

ALERT



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

AUGUST 2009

UPGRADE

MANDATORY SOFTWARE UPGRADE FOR ALL USERS

Doctors Access will start implementation of DA version 23.000, which will also include Cahaba (effective August 28, 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. With the high number of offices that must be configured, Doctors Access will start scheduling installations, **Monday August 10th, 2009.**

Scheduling the upgrade installation will be on a first-come first-serve basis, and can be done 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. Please do not wait until the end of August to schedule the upgrade installation. Begin scheduling Monday, August 10th, 2009.

Even if you do not file Medicare claims, you must receive the upgrade to DA version 23.000 and schedule a time for installation.

