

ALERT



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

JUNE 2008

AMERICHoice REJECTIONS

Americhoice, UHC of River Valley, Heritage National (payer ID 95378) have gone through many edit changes due to CMS guidelines to meet the edits in place during the NPI transitional period. This transitional period between the payer and the clearinghouses has brought many payer rejections. The clearinghouse has an edit in place to insert Rendering Provider information (2310B Loop) with provider name and tax ID leaving out the NPI when claims are passed through without a Rendering Provider loop.

Systems are now required to process based on NPI submission. With the NPI not crossing over in the inserted Rendering Provider loop, the payer rejects the claim after passing through Emdeon and ENS. These rejections were found on the Emdeon RPT-10 Payer report with the following message:

“ACK/RETURNED-ENTITY’s COMMERCIAL PROVIDER ID.-BILL PROV”

Not every provider has been affected by this edit in place but Doctors Access does want customers to be aware of the changes and that Doctors Access has issued an update to bypass the edit in place on the clearinghouse level. If you are not running **Version 22.313 or higher**, please be sure to download the latest version, and use the following link for instructions on downloading the update: http://www.doctorsaccess.com/help/support-archive/DA_Upgrade061208.pdf

Please login to LIVE SUPPORT at <http://www.doctorsaccess.com/help> for assistance in loading the updated version to resolve the issue and/or for additional questions regarding the edits in place.

NO REFERRING PROVIDER

Doctors Access has implemented the ability to transmit claims with a "Blank" provider name in box 17 of your electronic and paper claims, in accordance with various payer requirements, due to new NPI Edits. To submit your claims with a "Blank" Referring Provider simply click on the 'Referring Provider' drop down name on your VISIT screen and choose the option marked 'NONE.' If you have questions pertaining to this feature please login to LIVE SUPPORT at <http://www.doctorsaccess.com/help>

NEXT

MEDICARE SECONDARY CLAIMS - MSP TRAINING

Doctors Access is continuing to hold online training classes for our newest Module to allow offices to submit their secondary Medicare claims electronically directly thru Doctors Access.

This new module will allow you to:

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

All offices wanting to submit MSP electronically through DA are 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. The next dates for the course are **July 11th from 12:00 Noon - 1:00 p.m.** and/or **July 23rd from 12:00 Noon - 1 p.m. Both times are Central.** To register, please send an email request to 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 received a registration confirmation for the class, please be sure that you login to LIVE SUPPORT at <http://www.doctorsaccess.com/help> and contact a DA Support Representative **to ensure that your system is configured ahead of time for the MSP module.** You must be running DA version **22.306** or higher to have the MSP module configured.

EMAIL APPOINTMENT REMINDERS

Are you storing your patient email addresses in your Doctors Access system? If so, why not put it to work for you and start emailing your patients a personal reminder of their upcoming office appointments. Start emailing your patients today with our HIPAA compliant Email module. Go to our website at <http://www.doctorsaccess.com/help> and login to LIVE SUPPORT to schedule your Email Module training and setup.

NEXT

FREE ONLINE TRAINING COURSE

As part of our continued commitment to our customers, Doctors Access is offering another free web-based training course. This **FREE online class** will be held **Wednesday, July 16, 2008** from **11:30 a.m. - 12:30 p.m. (Central)**.

The course will focus on, "DESIGN REPORTS and REPORTS module" and will cover the following areas:

- How to use the DESIGN REPORT module and create your own saved reports.
- What kind of monthly reports should I rely on and why?
- Which audit reports can I rely on to ensure my claims are going thru?

To register, please send an email request to 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. When attending the training session, please be courteous to the other attendees by being on time. The course will start no later than 11:35 a.m.

DOCTORS ACCESS SUPPORT CLOSED JULY 4TH

In recognition of Independence Day, Friday July 4th, 2008, Doctors Access LIVE SUPPORT and Operations Dept. will be closed. If you need assistance on the 4th, please submit all questions and issues to support@doctorsaccess.com

From all of your friends at Doctors Access, we hope you are having a great Summer!

