

ALERT



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

SEPTEMBER 16, 2009

CAHABA TN Medicare Customers Only

Please update to today's version: 24.106

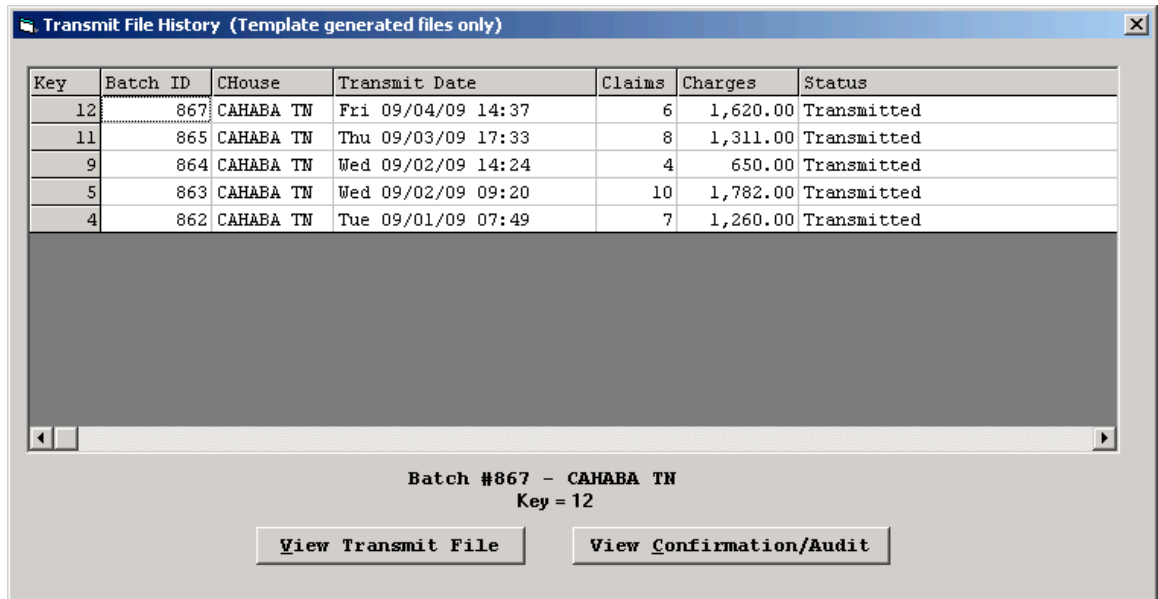
If you are experiencing connection issues, or you have transmitted files to Cahaba and have yet to receive a confirmation report, please go through the following checklist and instructions before contacting us.

- 1. Are you running DA version 24.106?** If not, see FAQs below for update download directions. This is not something we can assist you with in Live Support.
2. Has Doctors Access Live Support completed your Cahaba set-up? If not, please send an email to **support@doctorsaccess.com** with "Need Cahaba Update" in the subject line. Include office name, account number and phone number in the email and a DA Support Rep will contact you to schedule set-up.
3. On your desktop do you see a short cut for "WINSACP"? If not, please send an email to **support@doctorsaccess.com** with "No WINSACP" in the subject line. Include office name, account number and phone number in the email and a DA Support Rep will contact you.
4. On your desktop (or in your computer's "Network Connections") do you see a short cut for "DIAL UP NETWORKING"? If not, please send an email to **support@doctorsaccess.com** with "No DUN" in the subject line. Include office name, account number and phone number in the email and a DA Support Rep will contact you.
5. Does your computer have at least 512mb of RAM? (right click on "My Computer") If you need more RAM, please contact your IT administrator, this is not something we can assist you with in Live Support.
6. Also under "My Computer", is your Operating System "XP Pro Service Pack 2" or better, or "Server 2003" or better? If not, please contact your IT administrator and direct them to DA system requirements located at:
<http://www.doctorsaccess.com/system-requirements.html>

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How to diagnose if you are having Cahaba connection problems

Go to the History Screen. If there is nothing there or all statuses show “Transmitted” (per the below screen shot) and/or you are not receiving reports, then you have a CONNECTION PROBLEM. Please send an email request to Doctors Access at support@doctorsaccess.com and a DA rep will contact you. Put “CAHABA-URGENT” in the subject line. Please be sure to include the practice name and DA Account Number, along with a detailed description of your issue, when submitting your email. Please don’t come into Live Support for this issue.



Key	Batch ID	CHouse	Transmit Date	Claims	Charges	Status
12	867	CAHABA TN	Fri 09/04/09 14:37	6	1,620.00	Transmitted
11	865	CAHABA TN	Thu 09/03/09 17:33	8	1,311.00	Transmitted
9	864	CAHABA TN	Wed 09/02/09 14:24	4	650.00	Transmitted
5	863	CAHABA TN	Wed 09/02/09 09:20	10	1,782.00	Transmitted
4	862	CAHABA TN	Tue 09/01/09 07:49	7	1,260.00	Transmitted

Batch #867 - CAHABA TN
Key = 12

[View Transmit File](#) [View Confirmation/Audit](#)

If you see “Accepted” or “Rejected” or “Processed-OK” or “Processed-Errors” in the status field, then you do not have a connection problem. Please come into Live Support for further assistance.

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CAHABA TN-MEDICARE FAQs

Q: *Why do my Cahaba claims show TRANSMITTED, but I still have not received my acknowledgement reports?*

A: If after ALL the steps of the checklist on page 1 of this Alert have been followed, and you are still having challenges downloading your reports or connecting to the CAHABA-TN clearinghouse, please send an email request to Doctors Access at support@doctorsaccess.com and a DA rep will contact you. Put "CAHABA-URGENT" in the subject line. Please be sure to include the practice name and DA Account Number, along with a detailed description of your issue, when submitting your email. Please don't come into Live Support for this issue. Please don't send an email request unless you have completed the checklist on page 1 of this Alert.

Q: *How long does it take for my acknowledgement reports to be received after a claim batch submission?*

A: Per Cahaba's standard processing time, your acknowledgement report should be received within a few (4-5) hours. Your detailed confirmation reports, which show your individual ACCEPTED and REJECTED claims, can take up to 24-48 hours. Current times may be extended due to CAHABA backlog. Any claims submitted after 3:30 p.m. (CST), will not be processed until the next business day.

Q: *Why am I receiving an error stating, "Unrecognized Database Error" since my Cahaba update?*

A: If you are submitting your claims from your main DA server or pc, and have other workstations that connect to your server for their Doctors Access, then you must **either** relocate your dial-up connection to another workstation **or** submit all your CAHABA-MEDICARE claims during a time when no users are accessing DA from any other workstation. With Cahaba's new networking security, during claim submission, your Local Network Connection will be temporarily disabled, thereby disconnecting access to the server from any remote workstation. This can cause a database lock, resulting in the error. Connection will be restored once you complete your Cahaba claim submission. Please contact your IT rep or Computer Administrator on helping you to relocate your modem to another pc, this is not something we can assist you with in Live Support.

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Q: Why have I not received any of my electronic EOBs (ERN) reports from the new CAHABA-TN clearinghouse?

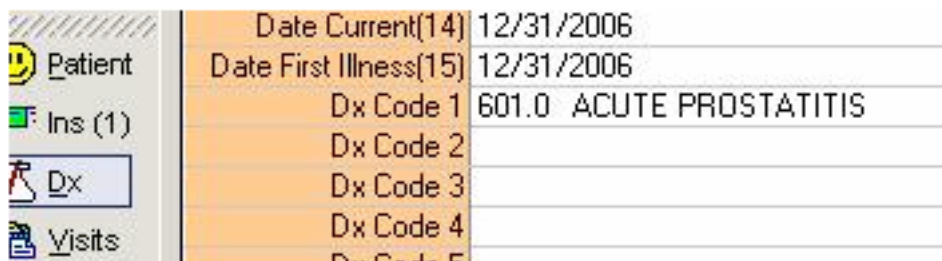
A: You must be running DA Version 24.106 or higher in order to include the ERN files in your download process thru the CAHABA-TN clearinghouse. If you are not running DA Version 24.106 or higher, then **please follow the online directions** from our website at: http://www.doctorsaccess.com/support-archive/DA_Upgrade061208.pdf or **simply click** the icon labeled, **“Download the Most Recent Version”** from our Support site at www.doctorsaccess.com/help. See instructions below on how to automatically enable the feature “Prompts for Version Update” that will check for DA updates. Please don’t come into Live Support for an update, this is something which customers are responsible for doing themselves.

Q: Who do I contact if I have not yet received my new login credentials for the CAHABA clearinghouse?

A: You must contact the Cahaba EDI department, as they are the group responsible for submission of all provider profile letters. The Cahaba EDI telephone number is: **866-582-3253**. Due to an extremely high call volume; you may receive a busy signal when dialing the Cahaba EDI number. Please be patient and continue to dial the above number until you are connected. This is not something we can assist you with in Live Support.

NOTE:

There has been some confusion about diagnosis dates. To avoid rejections make sure that both “Date Current (14)” **AND** “Date First illness (15) have a date in them.



The screenshot shows a software interface with a sidebar on the left containing icons for Patient, Ins (1), Dx, and Visits. The main area displays a table with the following data:

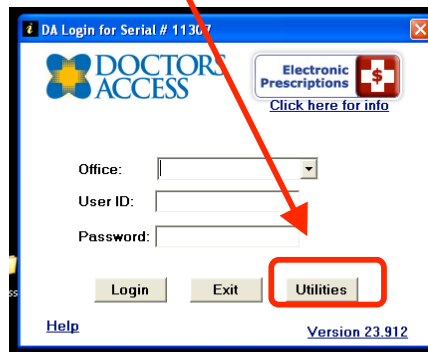
Date Current(14)	12/31/2006
Date First Illness(15)	12/31/2006
Dx Code 1	601.0 ACUTE PROSTATITIS
Dx Code 2	
Dx Code 3	
Dx Code 4	
Dx Code 5	

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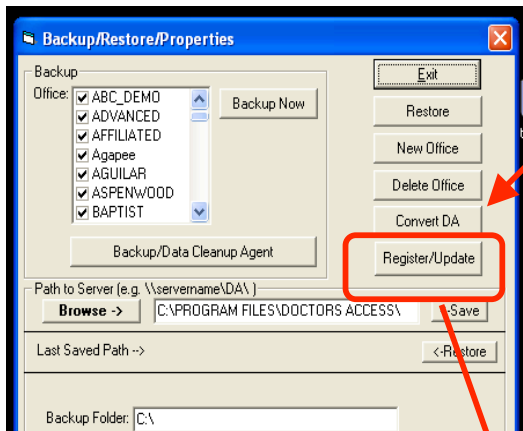
Enabling Automatic Update and Cahaba Flags

1. It is recommended that you run these steps from your server, and you must be sure to have FULL ADMIN rights to your server. If you do not know your ADMIN login, please contact your IT or Computer Administrator. Doctors Access is **NOT RESPONSIBLE** for obtaining your ADMIN login info. From the DA Login screen **Click on >UTILITES>REGISTER/UPDATE>OTHER SETTINGS**

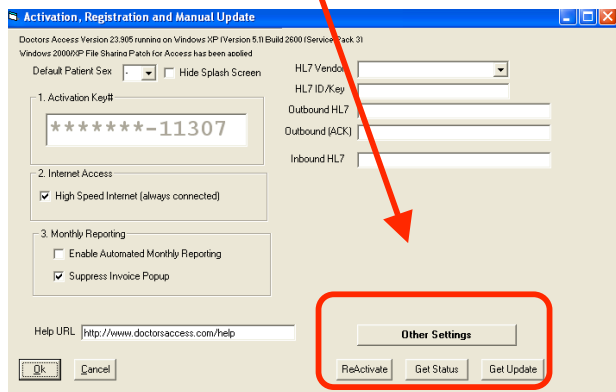
Step 1



Step 2



Step 3



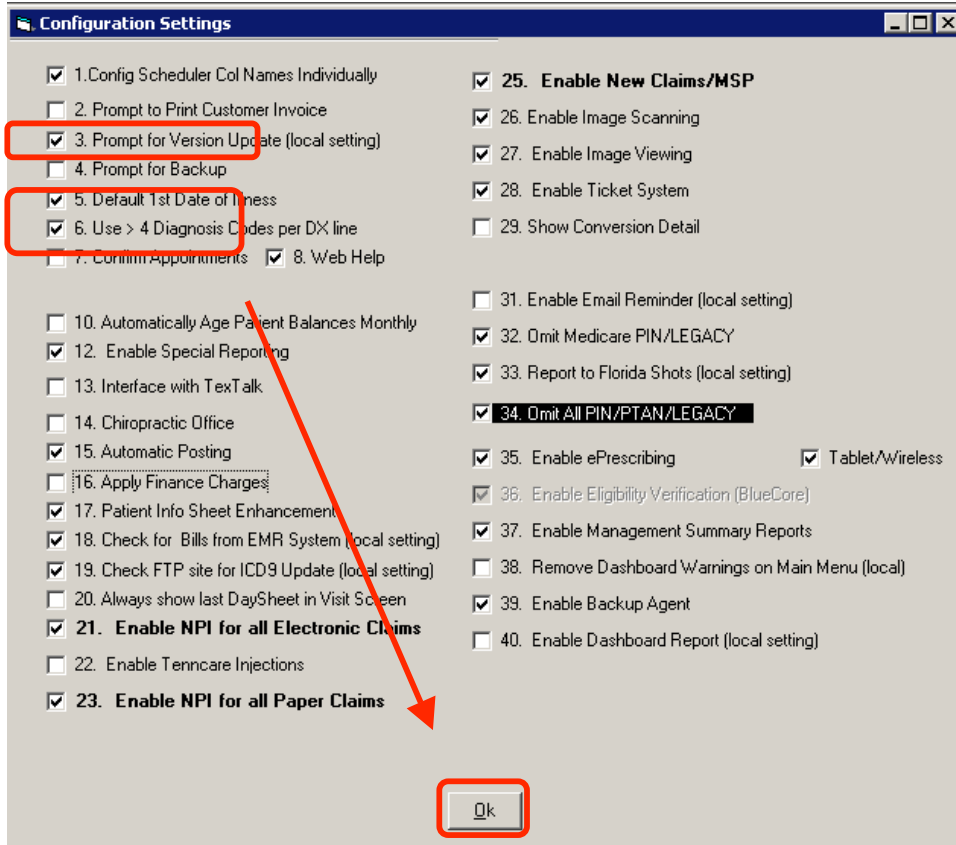
NEXT

2. See screen shot below. Ensure that you **have a checkmark** in options:

- **#3 – Prompts for Version Update (local setting)**
- **#5 – Default 1st Date of Illness**
- **#6 – Use > 4 Diagnosis Codes per DX line**

Click on “OK” to save and EXIT back to the main DA login screen.

***** Please do not change any other settings on this screen. *****



3. **If you had to put a checkmark into option #6, you must run a DATABASE UPDATE. To do this, login to Doctors Access from the main login screen. Remember that all users must still be logged out of the Doctors Access application from all other workstations.**
4. **Click on >FILE>SUPPORT/UPDATES**
5. **Click on UPDATES at the top of the new window.**
6. **Click on UPDATES at the top of the new window. You will receive 2 prompts:**
 - “Updates Have Already Been Applied, Run This Option Again?” - **Click on “OK”**
 - “Only Run This Option On One Computer, All Others Must Be Logged OUT!” - **Click on “OK”**

