Thanksgiving

November 2008 Edition

The Tele Comm Times

1-800-689-8100 - www.telecommcomputersystems.com

A Pledge To Our Clients

For over 30 years Tele Comm has been providing quality software, hardware, and most importantly, reliable service to the medical community. This is a responsibility we take very seriously and every day we commit ourselves to providing the best support we can for all of our clients. We are fully aware of the challenges physicians face in the current economic and political climate. We want everyone to know that we are more committed than ever before to helping in any way we can. We sometimes spend many hours in conference calls with insurance companies, such as Palmetto, where a single call may involve over two hours of hold time, to help a client resolve a billing issue, even when the solution has nothing to do with Tele Comm. If you are having similar problems, or if you are not on a Tele Comm hardware service contract and your former hardware support is no longer available or has abandoned you, call us and we will do what we can to assist you. We want all of our clients to know that we are always here to help, 24 hours a day 7 days a week.

Palmetto Updates

- Palmetto GBA has been forwarding the MCS Batch Control Listing (BCL) report during early boarding from the outgoing Part B contractors. GPNet, their EDI front-end, generates a similar response report that includes the acceptance or rejection status of claim files. Since the information on the BCL report is duplicated in the GPNet Response Report, Palmetto GBA will no longer forward BCL reports after cutover verification has been completed.
- If you are having problems with rejections that were not occurring when you were billing NHIC Medicare, you may want to check the "Alerts" area on the Palmetto website. It has information on how to perform certain billing operations with Palmetto.
- If your Palmetto reports have suddenly become unreadable, this could be caused by a change in report format that Palmetto has been randomly making in some clients mailboxes. To correct this problem, Palmetto must be notified by e-mail that you want them to set the reports back to their original format. Call us if you need assistance with this problem.
- With Palmetto telephone on hold wait times routinely exceeding two hours, consider sending an email to Palmetto, rather then sitting on hold. The EDI Department email address is medicare.edi@palmettogba.com
- 2008 Web Safari for Medicare Part B Providers—November 3 and 12, 2008. Join Palmetto GBA for an informative Webinar to learn more about the features the website has to offer and how to use the site more effectively. For more information log onto Palmetto GBA website at http://www.palmettogba.com/J1B

EMR, E-Prescribing, and Practice Management

If you are looking for an all-in-one office system, Tele Comm has the solution for you. Our all-in-one system allows you to configure the system the way you want it at a price that is right for you. You can have a totally integrated system that will electronically chart your patients, manage your prescriptions, electronically bill insurance and patients, automatically post payments, and produce financial reports that you can create. The time has come to automate your office and Medicare will give you a 2% incentive payment to get started. Call us today at 1-800-689-8100 to learn more.

XPANTIVIRUS IS A VIRUS!

DO NOT DOWNLOAD THIS PROGRAM!
IT IS A VIRUS!

It can reek havoc with your computer and may make it necessary to clean the hard drive and reset the computer back to it's originally purchased state. Follow these simple rules and you will be protected from this and other viruses:
1. Never insert unknown media into your computer
2. Never open an email unless you are expecting it
3. Never download unless it is from a trusted site
4. If you get a pop-up, click the red "X" to close it
And if you ever have any questions, **CALL US FIRST!**

2 Months to Paperless

Tele Comm will begin sending all invoices by email starting January 1, 2009. If for any reason you will not be able to receive email invoices by January 1, 2009, please contact Tiffany immediately at 951-688-8100 to make special arrangements. If you do not have an email address, call us and we will help you get one for free. With our billing system, you can review your account and pay your invoices on-line. And for extreme simplicity, sign up for **ABC** and receive only one invoice per month that is scheduled for automatic payment. Call us today at 1-800-689-8100 to find out about this free service.

Tele Comm…
GREENER every day

Our transition to total **GREEN** is on target for **January 1, 2009**. We currently have a paperless invoicing and payment system in place, and all correspondence from Tele Comm, including the Tele Comm Times, is quickly moving to email. If you need assistance setting up an email account, call us and we can help. We are encouraging ALL offices to **GO GREEN** with their billing system, and the TCXMED application can help you achieve that goal. Call us today for more information.

TELE COMM

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