

# ALERT



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

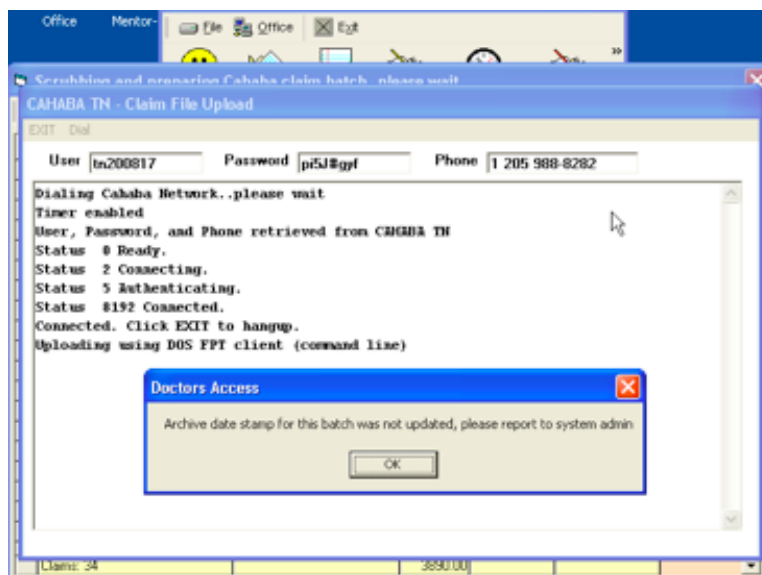
**SEPTEMBER 11, 2009**

## CAHABA Connection Issues

While dialing directly to Cahaba has significant advantages, it requires a unique communication connection protocol. A number of customers have notified us that they may have connected to the Cahaba network, but the claim file is not transmitted. In diagnosing this issue, we have determined that several computer/networking configurations may be preventing the FTP process from successfully moving the claim file to the Cahaba network.

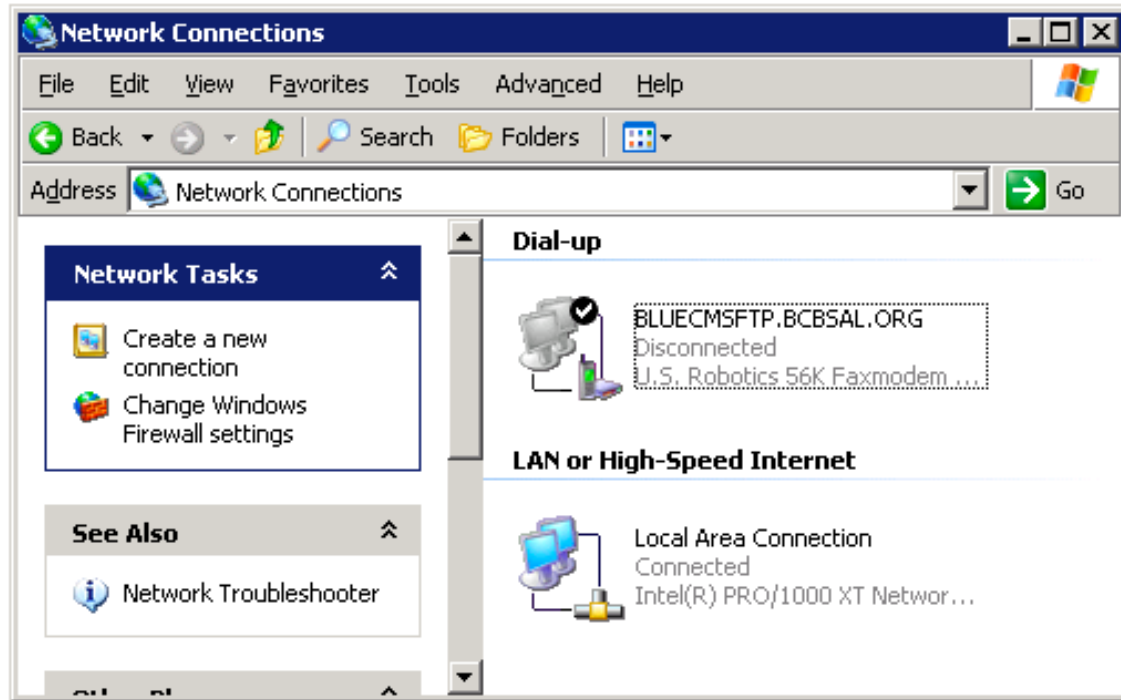
Cahaba is experiencing high call volumes. This can cause connection issues (dropped calls) just like with any phone network. Customers may be able to connect fine to the other clearinghouses, but for a certain undefined random period, connecting to Cahaba could be more difficult as Cahaba goes through this initial transition.

The screen shot below shows a computer properly connecting to the Cahaba network but NOT allowing the transfer of the claim file. In this example, the claim file has not been received by Cahaba.



NEXT

If you continue to experience Cahaba connection issues, check the network settings on your computer. (1) Make sure that the BLUECMS.BCBSAL.ORG Dial Up Networking connection says “Disconnected”. You can locate this thru the NETWORK CONNECTION option of your CONTROL PANEL. (2) Make sure the firewall is turned off. You can locate this thru the WINDOWS FIREWALL option of your CONTROL PANEL. (3) Log completely out of Doctors Access. (4) Log back into Doctors Access and attempt to connect.



Sometimes modems will not release their connection. The only way to fully reset them is to either reboot the machine or completely turn it off. Doing this would be an absolutely last resort, but may resolve the problem.

Initially, you may not receive a Cahaba report within 24 hrs since their connection has only been open for a week and they are experiencing a large claim volume due to their transition. Cahaba is experiencing some anticipated delay in processing a certain number of batches, so during this initial transition period their reports will most likely be delayed, but then after everything settles down at Cahaba the reports should be coming regularly within 24 hrs.

