

# October, 2016

# Integrated Health Care

## MediChat Newsletter for your Medisoft Software

### In this issue:

- Medisoft Version 21
- ICD-10 Tips, Pitfalls or Problems & Claim Management Tips
- Remember to back up your data

**The new Medisoft Version 21 Software is coming soon!**

**eMDs is offering a special deal to those who pre-purchase Medisoft V21 prior to October 30, 2016**

**Medisoft V20 customer who purchases your upgrade prior to the deadline, receive a 30% discount\*.**  
*All other customers receive a 25% discount\*.*

**For more information please call Phone: 708-468-4070 - Press Option 1 for Medisoft Sales.**

### New features include:

- Online appointment scheduling
- Practice cleanup utility
- Integrated appointment reminder system
- ICD-10 search tool

### Online Appointment Scheduling.

The world has been online for a few decades now, and patients are finally joining the mix. They expect to do business online. With Medisoft 21, your practice will be able to allow patients to schedule and request appointments right from your website. They will also be able to do basic demographic form entry, which will speed up the intake process once the patient shows up in your practice. This automation will save time and money, as well as provide your patients with a service which will help them remain with your practice. Patients want to engage you online, Medisoft 21 will help you to do that.

### Integrated Appointment Reminder System.

Autoremind offers practices the ability to send appointment reminders to patients with upcoming appointments. These reminders can be sent through phone calls, secure emails, and text messages. As patients confirm their appointments, your Medisoft system will be updated to reflect that confirmation status. You can also use the Autoremind portal to assist as you work through the patient recall process. *\*Additional Monthly Fees Apply*

### Practice Cleanup Utility.

Your practice has been using Medisoft for years. Over the course of time, various people have entered data into Medisoft that may not be quite accurate. This can result in reports that show incorrect balances, statements going out to patients with incorrect balances, and much more. Medisoft V21 will allow you to specify a point in time, and write off all balances prior to that time. This will help you as you implement solutions such as BillFlash Patient Statements or Autoremind appointment reminders, or Trizetto/RelayHealth EDI services. Bad data makes it difficult to implement those solutions. Medisoft 21 will help you beat bad data.

### ICD-10 Search Tool.

Medisoft V21 includes a powerful ICD-10 search to help practices quickly select billable codes and avoid claim denials due to lack of specificity. The fast, physician friendly tool helps you search by codes, clinical and billing descriptions, abbreviations, and even by clicking on anatomical diagrams. It also prompts for secondary codes to support quality program reporting. Don't let your cash flow be negatively affected by the changing requirements, let Medisoft V21 help you select the right codes!

**ICD-10 Tips, Pitfalls or Problems:**

**October 1, 2016 changes were made**

Do not use Unspecified Codes, look for a better descriptive code.  
Some codes are no longer valid to use for services rendered after 9/30/2016

The New Encoder Pro will be coming soon.

For now a good resource is: [www.icd10data.com](http://www.icd10data.com)

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.

**Reminder: Please backup your Medisoft Data Every Day.**

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

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

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