

ALERT



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

JUNE 2009

ACCOUNT NUMBER REQUIRED

You must provide your Doctors Access account number when logging into Live Support. Your account number can be found on your Doctors Access monthly invoice. Please provide your account number each time you come into Live Support. Thank you!

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:

JUNE 24, 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.

NEXT

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>

MEDICARE HELP DESK CLOSED

The CIGNA Government Services Provider Contact Center in Tennessee/Idaho will be closed for Customer Service staff training on:

Friday June 12, 2009, from 8:30 a.m. to 10:30 a.m. CENTRAL

MEDICAL BILLING SERVICES

- Is your A/R out of control?
- 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?

We can help you! Email us at info@doctorsaccess.com

