Integrated Health Care
A Medisoft Certified Reseller

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MediChat Newsletter February 2023
For your Medisoft Software

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Medicare – New ID Numbers for some Patients

Some Medicare patients are receiving a letter & a **New Medicare card** with a **new Medicare ID #**

The Centers for Medicare & Medicaid Services (CMS) is responding to a data breach at Healthcare Management Solutions, LLC (HMS), a subcontractor of ASRC Federal Data Solutions, LLC (ASRC Federal), that may involve Medicare beneficiaries

Potential to impact up to **254,000 Medicare beneficiaries'** personally identifiable information
CMS is mailing beneficiaries that have been potentially impacted a letter from CMS notifying them directly of the breach

CMS is notifying Medicare beneficiaries whose PII and/or PHI may have been put at risk **as a result of the breach that they will receive an updated Medicare card with a new Medicare Beneficiary Identifier**,

See below about the Data Breach
Link: https://www.cms.gov/newsroom/press-releases/cms-responding-data-breach-subcontractor

Claim Rejections

Claims are being rejected for invalid characters in the Patient or Subscriber's address (Policy Holder)

Error: INVALID CHARACTER IN SUBSCRIBER ADDRESS (Loop 2010BA Segment N301)
PAYER ONLY ALLOWS ALPHANUMERIC CHARACTERS AND SPACE. NO SPECIAL CHARACTERS ALLOWED.

So far it is Blue Cross, other Insurances may follow this example.

In the Name this can only be letters
In the Address there can only be letters or numbers
No Dashes, Commas, Periods or other punctuation such as #

If the Patient has a hyphenated name, do Not put a dash (-); Put a space
<u>Sample:</u>
Smith-Jones is <u>invalid</u>
Smith Jones is okay

CIGNA Claim Rejection: Service Facility cannot be the same as Billing Provider
This might also be the rejection: Loop 2010AA - NM109

CIGNA doesn't want the Facility info if the same as the Provider

A rule can be made in Medisoft in the Facility to not send the NPI #
This rule will not send the Facility NPI # in Box 32A of the CMS Claim Form or on electronic claims
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Have you checked your reports?
When sending your claims electronically, remember to look at your reports.
These reports will let you know if the claims have been accepted.
If rejected, the report will give the reason why.

AutoRemind 60-day risk-free trial

AutoRemind integrates with the Office Hours Appointment Scheduler in Medisoft.

Below are some Features of AutoRemind:

- Appointment Reminders
- Newsletters
- Birthday Greetings
- Two- Way Texting.

More info on our website under: Products - Office Hours Products

https://ihctech.com/product/autoremind/

BillFlash – Patient Statements & More
Integrated Collection Services
Discover How You Can "Click to Collect" Past-Due A/R with BillFlash...
SIMPLIFY YOUR COLLECTIONS & PAYMENT PROCESS
https://ihctech.com/product/billflash/

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