

ALERT



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

NOVEMBER 2008

AMERICHoice/UHC CLAIMS UPDATE!!!

This update is for Providers who have received a letter from Americhoice/United Healthcare River Valley stating that claims will be routed through ENS. Since all commercial claims via Doctors Access are submitted through WebMD/Emdeon, please note that this notice does not affect you. WebMD/Emdeon has already tested this submission process with ENS and they are ready for the transition. Customers will need to check the following to make sure they are sending Americhoice claims to WebMD with the correct information allowing those to route to the new ENS system for processing.

In DA click **>OFFICE>PAYER INFORMATION**. Search for the payer by name.

- 1)PAYER ID should be 95378
- 2)TYPE set to COMMERCIAL
- 3)CLEARINGHOUSE set to WebMD

If you're not sure of your setup with the payer, please refer to the UHC River Valley website for assistance www.UHCRiverValley.com/10Provider <http://www.UHCRiverValley.com/10Provider> or contact the EDI helpdesk at 800-690-1606.

NEW ONLINE MANUAL & MODULE REFERENCE CARDS

Please refer to our updated Product Manual and Quick Reference Cards, posted on our Support Site at <http://www.doctorsaccess.com/help>. These items can be a great resource for answers to your most typical Doctors Access functions and issues.

NEXT

FREE ONLINE TRAINING SESSION

Doctors Access is introducing for the month of December:

“New DA BACKUP AGENT”

Topics discussed in this session will include:

- When Do I backup my Doctors Access system?
- How does the backup work?
- What storage devices can I use to backup my data?
- Why is it so important to backup my data?

To register for this free one-hour session, please submit an email to 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:

DECEMBER 18th, 2008 from 12:30 p.m. – 1:30 p.m. (Central)

DOCTORS ACCESS SUPPORT HOURS FOR THANKSGIVING

In recognition of the Thanksgiving Holiday, Doctors Access online LIVE SUPPORT will be **closed** the following days:

- **Thursday, November 27th**
- **Friday, November 28th**

Please refer to our FAQ section, Alerts/Support News, as well as, our new online manual and module reference cards for answers to your most frequently asked questions and support issues. Everything you need can be found at:

<http://www.doctorsaccess.com/help>

LOOKING FOR A CHRISTMAS BONUS???

We'll send you **\$500** for each new customer referral you send us! Simply email us at sales@doctorsaccess.com and help introduce us to a potential new customer with a phone call. We will pay you for each new happy Doctors Access customer you help us find and sell. Just tell them how much you love Doctors Access. Start shopping!

NEXT

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:

DECEMBER 16th, 2008 from 12:00 p.m. – 1:00 p.m (Central)

To register for the 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.

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>

NEXT

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

Thank you for being a happy Doctors Access customer!

HAPPY THANKSGIVING!!!

