

ALERT



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

JANUARY 2009

NEW YEAR, NEW YOU, NEW PRACTICE!!!

Doctors Access wishes everyone a Happy and Prosperous 2009!

Don't let rejected claims and/or lack of time for proper follow-up cost your practice thousands of missed revenue dollars.

Sign up now for **Doctors Access University**:

- **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)

Online courses are 2 hours each and are held monthly. Each course is \$200, or sign-up for the complete **Doctors Access University** and receive all 6 courses for only \$800. Classes start soon, and you don't want to miss out. Let's make the payers work for you and not the other way around. This is your year and your practice; let's make a difference together!!!

To register for any of the above courses, please send an email to info@doctorsaccess.com and provide the course number/s of choice.

CEDI ALERT

CEDI has discovered duplicate claim files were delivered to the DME MACs on 1/2/09. These were claims received after the last files were created for delivery on 12/31/08, through the holiday on 1/1/09 and Friday 1/2/09. This caused a high number of duplicate file rejection on the DME MAC Front End Error Reports with edit 20268 to be returned to our CEDI Trading Partners.

The second file created by CEDI will receive the front-end rejection, 20268, for a duplicate file. Please review any errors on the first instance of the file on the DME MAC Front End Error Report for any rejections to be corrected and resubmitted.

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HELP, HELP, HELP!!!

Yes we can!!! Simply use our LIVE SUPPORT feature. This direct line of communication is accessed directly from your DA system, simply by clicking the “Help” link, strategically located throughout the main sections of the system. (If you can’t open DA, then come to LIVE SUPPORT via our website.) Check out all of the helpful stuff on our Support site located at <http://www.doctorsaccess.com/help>

- **Doctors Access Software User’s Manual (read this....really!)**
- **How To Videos (watch these!)**
- **Printable Quick Reference Cards (print these!)**
- **Archive of all previous monthly Alerts**
- **Frequently Asked Questions....and Answers!**
- **Lots of other Resource Material**

The Support site is meant to help you by streamlining your search for answers regarding our most Frequently Asked Questions. We care about you and your time, and what better way to save time than having the answers at your fingertips? Exactly!

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

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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:

- **FEBRUARY 10th, 2009 from 1:00 p.m. – 2:00 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, log-in 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>

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MEDICAL BILLING SERVICES

- Is your accounts receivable 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 your billing clerk?
- Is your billing clerk going on a temporary leave?

We can help you!

Email us at info@doctorsaccess.com and type "MEDICAL BILLING" in the subject line.

TRAINING

Has it been a while since you went through Doctors Access training? Probably! Do you have some new employees who have never been through training? Of course you do! For only \$100 per month (if billed to your account monthly) or \$895 for the year (if paid in advance), you can receive 2 hours of training each month through our **Training Insurance Package**. (That's a great deal! Our standard training rate is \$150 per hour.) We will provide you with up to 2 hours of training per month for any new employee(s) or simply to reinforce training on those lost features you may have forgotten about (or not known about) that are inside the Doctors Access software.

Our Support Team is here to assist with specific issues within the software itself. We love being of assistance! However, our Support Team is not designed to be a Training Solution.

Sign up for the **Training Insurance Package** and provide your practice with ongoing training coverage all year long. We offer this program to help keep you aware of advancements in our software, as well as, to provide your staff with the direct knowledge they need to use the Doctors Access software to the best of their ability. Email support@doctorsaccess.com and type "TRAINING INSURANCE PACKAGE" in the subject line.

