

ALERT



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

AUGUST 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.

SEPTEMBER 9th Noon to 1:00 P.M. (Central Time Zone)

SEPTEMBER 25th 11:00 A.M. to Noon (Central Time Zone)

To register for either class, 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 registered for the class please be sure that you log onto our LIVE SUPPORT site at 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.

2009 ICD-9 Codes NOW AVAILABLE!!!

The new list of 2009 ICD-9 codes are now available for download via your Doctors Access software. Be sure to click on our ALERTS section of our support website at www.doctorsaccess.com/help and click on the document title, "**Updating ICD-9 Codes**," to learn how you can load these latest codes into your Doctors Access system.

NEXT

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 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 pricing for any of the above courses, please send an email to info@doctorsaccess.com and provide the course number/s of choice. Please provide your full contact information with your request.

PROVIDER CREDENTIALING

With the continued growth awareness of the new NPI edits put into effect on March 23, 2008, DA is still receiving incoming issues regarding provider credentialing. We want to alert all of our customers that our support department is not aware of how each of your individual providers are credentialed with the various payer groups. It is the sole responsibility of your office/practice to note and investigate how each of your providers are credentialed. Any incoming support issues related to provider credentialing will be deferred back to the customer to investigate.

It is also the responsibility of each office billing clerk/manager to contact the payer directly on any claim rejections prior to contacting Doctors Access support department. This will ensure a more efficient resolution to any and all claim rejections. Please refer to earlier DA ALERTS for associated contact information for the various electronic payers.

PALMETTO UPDATE

Any offices that currently submit directly to PALMETTO, please be aware that there has been a clearinghouse switch over on their end & they need to make sure they have followed the protocols to move over to the new C EDI at this time. For questions regarding this matter please contact the C EDI helpdesk at 1-866-311-9184.

NEXT

FEDS OUTLINE MEDICARE INCENTIVES FOR e-PRESCRIBING

Now that the Medicare bill has passed, a new set of e-prescribing incentives will soon be rolling out as well. This week, HHS leaders spelled out just how the incentives would work. The incentives are intended to offset the costs of implementing the new technology, which should cost each doctor about \$3,000 to adopt, along with monthly costs of roughly \$80 to \$400 to maintain their e-prescribing system, according to CMS Administrator Kerry Weems. (Note: The Doctors Access eRx Module's monthly fee will be less than this.)

Under the new law, physicians who adopt e-prescribing technology in 2009 and 2010 will get a 2 percent bonus in their Medicare payments. Later, in 2011 and 2012, physicians who adopt e-prescribing will get a 1 percent bonus. Those who adopt in 2013 will get a 0.5 percent bonus. Meanwhile, those who don't adopt e-prescribing will pay a growing penalty, starting with a Medicare payment cut of 1 percent in 2012, 1.5 percent in 2013 and 2 percent in 2014.

Doctors Access is currently testing its eRx Module. If you are interested in using our eRx Module in its beta form, please email info@doctorsaccess.com and let us know.

NEW COMPUTER OR SYSTEM CRASH?

For offices who are installing a brand new computer with the use of their Doctors Access system, or if you have suffered an unexpected system crash with your computer or server; and you now need to have the Doctors Access software reinstalled, please be sure to email the Doctors Access support team at support@doctorsaccess.com or connect to the LIVE SUPPORT site at www.doctorsaccess.com/help and schedule the DA reinstallation. With the time involved to install the DA software on a new computer, this is not a standard "Support" issue and requires proper scheduling and planning. This early notification will allow all parties to be properly prepared and readily accessible for the DA installation. A minimal fee may also be incurred.

MOVING YOUR OFFICE?

If a health care provider with an NPI moves to a new location, must the health care provider notify the NPPES of its new address? If you answered, "No," to this question then we strongly recommend you go the website link below and find out the correct steps in updating your Providers NPI information:

https://questions.cms.hhs.gov/cgi-bin/cmshhs.cfg/php/enduser/std_adp.php?p_faqid=2629

NEXT

DOCTORS ACCESS FALL '08 USER'S GROUP CONFERENCE

October 13, 2008 at the Gaylord Opryland Hotel and Convention Center 8:30 a.m. – 4:30 p.m. Breakfast and lunch will be provided.

The Conference will be an intense 1 day training seminar. Some of the topics and agenda items include:

1. What can Doctors Access do for our office? (*Learn some of those lost features you never knew DA could do for you*)
2. Recent DA developments and Support enhancements
3. DA streamlining and interfacing options
4. Claim and system audit recommendations
5. e-Prescribing Module (eRx)
6. Electronic Medical Record (EMR)
7. System enhancements and future growth
8. Roundtable peer-group discussion forum

Please mark your calendars to attend! A registration form will be sent with next month's Alert. In the interim, if you have any questions regarding the User's Group Conference, please email info@doctorsaccess.com.

LOSING A BILLER? IS YOUR BILLER GOING ON MATERNITY LEAVE?

We can help you! Email us at info@doctorsaccess.com.

