

# ALERT



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

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**OCTOBER 2008**

## **NEW BACKUP AGENT**

Doctors Access has introduced a new backup feature with version 22.340 or higher. Our new Backup Agent will allow you to assign a specific computer that is running the DA software, to backup your system after hours. Do you forget to run your backup daily and are concerned with possible downtime? As long as you are backing up with our new Backup Agent, you can rest assured that your entire database can be restored to its original state. A new document will be provided on our Support Site at [www.doctorsaccess.com/help](http://www.doctorsaccess.com/help) <<http://www.doctorsaccess.com/help>> , under our ALERTS/SUPPORT NEWS section introducing the steps to run the new BACKUP AGENT option.

## **NEW "FREE TEXT" ALERT POPUP**

From our User's Group Conference held on October 13, Doctors Access would like to introduce our new "Free Text" popup feature. This feature allows you to notify your appointment schedulers of any pertinent information that is required prior to confirming a patient's scheduled appointment. To utilize this new feature you must upgrade to version 22.348. Once you have installed this feature, you can go to the patient's INSURANCE screen, and at the bottom of their Active Insurance (PRIMARY, SECONDARY, or OTHER), you can now place a checkmark in the field titled, "Appt Popup," then type in your "Popup Content" directly below. This new popup will only appear upon SAVING a new appt for the indicated patient.

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## **FREE ONLINE TRAINING SESSION**

Doctors Access is introducing for the month of November:

### ***“All You Ever Wanted to Know About DAYSHEETS”***

Topics discussed in this session will include:

- What is the purpose of a daysheet in DA?
- Why should you FINALIZE your daysheets?
- How to FINALIZE your daysheets.
- How to make corrections to a FINALIZED daysheet.

To register for this free one-hour session, please submit an email to [support@doctorsaccess.com](mailto:support@doctorsaccess.com). An email response will be sent back to you with the steps for participating in this fun-filled, information packed session. The course will be held:

**November 18th, 2008 from 11:30 a.m. – 12:30 p.m. (Central)**

## **Payer ID- 36193 TLC/MEMPHIS MANAGED CARE**

Providers who send claims through WebMD/Emdeon to **TLC** (also known as **Memphis Managed Care**) may not have received claim status from 9/10/08 submissions to present.

WebMD/Emdeon is sending the claims to the payer, but are not receiving any payer status back. As a result, when the providers office calls the payers customer service line or goes on line to check claims, TLC is not able to find the claims in the system. TLC has notified WebMD/Emdeon that they are working to address the issue. For immediate questions or concerns regarding your TLC claims, you can contact the payer at: 800-473-6523. WebMD/Emdeon has indicated that it is not necessary to resubmit your claims for TLC. This issue is being corrected by the payer.

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## **MSP UPDATE!!!**

Doctors Access is continuing to conduct MSP training classes. For those of you submitting your TN based Medicare Secondary Claims via paper, you must sign up for one of our scheduled MSP training classes to learn how to transmit your Medicare Secondary claims electronically. To activate the MSP module, a one-time fee of \$200 will be incurred per office for implementation and online training.

The next MSP training class is:

**NOVEMBER 11th, 2008 from 11:00 a.m. - Noon (Central)**

To register for the 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.

From the CIGNA EDI Connection service: **Effective November 30, 2008**, Medicare will no longer accept claims with incorrect MSP Types. If the type on the claim does not match the type for the beneficiary being billed in Segment SBR05, **Medicare will deny the claim as insufficient documentation and no appeal rights will be granted.**

MSP claims can be more complex and CIGNA has developed several training courses to assist you in understanding how to file a MSP claim, as well as give you a better understanding of the MSP process. The below resources can be very valuable to you in determining the above types along with basic MSP claim information:

**Medicare 101:** <http://www.cignagovernmentservices.com>

**MSP Manual:** <http://www.cms.hhs.gov/manuals>

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## **MEDICAL BILLING SERVICES**

- Are your accounts receivables scaring you?
- Are your incoming insurance payments decreasing?
- Do you not have enough time to follow-up on submitting claims?
- Is timely filing becoming an issue?
- Did you lose a billing clerk?
- Is your billing clerk going on a temporary leave?

We can help you!

Email us at [info@doctorsaccess.com](mailto:info@doctorsaccess.com)

**Thank you for being a happy Doctors Access customer!**

