

ALERT



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

DECEMBER 2007

Upcoming Quarterly DA Free Webinar Classes (JANUARY 2008)

With all the rave reviews from our last Web-based sessions, Doctors Access is proud to present our next series of topics, to be covered in January 2008. The following sessions will be held:

1. **Tuesday, January 15th, 2008 @ 12:00 p.m.**
“How to respond to, and resolve claim rejections”
2. **Wednesday, January 16th, 2008 @ 12:00 p.m.**
“How to properly backup and verify backup of your DA database”
3. **Thursday, January 17th, 2008 @ 12:00 p.m.**
“How to run monthly A/R audits and process patient statements”

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 the session log-in details will be sent to you.

Top 5 Claim Rejection Issues:

If you are receiving one of the following rejections from any payer:

1. “Rendering Provider ID is required”

- › Verify the provider ID you are billing is valid via the >OFFICE>PROVIDER screen.
- › Verify that you are sending the provider ID in the correct location for your electronic claims, along with the NPI number setup for each provider via the >OFFICE>PROVIDER screen. (review videos at http://www.doctorsaccess.com/help/help_npi.html).

2. “Rendering Provider TaxID is required”

- › If you are billing NPI, at this time you will still need to send in your federal tax ID on claims for the rendering provider as well as the billing/pay-to tax ID until notified otherwise.

3. “Rendering Provider Tax ID Qualifier is Required”

- › If you are billing NPI, at this time you will still need to send in your federal tax ID on claims for the rendering provider as well as the billing/pay-to ID until notified otherwise. Qualifiers are controlled by the PAYER TYPE that you have setup under each payer within the >OFFICE>PAYER INFORMATION screen.

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4. “Unable to Identify Provider”

- ▶ Make sure that you have registered your NPI with the insurance company, during dual use strategy; payers are using a crosswalk to match your legacy provider ID with registered NPI. Contact your local payer for questions.

5. “PIN/NPI Crosswalk Error”

- ▶ Make sure that you have registered your NPI with the insurance company, during dual use strategy, payers are using a crosswalk to match your legacy provider ID with registered NPI. Contact your local payer for questions.

Patient Statements:

Why are you stuffing envelopes??? Doctors Access allows you to convert your existing billing output into patient friendly statements, bills, and letters customized specifically for each patient. Statement information is electronically transmitted so you don't have to stuff any envelopes! This could be you:

“We have been using electronic statements for several years. This month I sent out 1,400 statements and it only took me ten minutes and only one staff person to complete the job. There is no way I would ever go back to paper manual statements! It would take two people all day to prepare them for mailing.”

Denise Olsen
Practice Administrator

Medicare Part B Basic Workshops - Tennessee:

The 2008 “Medicare Fundamentals” workshops are coming in January! The curriculum is designed for people who are relatively inexperienced in filing claims to Medicare. Consider the benefits of receiving instruction that will:

- ▶ Provide a good foundation for your compliance with Medicare rules and regulations.
- ▶ Increase your awareness of resources and tools that will help answer your Medicare questions.
- ▶ Help make your job easier by reducing the need for refiling of claims, requesting appeals, and refunding overpayments.

If you or your staff members have less than two years experience filing Medicare Part B claims for professional services, clinical lab, and diagnostic tests, sign up now. Visit the following link to sign up now: http://www.cignagovernmentservices.com/partb/education/TN/wrkshp_sem_TN.html Space is limited, so please hurry!!!

NEXT

CMS - Medicare/Medicaid Online Manual Resources:

Centers for Medicare and Medicaid Services offers great online resources to some of your day-to-day questions regarding claims. Please visit the following link to answer some of those burning questions: <http://www.cms.hhs.gov/Manuals/IOM/list.asp>

Medicare Secondary Claims Processing Update:

Doctors Access is in the final stages of implementing its own Medicare Secondary Claims (MSP) module. Final stages of testing are underway with Medicare and a release date is set for early 2008.

Receive a \$100 Gift Card:

Refer a new customer to Doctors Access and we'll send you a thank you note AND a \$100 gift card! Send us an email to let us know who to contact: sales@doctorsaccess.com Simple enough!

