

# ALERT



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

OCTOBER 2007

## DA Version 22.201 NOW AVAILABLE

Now available for download, the latest version of Doctors Access software; Version 22.102, which now includes the following options:

- Update to NDC guidelines (data entry example: **N408729401094 GR1**)
- Update for Pennsylvania BC loop 2010AA (box 33B)
- Update for Minnesota BC CMS-1500 line item date
- 2008 ICD-9 codes

## 2008 ICD-9 Codes RELEASED

The new list of 2008 ICD-9 codes are now available for download via your Doctors Access software. Be sure to click on our ALERTS section of the website ([www.doctorsaccess.com/help](http://www.doctorsaccess.com/help)) to learn how you can load these latest codes into your Doctors Access software.

## DA In-House Training

Do you have new employees in your office that have never been thru a formal training on your Doctors Access System? If you answered "YES" to that question, then you should contact our LIVE SUPPORT department at [www.doctorsaccess.com/help](http://www.doctorsaccess.com/help) and request a seat to our next 'In-House' training class, being held Wednesday, **October 24, 2007**. This 4 hour training class will include:



- Full overview of the Appointment Module
- Full overview of inputting patient information (demographic, insurance, Dx, and Visit information).
- Purpose and function of day sheets and reports
- Proper database backup procedures

Seats are limited and will be reserved on a first come first serve basis. Reserve your seats now for \$150.

**NEXT**

## DA On-going Webinar Sessions

Due to the high volume and popularity of last month's free 30 minute Webinar sessions, Doctors Access will continue to offer these sessions in the future. In order to provide optimal service with these sessions, we need your feedback. Please email topics or areas in the DA system that you would like to learn more about, and send your requests to **support@doctorsaccess.com** and be sure to include:

- 1. Your Name
- 2. Your Practice Name or Provider Name
- 3. Topic of interest
- 4. Preferred times for the 30 minute Webinar session
- 5. Your email address!

## 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>**

**Effective October 2, 2007**, all Medicare Remit Easy Print (MREP) users must download the code update file to be used in conjunction with the MREP software. In order for the codes to update the most current version of MREP must be downloaded and installed from the Centers for Medicare and Medicaid Services (CMS) website (**[www.cms.hhs.gov/accesstodataapplication](http://www.cms.hhs.gov/accesstodataapplication)**). Click on the Medicare Remit Easy Print (MREP) – the latest version link, click on OPEN, click on the CODE GROUP icon to download the code list. You may also **view** or print a hard copy of the most current CARC and RARC lists from the Washington Publishing Company website at **<http://www.wpc-edi.com/codes>**.

Should you need assistance in downloading the code update file, please call our EDI Helpdesk at **866.352.1608** for **North Carolina** providers and **866.520.4022** for **Tennessee/Idaho** providers

## 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>**

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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**
- **Medicare Claims Helpdesk (866) 520-4022**

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.

**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.

## **Why Are You Stuffing Envelopes???**

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](http://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. [info@doctorsaccess.com](mailto:info@doctorsaccess.com)

