

MediChat Newsletter

For your **Medisoft Patient Accounting Program**

August 2007

From: **Integrated Health Care**

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Attention Medisoft Version 12 Users - Service Pack 1 has been released!

SERVICE PACK 1 IS A LARGE FILE; IT MAY TAKE OVER 20 MINUTES TO DOWNLOAD
Do not attempt to download this file from a dial-up connection.

SERVICE PACK 1 INCLUDES THE PLAIN PAPER CMS FORMS!

First, Verify your version of Medisoft, Click on **Help, About Medisoft**

All computers that use Medisoft should be on the same version.

To Verify your electronic claims module version, start to send claims, after you click on Print / Send
And choose Electronic, It will say your version # in the Blue Title bar

Download and read the install instructions before starting.

To Download Files from our Web Site:

Go to our web site of: **www.ihctech.com**

Click on the Tab named **Downloads**

If this is your first time here, it will ask you to fill out some brief information.

Then you will be on our download page.

Using the drop down box, choose your Version of Medisoft.

Choose the item you need to download

Choose Save the file & save it to a location on your computer.

such as: make a folder on your C:\ drive & name it downloads

After downloading the file, exit the Internet,

Make a backup of your Medisoft data.

Close all programs

Go to the location where you saved the file & install the updates.

Note, some updates will require you to have the 1st 4 digits of your Medisoft or Office Hours Serial #

Note: If applicable, You will also need to update your EMC Direct Modules. (Electronic Claim Modules)

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NPI UPDATE

Since October 2, 2006, providers have been encouraged to submit both the NPI and Medicare legacy identifier on their claims. During this timeframe providers were not penalized for invalid NPI/legacy ID combinations.

Medicare has stated they will begin editing the NPI/legacy ID combinations for validity against the NPI crosswalk file. Where a match cannot be located on the crosswalk, claims will be rejected or returned to the provider.

When the claim is returned, a provider should first verify that the correct NPI was submitted. If correct, you will need to verify that your legacy identifier number corresponds with the information on file with the National Plan and Provider Enumeration System (NPPES). NPPES data may be checked on line at <https://nppes.cms.hhs.gov>.

If your NPPES information is correct and you have included and matched ALL Medicare legacy identifiers with a corresponding NPI in NPPES, but you are experiencing provider identifier problems with your claims that contain an NPI, you may need to submit a Medicare enrollment application (i.e., the CMS-855). Please contact Medicare provider enrollment if you need more information.

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