

ALERT



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

MAY 2008

MAY 23, 2008 FINAL NPI DEADLINE!!!!!!

No more excuses! Effective May 23, 2008, all transmitted claims (paper & electronic) **MUST INCLUDE PROVIDER NPI NUMBERS**. If any provider listed within your system does not have their NPI numbers loaded (Rendering or Referring), this will result in a delay in reimbursement due to missing information. Payers/clearinghouses will no longer process claims based on PIN/Legacy/**PTan** numbers, they will process claims with NPI numbers only. Doctors Access will be releasing a new system update in early May to enforce this final requirement. **Please be on the look out** for our next Alert broadcast via fax and on our Support website for this update release at www.doctorsaccess.com/help

Emdeon/WebMD Support Requests

Effective February 2008, Emdeon/WebMD has implemented a new format for all provider related issues/questions. Note that all issues/questions related to Emdeon/WebMD are to be reported directly thru Doctors Access via our **LIVE SUPPORT** site at www.doctorsaccess.com/help



In lieu of this mandated change by Emdeon/WebMD, please note that resolutions on submitted issues/questions can result in a 3-4 day turnaround time.

Also note, that with increased number of calls directed to Medicare, in lieu of NPI mandates, all incoming issues/requests for Medicare may result in a 3-4 day turnaround time as well.

BC Edit Update

Effective April 1, 2008, BCBS started processing claims with Group NPI numbers. If the billing and rendering provider is NOT the same provider, you must report a GROUP NPI in the billing provider information and the rendering providers NPI must be reported in box 24j (2310B loop).

It is **important** to verify that the group NPI # reported in box 33a (2010AA loop) is on file w/ the payer and any Rendering NPI's (24j/2310B) on the claim are on file with the payer as well. For all users running DA version 22.260 or higher, please refer to our online document, titled, "**Rule Base Explanations**" for instructions on how to ensure that your BC claims submit the correct Group NPI. This document can be found at: www.doctorsaccess.com/help/help_support-archive.html

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Process for Handling Rejected Claims

Doctors Access is committed to providing efficient support with sufficient and reliable information. In order for us to do so, in regards to inquiries/issues on claim rejections, please be aware that prior to contacting a live Doctors Access Support Rep via www.doctorsaccess.com/help, you must be sure to **contact your payer directly for detailed information** as to **why the claim was rejected**. If you are unsure how to read your confirmation report or are missing a confirmation report, you will need to get as **much information as possible from the payer/clearinghouse first**. Below is an updated list of telephone numbers for the various payers/clearinghouses that Doctors Access currently interfaces with. (Please refer to the 'Emdeon/WebMD Support Request' section above for policies on addressing Emdeon/WebMD issues).

- BCBS EDI/Technical Claims Help Desk: **(423)535-5717**
- Medicare EDI/Technical Claims Help Desk: **(866) 520-4022**
- Administar/Medicare of IL, IN, KY and OH Claims Help Desk: **(877) 470-9630**
- Anthem of KY and IN: **(800) 470-9630**
- Medicaid of KY: **(877) 234-4275**

Please do not simply fax in claim rejections to Doctors Access, as we are unable to adequately provide sufficient responses to these faxes, **unless you have been instructed to do so from a Doctors Access Representative**. We thank you for your understanding and consideration regarding this matter.

MSP Webinar Course

Doctors Access is proud to offer our Electronic Medicare Secondary Claims Module (**MSP**). Due to the extensive and involved steps to ensure that your MSP module is **utilized correctly**, Doctors Access is **mandating** that all offices which are required to submit their Medicare secondary claims electronically - sign up for our **"MSP Webinar Course"**. There will be 3 separate 30- minute training session modules to complete the **"MSP Webinar Course"**. The course requires a one time fee of \$250 and a one time activation fee of \$100, both of which will be billed on your monthly invoice. For all offices that do not successfully complete the online **"MSP Webinar Course"**, there will be a fee of \$35 for each Support request that come into the Support Department regarding the new MSP module.

Offices having a staff member who has **successfully** completed the **MSP Webinar Course** will be ***exempt from any Support fees regarding MSP***.

Several dates and times will be provided for our **"MSP Webinar Course"** in a special Alert bulletin, so please be sure to keep an eye out next week for a **"MSP Webinar Course ALERT"**.

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Doctors Access Users Group Meeting

This was our first Users Group Meeting. Initially, we expected 10 offices to come. Well, that grew into over 50 offices being represented on April 23rd at the Gaylord Opryland Resort and Convention Center. There were over 60 attendees who spent the day learning about the latest features and shortcuts on how to best use the Doctors Access software as they manage their busy offices.

We also introduced new items such as: EMR, Email Appointment Notification, and something you should already be using with your DA software – Outsourced Patient Statements.

The end of meeting survey came back with positive remarks and recommendations on how to make our 2nd DA Users Group Meeting (coming in October) even better. Thank you for the great suggestions on ways we could improve the software. We heard you, and look forward to incorporating these features in future releases of Doctors Access!

Gail Carter from Nashville Skin Care won a free USB jump drive (Hello Gail – backup your data!). And, Joy Dement from Middle TN Plastic Surgery was the winner of a free iPod Nano. Very cool!

The day was a great opportunity to meet everyone and for each attendee to share ideas and business practices with each other. If you missed this 1st Users Group Meeting, **don't miss the next one!** Stay tuned for further information regarding October's DA Users Group Meeting!

Email Address

If you would like to receive our Monthly Alert via email, please send your email address to: **support@doctorsaccess.com**

Please type "DA Alert" in the subject line and identify your office name and account number in the body of the email.

Let us know if you would like to continue to receive a faxed version as well. If you have multiple staff members who benefit from receiving the Alert information, please provide their email addresses and we will make sure to include them on each Alert distribution.

We want to ensure that you and your staff are current and up-to-date with our latest Alert information. Your email address will remain confidential and will not be used for marketing purposes.

