

ALERT



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

MARCH 2009

AAFP REGARDING EHR MYTHS

You ever feel overwhelmed when thinking about Electronic Health Records? You aren't alone. Doctors Access has spoken with hundreds of physicians regarding their EHR concerns. Let Doctors Access help point you in the right direction when looking into EHR systems. The American Academy of Family Physicians has published a great article on the Myths of EHR systems. We strongly recommend that you take the time to review this article, as well as any other article on the Internet, about what to look for when deciding on an EHR.

Check out this link: <http://www.aafp.org/fpm/20070300/26ehrs.html>

LIVE SUPPORT ONLINE EARLIER

Effective April 1, 2009, Doctors Access LIVE SUPPORT will begin coming online at 7:30 a.m. (Central). This will allow those offices located in the Eastern Time Zone, as well as those early hour offices, to take advantage of our LIVE SUPPORT services at a more convenient time.

LIVE SUPPORT Monday – Friday 7:30 a.m. to 4:30 p.m. (Central).

LIVE SUPPORT may be reached by clicking on “HELP” inside the Doctors Access software, or by clicking on “LIVE SUPPORT” at <http://www.doctorsaccess.com/help>

HOW TO USE THE RECALL MODE

Ever wonder how to use the RECALL module listed under the REPORT section of your DA system? The RECALL module is used when you want to send letters to patients who were in for a certain procedure (anything involving a check-up, follow-up, etc.) You can use the RECALL module for a list of those patients, and from there, you can print letters and labels as needed. You can also use RECALL to search the patient log for certain dates.

Here's how:

1. From the main DA Toolbar **click on >REPORTS>RECALLS**

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2. Once in the RECALL module screen, you have 3 options to generate your RECALL list from
 - a. Logs-Recall
 - b. Diagnosis
 - c. CPT Codes
3. Select the Last Name Range of patients you wish to reference: from A to Z
4. Select the Date Range you wish to search your patients by selecting the drop down menu or manually typing in the date (MM/DD/CCYY format).
5. Select your Data Search option, as listed in Step #2.
6. **Click on Search Patients** (listed at top right corner of screen).
7. Once your list of patient appears, you can now print the LIST or generate a custom LETTER to be printed and sent to each patient, via the LETTER button at the top of the screen. *The LETTER module allows you to create custom letters for your listed patients that may serve as reminders for your patients to come back to your office for a follow-up visit, or as a courtesy to make them aware of future specials/discounts your office may have to offer.*
8. Click the RECORD TO LOGS button at the top. This will allow each patient generated in your list to be stamped with a record in their LOGS file, showing that a RECALL was performed on their chart.

NOTES DOCUMENTATION FOR CHIROPRACTORS

EZnotes™ was designed by two "in the trenches" chiropractors who were looking to make their work – and their lives – easier by reducing their time spent doing paperwork. Their solution also improved patient compliance and minimized legal pitfalls. **EZnotes**™ is an easy-to-use, highly-intuitive system that uses simple self-prompting questions to automatically generate all of the necessary narratives and reports that chiropractors use. Plus, **EZnotes**™ is interfaced with Doctors Access.

For more information regarding **EZnotes**™ contact: info@eznotesinc.com

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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:

- **MARCH 18th, 2009 from 11:00 a.m. – 12:00 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!

"I have been using Doctors Access software for years in my practice. I had an office manager embezzle \$16,000 from me and I had her arrested. This left me with no one at the front desk. I hired a very nice young woman with no experience in insurance, and Doctors Access sent someone to train her, and they have been working with her ever since, to make sure she is able to do the work. Doctors Access has gone beyond the call. Having Doctors Access manage our billing has been great. Thanks!"

Dr. Michael Silbert

Chicago, IL

Email us at info@doctorsaccess.com and type "MEDICAL BILLING" in the subject line if we can assist you with your medical billing.

