service is only \$0.63 per statement, and that INCLUDES postage! Just let us know when you are ready to begin.

Electronic Medical Records (EMR)

Have you been considering going paperless? Consider the following benefits of seamlessly integrating Doctors Access with our EMR Solution:

- › **Easy to implement and use!**
- › **Roam using wireless option**
- › **Enter data directly and rapidly**
- › **See more patients per hour**
- › **Customize “on the fly”**
- › **Go paperless in 2 weeks**
- › **Use touchscreens! No mouse!**
- › **Cut charting time by 50%**
- › **Cut patient wait time by 50%**
- › **Automate your workflow**
- › **Train in one week**

For more information, contact sales@doctorsaccess.com

