

ALERT



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

JANUARY 2008

CMS Warns Providers: “Hundreds Of Thousands Of Claims May Be Rejected Due To NPI”

The Centers for Medicare & Medicaid Services (CMS) has indicated that a significant percentage of Medicare claims it receives still do not include the National Provider Identifier (NPI), and that they (CMS) will reject these claims beginning March 1, 2008. On that date, Medicare fee-for-service claims must include an NPI in the primary provider fields (i.e., the billing, pay-to provider and rendering provider fields). Providers may continue to submit claims with NPI/legacy pairs in these fields, or with only the NPI. The secondary provider fields (i.e., referring, ordering and supervising) may contain only the legacy number.

Please note that Doctors Access will be releasing an update in February that will automatically remove Medicare legacy numbers. The update will be posted via our support site at www.doctorsaccess.com/help

This update is in preparation of Medicare’s “informational” notices, that effective March 1, 2008 Medicare claims will be filed with NPI numbers only. *Please DO NOT attempt to remove the Medicare legacy numbers from your DA system.*

Also, please refer to this link for additional tips regarding NPI: <http://blog.hittransition.com/2007/10/medicare-to-rej.html>

Informational Edit Messages On Medicare Reports

If you currently submit your claims direct to Medicare via the CIGNA clearinghouse in your Doctors Access system, you may already notice “Informational” edit messages appearing on your confirmation reports. Please note that if you are receiving messages on your confirmation reports which state, “**M402-NPI only will be Req’d - INFORMATIONAL**”, these notices are only informational and **ARE NOT RESULTING IN REJECTED** Claims. This notice is to make you aware of the upcoming Medicare edit changes going into effect March 1, 2008, as stated in the first section of this Alert. There is no need to contact DA Support regarding these reports.

NEXT

DA Users Group Meeting

Doctors Access would like to offer an open invitation to all Doctors Access system customers, to our first DA Users Group Meeting. This meeting will be an intense 1 day seminar which will be hosted by Doctors Access in Nashville in May 2008. Some of the topics and agenda items include:

1. Introduction to the Doctors Access Senior Management Team
2. DA Support tips and short-cuts
3. Expediting claims
4. Enhanced System overview (*The things you may not know about your DA system*)
5. Claim and system audit recommendations
6. System enhancements and future growth
7. Roundtable peer-group discussion forum
8. Application for DA User Group Board Membership

The DA User Group will allow you to have an active role in the real-time development of product enhancements and future feature sets. Members of the DA Users Group will have access to advanced system functionality prior to its global release. If you are interested in becoming a DA Users Group Member and you would like to participate in the seminar, please email us at **info@doctorsaccess.com** for further information and registration details.

NDC Update

Tired of having to type in your NDC numbers and values for each individual claim? Doctors Access now offers a new “NDC Default” module, which allows you to store your NDC numbers and values automatically for your electronic and paper claims. If you do not already have DA Version 22.223 or higher, then you need to update today to take advantage of our NDC module. After you install DA Version 22.223 or higher, please go to **www.doctorsaccess.com/help** and click on the “Alert/Support News” to review our step-by-step document on how to use our “NDC Default” module.

Patient Email Reminders

Patient “no shows” continuing to climb? Doctors Access has a new email reminder feature which allows you to automatically send individual appointment reminders directly to your patients’ email account. This is a great way to augment your phone reminder system. Plus, an email reminder gives you a time/date stamped record of the reminder. Please go online at **www.doctorsaccess.com/help** and click on Live Support to chat with a representative or send an email request to **info@doctorsaccess.com** to activate this feature in your Doctors Access system.

