MediChat Newsletter

For your **Medisoft** Patient Accounting Program

May 2008

From**:** Integrated Health Care

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➢ **Are you on the most current Service Pack for your Medisoft Version?**

For Medisoft Version 11 - Service Pack 4 is available

For Medisoft Version 12 - You should have at least Service Pack 1 installed on all computers.
There is also a Service Pack 2 available,
Please see our website for more information on the fixed items and the instructions.

For Medisoft Version 14 - Service Pack 1 is expected to be released in about 2 months.
Note: For Version 14, if you have a Windows Small Business Server Edition, there are some issues that Medisoft is working on. The Medisoft program might not open on the actual Server itself, so if someone logs in remotely to the Server, they might not be able to use the Medisoft program.
The workstations that connect to the server are still okay (such as Windows XP, Pro computers)

All downloads are on our downloads page at **www.ihctech.com**
Click on the Tab named Downloads

All computers that use Medisoft should be on the same version.
Note: the Service Pack is a large file; IT MAY TAKE OVER 20 MINUTES TO DOWNLOAD
Do not attempt to download this file from a dial-up connection.

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GOOD HABITS TO HAVE - OR START

✓ Do daily backups of each practice to an external backup item;
✓ such as to a Zip Disk or a USB Memory Stick.
✓ Run File Maintenance Weekly (on each practice).
✓ Have security setup in Medisoft; this way you need a user name and a password to access the data.
✓ Check our website monthly at: www.ihctech.com for updates to the Medisoft Programs.

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➢ LEGACY NUMBERS AND THE 5/23/08 DEADLINE

If you use: MEDAVANT (PHOENIX) CLEARINGHOUSE

We have been notified that the legacy numbers can stay in your Medisoft program, the clearinghouse will strip them out before forwarding the claims on to the payers.
If you have them out and are not receiving rejections- leave them out
If you have them out and get rejections- put them back in

DIRECT MODULE USERS - AVAILITY, WPS, ETC

To remove the Legacy numbers - do the following:

Go to the provider list
Edit the provider
Go to the Default Pins tab
Remove the Medicare and BCBS Pin numbers
Remove the UPIN number
Go to the Default Group ID's tab
Remove the Medicare and BCBS Group ID's
Go to the Pins tab
Next to Medicare, BCBS, etc-
remove the legacy numbers in both the pin and group columns

* To remove the qualifiers- remove the contents and then space bar once or twice
Press Save
Repeat for every provider in the practice

* Note- To submit legacy only for BCBS claims:
You must receive the Congratulations postcard in the mail.

**Tip- Send some NPI only claims before the May 23rd deadline to avoid rejections later.

➢ AVAILITY UPDATE

Availity is pleased to announce enhancements to the Immediate Batch Response reporting! In the spirit of continuous improvement, Availity has taken customer feedback to make enhancements to the Immediate Batch Response (IBR) report. Effective May 18th, the IBR report will be a one-to-one file level acknowledgement. This means submitters will no longer receive multiple IBR responses for a single claim file, facilitating easier reconciliation! You will not need to do anything special – beginning May 18th, when you log onto the Availity system the updated reports will be in place and available to you!

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➢ **New Offering:**

RELAY HEALTH *Your office online!*

We have a secure online communication service available to you to stay connected with your patients, colleagues and staff.

- o Handle simple, non urgent questions from patients via a secure website
- o Electronic Rx's/refills
- o Enables patients to schedule, re-schedule or cancel appointments online
- o Lab Results
- o Reimbursable WebVisits
- o Colleague Messaging and E Referrals
- o Patient Education Resources

* Electronic Claim Clearinghouse available thru Relay Health!

Call for pricing and details

ELECTRONIC STATEMENTS!

Are you still folding, stuffing and stamping your patient statements?
Save Time & Money!
Enhance Quality & Maintain Control!

We are proud to announce a new statement processing solution- **BillFlash**!

* Works right inside Medisoft
* Upload your file to their website
* Make changes to individual statements if needed
* View statements for 90 days
* Print on colored paper

Visit our website or call for details.

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