

ALERT



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

APRIL 2009

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>

Cahaba GBA Transition for Medicare

Are you receiving notices about the new Medicare contract with Cahaba GBA MAC? Not sure what these notices signify or what impact it will make on your practice?

Please be aware that there is nothing to do at this time for any of the upcoming changes. Doctors Access is compliant with all Cahaba GBA and Medicare direct connections. Each state will be undergoing the Cahaba GBA transition on different dates. To find out when your state will be making the change from Medicare to Cahaba GBA, please refer to the following website:

<https://www.cahabaqba.com>

Tennessee transition dates have been listed for:

Part A - **May 18, 2009**

Part B - **September 1, 2009**

NEXT

At this time, there has been no submission for changes to any of the electronic or paper Medicare claims.

Note: Tennessee is the only state that has a direct connection to Medicare, through the Doctors Access software. WebMD/Emdeon will be making the necessary programming changes mandated by Cahaba GBA for other states. Updates will be provided as information is posted by Cahaba, directly on their website at: <https://www.cahabagba.com/j10/>

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:

· **APRIL 23rd, 2009 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, 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.

