

# ALERT



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



May 2010

## EOB Posting By Ticket Number (T#####)

In accordance with new payer standards, Doctors Access has released version **26.148**, which allows you to post your EOB payments by visit Ticket Number rather than Patient Account/Chart number.

Some DA customers may have started to notice EOBs returning with a leading 'T', indicating the specific visit number to which the payment is tied. This new indicator replaces the previous account number or chart number that we have long been accustomed to seeing on our EOBs. Since not all payers have moved to this new standard of posting, you will still be able to post payments by Patient Account/Chart number, as well as, the new Ticket number.

When using the Ticket number in posting your payments, please be aware that you **must** replace the 'T' with a '+' symbol when searching for the visit. This symbol is required due to the fact that many clinics utilize letters as part of their chart numbering. By using the '+' in place of the 'T' your DA system will locate the correct visit encounter to post against. If you have any questions regarding this new feature, please log into LIVE SUPPORT for assistance. Also, attend free DA Webinar "Ticket Number Posting".



## Email Appointment Reminder Module

"I forgot I had an appointment". Ouch. What did that cost you?



For only \$15 per month you can use the email appointment reminder module to automatically remind patients of their appointment. The module pulls information from the scheduler and emails reminders with customized messages. Select how many reminders you want to send, and when you want them sent.

Log into Live Support and schedule a convenient time for module activation and training.

**NEXT**

## Minimize Your A/R Loss With Our Collections Service

As a caregiver, your place in the community is as important as the bottom line of your business. You'll have peace of mind with our preservation of your integrity and greater revenue with our results. Doctors Access offers collections services that are customized to match the human touch of each practice. Malpractice insurance and operating costs are climbing. Providers are receiving less payment from payers. **This means you are working harder for less.**

These are difficult times. You must try to run your practice as a business and try to stay patient focused at the same time. Doctors Access cares about your success. We want to see the maximum amount of revenue cycled back to your practice so that you can invest more money into quality healthcare.

To learn more about Doctors Access Collections Service, contact us at [info@doctorsaccess.com](mailto:info@doctorsaccess.com) or call 615-383-0193 x230.

## Electronic Prescribing

### FEELING OVERWHELMED AT YOUR PRACTICE?

STUDIES SHOW PHYSICIANS ENGAGE IN A  
LARGE AMOUNT OF ACTIVITIES THAT ARE  
NOT DIRECTLY RELATED TO PATIENT CARE!



**Don't feel overwhelmed!  
Start E-prescribing!**

Visit [www.doctorsaccess.com](http://www.doctorsaccess.com) and register to attend our next **FREE** Webinar to learn how you can begin using our Electronic Prescribing module. eRx is already interfaced with your Doctors Access patient scheduler and can be accessed anywhere using the Internet!



**NEXT**

## Accounts Receivable Management

Effectively managing accounts receivable is a common challenge within medical facilities ranging from single provider practices to hospitals. Many medical groups do not focus on effective medical A/R and collections and find themselves in crisis management without sufficient resources to meet their financial needs. Even with a strategy that is good, many offices find that their accounts receivable are getting older and older. Their focus then changes to the new insurance claims, as they are more likely to get collected, and the old claims become older. Most medical groups do not assess the efficiency (timeliness of payment) and proficiency (adherence to contractual agreements) of their third-party health benefit payers until it is too late.

Doctors Access Billing Group provides you with a low cost, effective, productive, and customizable solution to your accounts receivable challenge. For a complimentary analysis of your A/R and a price quote, contact us at [info@doctorsaccess.com](mailto:info@doctorsaccess.com) or call 615-383-0193 x230.

## Transition To Electronic Health Record



“We recently implemented a full-featured electronic health record in our independent, 4-internist, community-based practice of general internal medicine. We encountered various challenges, some unexpected, in moving from paper to computer. None of us would go back to paper health records, and all of us find that the technology helps us to better meet patient expectations, expedites many tedious work processes (such as prescription writing and creation of chart notes), and creates new ways in which we can improve the health of our patients”.

~ Richard Baron, M.D.

Visit [www.doctorsaccess.com](http://www.doctorsaccess.com) and register to attend our next **EHR** Webinar!

