

# ALERT



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

**JULY 2008**

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

- 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 claims electronically through DA will be required to participate in an online training course. To activate the MSP module, a one-time fee of \$200 will be incurred per office for implementation and online training.

**AUGUST 13 Noon to 1:00 P.M. (Central Time Zone)**

**AUGUST 29 11:00 A.M. to Noon (Central Time Zone)**

To register for either class, 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 22.320 or higher to have the MSP module configured.

## **CIGNA GOVERNMENT SERVICES EDUCATIONAL COURSES**

Want to learn more about CMS-1500 requirements, or what qualifies as a MSP claim? The weblinks below will direct you to CGS online courses that cover a wide variety of educational courses dealing with various 'billing' topics.

[http://www.cignagovernmentservices.com/medicare\\_dynamic/Education/index.asp](http://www.cignagovernmentservices.com/medicare_dynamic/Education/index.asp)  
<http://www.cignagovernmentservices.com/partb/enrollment/index.html>

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## DOCTORS ACCESS OFFERS NEW TRAINING CLASSES

In response to our last Users Group Meeting held in April, Doctors Access is proud to offer the following new Training Classes:

- **Billing 101** (DA 101)
- **837 ANSI Comprehension** (DA 102)
- **How to Reduce Your Accounts Receivable** (DA 103)
- **Claim Rejections – How to Handle Them** (DA 104)
- **Auditing Your Office** (DA 105)
- **Workflow Streamlining** (DA 106)

If you are interested in learning more about any of the above courses, please send an email to [info@doctorsaccess.com](mailto:info@doctorsaccess.com) and provide the course number/s of choice. Please provide your full contact information with your request.

## CLAIM/PAYER REJECTIONS

If you are still dealing with various rejections from payers regarding provider ids or NPI numbers, please contact the payer directly and verify how your providers are enrolled. With the NPI Edits that went into effect on May 23, 2008, Doctors Access is still receiving incoming calls regarding invalid provider ids. These rejections typically stem from credentialing issues with the payers. It is the responsibility of each office to be aware of how each provider has been enrolled and credentialed with each payer.



## MEET THE DA OPERATIONS TEAM!

**Cynthia Bailey** (Billing Manager/Senior Support Analyst): With 5 years in customer service oriented roles, 10+ years in direct patient care and 15 years in the Administrative Management of a medical practice, Cindy brings a wealth of experience in medical healthcare billing, patient care & medical client services. Cindy is a wonderful resource for the team!

**Ashley Hackney** (Product Development/Senior Support Analyst): Ashley joined Doctors Access in 2004 after serving as an enrollment specialist and claims research analyst for a major clearinghouse. She has 11 years of customer service experience, with 7 of those years in EDI. Ashley has a strong knowledge of the 837 ANSI format and specializes in rejections and file transmission errors. Ashley is a great asset to the team!

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**Nickalaus Longo** (Director of Client Services/Implementation Specialist): With over 12 years of customer service experience, 8 years being in Healthcare, Nick combines his background in training and implementation to provide DA clients a wide variety of training curriculums. With an Associates Degree in Computer Programming, an undergraduate degree in Information Technology, plus a Master's Degree in Healthcare Business Management, Nick brings much to the team!

**Elundrea Lyons** (Client Services Rep): Elundrea has over 13 years of Customer Service experience. She has over 8 years in the Healthcare Industry, with 6 of those working for a major clearinghouse, and 2 years in Medical Transcription. Elundrea has extensive knowledge of Emdeon reports and rejections. We are very happy to have Elundrea and the knowledge and experience she brings to our team!

**Rebecca Thompson** (Client Services Rep): New to Doctors Access, Rebecca has been serving as Executive Director for a local non-profit agency for the past 2 years, and as District Director of a national non-profit for the previous 7 years. Rebecca looks forward to serving you with her outstanding customer service skills!

*We'll see you in Live Support!*  
*Nick Longo*

## **DOCTORS ACCESS FALL '08 USERS GROUP MEETING**

October 13, 2008 at the Gaylord Opryland Hotel. Watch for further details in upcoming Alerts!

