

# ALERT



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

**AUGUST 2009**

Congratulations to Nick Longo!  
**Angelika Lee Longo** – August 17  
8 lbs. 10 oz. 21 inches

## UPGRADE

### **MANDATORY SOFTWARE UPGRADE FOR ALL USERS**

Doctors Access has begun implementation of DA version 23.000, which also includes Cahaba (effective August 31, 2009) for all Medicare claim submissions. Doctors Access must receive payment for the version upgrade before you can receive the upgrade. If you have not yet submitted your payment, you can do so by making payment online at <http://www.doctorsaccess.com/help> Click the “Pay Bills Online” button.

**This upgrade is for all Doctors Access customers.** Doctors Access must implement a new “FTP dial-up” networking tool that will allow you to submit your Medicare claims through your current dial-up modem. This new “dial-up” option must be configured by a Doctors Access Support Representative, and can only be set-up on a computer that currently has a “dial-up” modem installed on it.

**If you have not already done so,** you must schedule the upgrade installation by logging into our LIVE SUPPORT site at <http://www.doctorsaccess.com/help> Please note, if you are unable to make your scheduled time for set-up, please notify Live Support within 24 hours or your account will be assessed a \$50 no-show fee.

**FOR CAHABA TN ONLY:** There will be a second update which will be available the first week in September. This version will automate the dial up and file transfer of claims and responses from Cahaba. Watch for a DA Alert notifying when this is ready to load. Until then, you will continue to submit your Medicare claims via Cigna Medicare as you normally do until 8/31. We will also send instructions regarding how to submit to Cahaba with the new submission method.

