

DR. KNOW

We won't change the way you do billing...we'll change the way you do business!

An e-newsletter created by **PLEXUS HEALTH SOLUTIONS, INC.**

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CREDIT CARD RECEIPTS *Need E-mail Address*

As of April 15, 2007 Plexus will no longer mail a receipt for credit card payments. The system will electronically send one if the e-mail address is put in the system at the time of payment.

Please be sure to obtain this information from the patient if you take the credit card data in the office.

HIPAA PRIVACY SEMINAR *April 16 & 17, 2007*

Plexus is in the process of holding a HIPAA Privacy Seminar. If you would like your office to receive this training at a later date, let us know and we can make arrangements to perform this at your site or ours. Otherwise, there is no foreseeable repeat of this class.

Plexus will hold a HIPAA Security Seminar in the fall of 2007. We will keep you posted on the date of this class. We anticipate that the Security class will only take one, two-hour session to complete.

CIGNA UPDATE *Flexible Payment Options*

Cigna is introducing HealthePass. This plan will help enrollees manage their out-of-pocket expenses and address our need for timely collection of copays and deductibles. Cigna is working with American Express on this process.

The patient will be issued a HealthePass "credit card" and you will swipe it just like you do a Visa or MasterCard. You will immediately get the financial obligation for the patient and be able to collect it immediately.

This plan will be tested in the third quarter of 2007 in the Arizona and Florida areas.

To learn more about this, go to:

www.cignaforhcp.com

or call 1-800-882-4462.

You can contact us at:

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FDA MANDATES

As of 12-31-08

The FDA is mandating that albuterol inhalers containing CFC's be phased out and all supplies be withdrawn from the market as of December 31, 2008.

CFC's are harmful to the ozone and HFA-based albuterol inhalers are believed to be safe, effective and environmentally friendly.

Thus far, HFA-based inhalers are not available in a generic form, so your patient may experience higher copays for this prescription.

www.fda.gov/cder/mdi/mdifaqs.htm

CHANGING INFORMATION

Let Us Know ASAP!

If you make any changes within your practice, such as; move to a new location, incorporate, change your corporation name, acquire a post office box, etc., let Plexus know immediately. We will generate the paperwork to make sure your remittances are not mis-directed or stopped completely.

Medicare does not recognize Change of Address forms from the post office, so if you do not fill out Medicare's paperwork, your checks will be sent back to Medicare and your provider number deactivated. You will not receive a Medicare payment until they are notified via their required methods.

NPI UPDATING

We Need to Let the Insurances Know

Plexus will let the insurance carriers know what your NPI is. But in order to do that, we need some personal information from you. Last month we sent a notice to all our clients requesting this personal data. If you have not sent it back to us, please do so immediately. Thank you.

UNCLAIMED PROPERTY

Where To Send Undeliverable Credits

If you owe money to a patient and the refund comes back to you, through the mail, because the patient cannot be found, you must forward the funds and applicable paperwork to the State of Wisconsin.

The Unclaimed Property Department of the Wisconsin State Treasurer is where the funds should be sent (get the address from the site listed below).

From this site you can also check to see if you have money due you from an entity in Wisconsin and claim it.

Remember, Wisconsin State law says you must refund all credits on your accounts receivable within five years of the credit date.

This was a topic that came up during our HIPAA Privacy Act Seminar and we wanted to be sure you had the exact website for easy access.

www.ost.state.wi.us/home/ucpweb/ucpsearch.aspx