



Customer Support Advisory February 14, 2008

Alteer and your practice are ready for March 1st NPI Deadline!

This alert pertains to Alteer Office® users, v4.7 and higher, who use Alteer Office to submit electronic claims to Medicare carriers. We have received inquiries from some of our practices regarding NPI readiness for the upcoming March 1st deadline. Please be assured that Alteer has taken all the necessary steps to ensure compliance; your practice is ready for the new requirements. The following is for informational purposes only—you need not take any action; alter the way in which you submit claims to Medicare; or change any of your billing data in Alteer Office.

Until February 29, 2008, claims with both NPI and Medicare legacy numbers are rejected if the pair is not found on the Medicare NPI Crosswalk. Claims submitted with only a Medicare legacy number are paid—unless, of course, they have other errors that cause them to be rejected.

On March 1, 2008, claims with both NPI and Medicare legacy numbers will continue to be rejected if the pair is not found on the Medicare NPI Crosswalk. Claims without NPI in the primary provider field will be rejected. Claims with *only* a Medicare legacy number in the primary provider field will be rejected.

As you know, May 23, 2008 is the final deadline for NPI implementation, which means only NPI may be used. Alteer will keep you updated as that deadline approaches.

For assistance, please contact Alteer Customer Support. Tel: 949.790.0400, Mon-Fri., 6:00am-5:00pm, Pacific Time, e-mail: support@alteer.com.

TIP: Be sure you have entered your NPI numbers on the Alteer NPI Portal. For details, please refer to the Online Help in Alteer Office (F1; Index tab; keyword: NPI.)