

# ALERT



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

**MAY 21, 2008**

## **IMPORTANT NPI DEADLINE NOTICE (MAY 23, 2008):**

Effective May 23, 2008 and forward, ALL CLAIMS; paper and electronic, **must contain an NPI only** in both the primary (billing pay-to and rendering) and secondary (referring/ordering) fields of the claim. Any claims received by a payer with a PIN/PTAN/LEGACY in any field, may result in payment delays or will be rejected or returned as unprocessable.

Doctors Access has released Version 22.275 in conjunction with the May 23, 2008 deadline. This version has been released this week only to prevent and eliminate possible errors for those offices who may decide to "jump the gun" and submit their claims to payers who have not yet turned on the new NPI edits. Please note that some payers may NOT BE in compliance with the new NPI deadline requirements, although they are required to do so. This lack of preparation from those non-compliant payers may result in claim rejections. Please be sure to contact those payers directly if you encounter any rejections after loading the latest Doctors Access upgrade, prior to contacting a Doctors Access representative.

If you are not familiar with installing/downloading the latest DA upgrade please refer to the following web link: [http://www.doctorsaccess.com/help/support-archive/gd\\_da-update092107.pdf](http://www.doctorsaccess.com/help/support-archive/gd_da-update092107.pdf)

Upon successful installation of Version 22.275 or higher, please turn on the new "OMIT ALL PIN/PTAN/LEGACY" option. This option can be found via your DA login screen; by clicking on >UTILITIES>REGISTER/UPDATE>OTHER SETTINGS, then click on option #34 and click OK to confirm the change. NOTE: DUE TO DATABASE INTEGRITY, PLEASE **DO NOT SELECT** ANY OTHER OPTION LOCATED WITHIN THE "OTHER SETTINGS" screen unless otherwise instructed by a Doctors Access Representative.

**NEXT**

### **FREE ONLINE TRAINING COURSE:**

As part of our commitment to our customers, Doctors Access is offering another free web-based training course. This **FREE online class** will be held Wednesday, June 11, 2008 from 12:00 p.m. - 1:00 p.m. (Central). The course will focus on, "Resolving Rejected Claims" and will cover the following areas:

- Knowing if you have a rejected claim
- Reading confirmation reports from clearinghouses (WebMD, CIGNA, BC, etc.)
- Correcting claim errors and re-filing claims
- Disproving "timely filing"

To register, please send an email request to [info@doctorsaccess.com](mailto:info@doctorsaccess.com). An email response will be sent back to you, which will provide you with the direct web link, login credentials, call-in telephone number and time information for the class.

### **WHY BACKUP YOUR DATABASE?:**

Don't ever think it won't happen to you! **Data loss is the most common issue with offices.** Hard drives can and will eventually crash, without warning! Be sure to protect yourself and complete a **routine backup** of your Doctors Access database.

All data can be restored in a matter of seconds with a proper backup on any restored PC (*PCs must meet minimum DA requirements*).

A "compact and repair" function is run within the backup process, ensuring that erroneous data will not corrupt your DA database. If you are not currently doing a backup on a **daily** or weekly basis, please be sure to refer to our online manual at the following web link: <http://www.doctorsaccess.com/help/manual.pdf> and refer to CHAPTER 1.

### **MEDICARE SECONDARY CLAIMS – NEW MSP MODULE:**

Doctors Access is proud to announce that our latest module, Medicare Secondary Payers (MSP), is ready for release. This new module will allow you to:

1. Input all EOB information from Primary payers in preparation for Medicare secondary claims only.
2. Submit all Medicare secondary claims electronically – MEDICARE only.

All offices who would like to submit MSP electronically through DA will be required to participate in an online training course. To activate, a **one-time fee of \$200** will be incurred per office for implementation and online training.

**NEXT**

The dates for the course are June 10th from 8:30 a.m - 9:30 a.m. and/or June 18th from 12 Noon - 1 p.m. **Both times are Central.**

To register, please send an email request to [info@doctorsaccess.com](mailto:info@doctorsaccess.com). An email response will be sent back to you, which will provide you with the direct web link, login credentials, call-in telephone number and time information for the class. After you have registered for the class please be sure that you log onto our LIVE SUPPORT site at [www.doctorsaccess.com/help](http://www.doctorsaccess.com/help) , and contact a LIVE DA REP **to ensure that your system is configured ahead of time for the MSP module.** You must be running DA version 22.260 or higher to have the MSP module configured.

