

ALERT



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



MARCH 2010

Backing Up Your Doctors Access Database

We have seen an unusually high number of offices with unconfirmed back-ups. If you are unsure that your back-up is working or you are not familiar with how to run a Doctors Access back-up/clean-up process, please visit

http://www.doctorsaccess.com/help/support-archive/Backup_Agent_Process.pdf for detailed instructions on how to run a back-up.

Interactive Voice Response (IVR) Changes for EDI Services

Cahaba GBA is the J10 A/B Medicare Administrative Contractor (MAC) for the states of Alabama, Georgia, and Tennessee. Cahaba GBA is also the Title XVIII Part B Carrier for the state of Mississippi.



Beginning February 12, 2010, changes were made to the Electronic Data Interchange (EDI) Interactive Voice Response (IVR) unit for providers, vendors, billing services, and clearing houses who call EDI Services at (866) 582-3253.

For security purposes, providers are now required to enter their Provider Transaction Access Number (PTAN), National Provider Identifier (NPI), and the last five digits of their Tax ID number when they contact EDI Services. Billing Services and clearing houses are required to enter their submitter codes. Callers are prompted for the information that is required, and instructions on how to enter the information using a telephone keypad, such as letters that are part of a PTAN or submitter code, are provided.

With these changes callers can get a status on their EDI applications without having to speak to an EDI Services Representative. Please note that the IVR will only voice the status of applications received on or after February 12, 2010 and submitted using the new EDI application form on the Cahaba website. To check the status of applications received prior to February 12, 2010, you will need to speak with an EDI Representative.

NEXT

Useful e-mail addresses and fax numbers are also provided automatically, depending upon what options are selected during the call.

For more information, you may call (866) 582-3253 or e-mail:

CahabaPartAEDIServices@cahabagba.com (for Part A)

or

CahabaPartBEDIServices@cahabagba.com (for Part B)

Register for Webinars

Doctors Access hosts free online Webinars each month. Please visit our website www.doctorsaccess.com and

click this button to see a list of upcoming topics. Some popular topics such as

Electronic Prescribing and **Electronic Health Record** are offered multiple times

so you can pick the time that works best on your schedule.



Billing Services

Doctors Access can become your biller on a full-time or temporary basis. If your biller is on leave, if your office is short staffed, or you just need some billing assistance – our billing services group can help you!

Services Include:

- ***Claim Auditing***
- ***Claim Entry***
- ***Claim Submission***
- ***EOB Posting***
- ***Claim Follow-Up***
- ***Patient Payments***



To request a quote, email us at info@doctorsaccess.com or fax a request to 615-385-0676.

