

ALERT



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

SEPTEMBER 2007

FREE Web-Based Training

If you're feeling a little rusty, or you have a new staff member in your office that needs to learn how to use the system, Doctors Access is conducting FREE Webinar Sessions for the following refresher courses:

Tuesday, September 18th @ 8:30 a.m.

"How To Respond To, And Resolve Claim Rejections"

Wednesday, September 19th @ 8:30 a.m.

"How To Ensure I Am Properly Sending Electronic Claims"

Thursday, September 20th @ 8:30 a.m.

"Running Monthly Reports And Designing Reports"

All times are Central. Each Webinar is approximately 30 minutes in duration including a Question & Answer session. Please RSVP to info@doctorsaccess.com for the Webinar session/s you would like to attend, and a confirmation email with session log-in details will be sent to you.

Medicare PART B Online Updates (TN, ID, NC)

For the latest CMS-Medicare updates, please log onto the following CMS link:
<http://www.cignagovernmentservices.com/partb/pubs/news/index.html>

Doctors Access Support 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 regarding 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>.

NEXT

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

- Medicare Claims Helpdesk **(866) 520-4022**
- WebMD/Emdeon Helpdesk **(800) 845-6592**
- BCBS of TN and NC Helpdesk **(423) 755-5717**
- Administart/Medicare of IL, IN, KY, and OH **(877) 273-4334**
- Anthem of KY and IN **(800) 470-9630**
- Medicaid of KY **(877) 234-4275**
- Florida Medicare - FLMC **(904) 905-8880**

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

NOTE: As part of your standard CLAIMS Submission process, you **MUST ENSURE** that your acknowledgement reports are being downloaded and viewed for each CLAIM BATCH submission. If you are not receiving your acknowledgement reports, you **MUST CONTACT** your associated Clearinghouse. See the above list for contact information.

Automatically Email Patient Appointment Reminders

Decrease your no call/no show appointments. See immediate results. The program runs on the scheduler screen. You simply select the day you wish to send reminders for (assuming you have patient email addresses) then, view and confirm the patients whom you wish to send to....and hit send. The program will send a canned message reminding the patient of their appointment day and time.

There is a one time set-up fee of \$250. Then it's only \$15 a month for unlimited emails.

Please email **info@doctorsaccess.com** to add the Auto Email feature to your account.

