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Integrated Health Care Wishes You Happy Holidays!

Integrated Health Care will be closed on the following days:

Wednesday, November 25th - Closing at 3:00 (Central Time)

Thursday, November 26th - Closed all day

Friday, November 27th - Closed all day

Thursday, December 24th - Closed all day

Friday, December 25th - Closed all day

Friday, January 1st - Closed all day

Thank you for your continued business throughout the year!

ICD-10 Tips, Pitfalls or Problems:

If you are getting not a valid diagnosis in Revenue Management;
Then: Click on Start - Programs - Revenue Management - "Claims Editor Update Client"
Install these updates. Then open Revenue Management to run the updates.

Also, make sure you have the ICD-10 effective date of 10/1/2015 for your Insurances.

Click on Tools - Services - Set ICD Version for the Insurances.

Set the ICD-10 effective date to 10/1/2015 for all the Insurances.

Also, set the default for new Insurances to ICD-10

Reminder: There is a Maximum of 4 Diagnosis Codes allowed per Procedure

Only check up to 4 Diagnosis Pointers per line in Transaction Entry.

Please read your reports that you get from your Clearing House for the Electronic Claims.

This will let you know if your claims have been accepted, rejected or need more information.

Also; In Claim Management - Check this on a weekly basis:

Click on the **List Only** Button; Then under Claim Status - Choose a status below:

- Hold
- Rejected
- Challenge
- Alert
- Pending
- Dx Error (New in Version 19 & 20)

There might be claims that need to be corrected & resubmitted.

Are you getting DX (Diagnosis) Errors when creating Claims?

This can happen if you are using a New ICD-10 code on an existing case.
You can either make a new case in Medisoft,
Or edit the new ICD-10 Code and make sure the ICD-9 equivalent code is also in there.

Did you miss our Webinar for the ICD-10 Tools inside Medisoft?

You can watch a recording of our Webinar. Go to our website www.ihctech.com
Then **Click on the ICD-10 icon**. You can save this to your computer.

New Year – New Case for 2016

Here is an idea: make a new case for the New Year for Dates of Services starting on 1/1/2016
Especially if you have numerous transactions on a Patient's case (over 100),
Then the performance of your Medisoft program will improve.

Time to check for new Insurance.

For the new year this is a good time to verify if the Patient's Insurance is the same or did they change plans.

Windows 10 and Internet Explorer

If you upgraded to Windows 10 – the Internet Explorer was changed to Microsoft Edge
You can still get to the Internet Explorer. Browse to the C drive – open the folder named Program Files
Open the folder named Internet Explorer & Find the file named “**iexplore**”
You can right click on this and “Add a Shortcut” onto the desktop.

Note; the “My Computer” Icon is now called “This PC” in Windows 10

Hot Fix Update for Version 20 Medisoft and Windows 10 computers

This Fixes Windows 10 computers when Medisoft Version 20 freezes on opening.
If you experience this issue, please install the hot fix.

This is on our website www.ihctech.com

Under the section named: Medisoft Version 19 & 20 Updates & Info

Click on: Updates to Version 20 Medisoft

Reminder: Please backup your Medisoft Data Every Day.

We recommend daily backups of your Medisoft Data of each practice to an external backup device.

MediChat Newsletter for your Medisoft Software

For the Medisoft Mobile App;

The Medisoft Mobile App is not working on the 64-Bit iPhones (and iPads)
with the iPhone Version 9 Operating System (iOS v9)
The 64-Bit iPhones are usually the iPhone 5s and iPhone 6

McKesson development is still working on this, no estimated date yet.

FYI, iPhone 5c has the 32-Bit Operating System & the Mobile App does work okay on this phone.

Hint: Check the App store for Medisoft Mobile updates then install the update when this becomes available.
Check for this update once a week.

Availity Clearinghouse Changes:

For Medisoft users sending claims to Availity – Internet Explorer Version 8 will no longer work.
You will need to upgrade your Internet Explorer Version or use Chrome or Firefox Internet Browsers.

Office Ally Clearinghouse Users:

If Office Ally wants to connect to your Medisoft Program and make changes – please contact our office.
They have been making incorrect changes to the program.

Capario/Emdeon Clearinghouse Changes:

For Medisoft users sending claims to Emdeon (formerly Capario) using the Revenue Management program:

Changes need to be made to your Medisoft program before December 31, 2015
Emdeon (formerly Capario) has extended the deadline to December 31, 2015

Please visit our website for the instructions, click on the Capario icon in the lower right side.

For customers using the older versions of the software prior to Revenue Management;
You will need to update to the ICD-10 compliant version of the software.

That means Medisoft Versions older than Version 19 need to be upgraded.

You can contact Lee in our office to upgrade.
Phone: 708-468-4070 - Press Option 1 for Medisoft Sales

*This newsletter is from: **Integrated Health Care***

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