

# ALERT



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

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**JULY 2009**

## **Cahaba Benefit Administrator, LLC - Jurisdiction 10 A/B MAC (LIVE DATE 8/29/2009)**

Currently, Cigna Medicare acts as both the payer and the clearinghouse for your Tennessee Medicare Part B claims. After 8/29/2009 all Cigna Medicare TN claims going directly to Cigna Medicare will no longer be an option. Doctors Access is currently developing a new solution for all of your TN Medicare Part B Claims. We are working in conjunction with Cahaba to ensure the best option for all of your electronic claims. A new DA software update will be available for all offices currently filing TN Medicare claims, and we will submit a new Alert notifying you of when to obtain this update.

Please watch for a special Alert sometime later this month with more specific information regarding the Cahaba transition and the software update.

To stay informed of any news, updates or other important information regarding the J10 transition, please refer to <http://www.cahabagba.com/j10/index.htm>.

## **EMAIL APPOINTMENT REMINDERS**

Are you storing your patient email addresses in your Doctors Access system? If so, start emailing your patients a personal reminder of their upcoming office appointments. The software can automatically email appointment reminders to your patients directly from the appointment screen. Start emailing your patients today with our HIPAA compliant Email module. Go to our website at <http://www.doctorsaccess.com/help> and login to LIVE SUPPORT to schedule your Email Module training and setup.

**NEXT**

## **MSP UPDATE!!!**

Doctors Access is continuing to conduct MSP training classes. For customers submitting 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:**

**JULY 16th, 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](mailto: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](http://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>

### **July 4<sup>th</sup> Holiday**

Doctors Access Live Support will be closed Friday July 3<sup>rd</sup>. You can still submit your online requests via LIVE SUPPORT. Please include as much information as possible in your DESCRIPTION, and a Support Rep will reply via email with an answer to your question/issue.

**Happy 4<sup>th</sup> of July! Have a fun holiday weekend!**

