



Customer Support Advisory

March 14, 2007

Begin entering your NPI numbers on the Alteer NPI Portal now!

This advisory pertains to all Alteer Office® users, version 4.7 and higher. Alteer is pleased to announce the release of the Alteer NPI Portal, which is a secure Web site that you will use to enter all NPI numbers so they can be used for claim processing through Alteer Office. Currently, the Alteer Office user interface does not contain fields in which to enter NPI numbers. Instead, the Portal will serve as a placeholder for NPI data—that is, it will be used by practices to enter NPI and by Alteer to obtain NPI in order to include it on printed and electronic claims processed through Alteer Office. A future version of Alteer Office will contain NPI fields in the user interface and will automatically pull the numbers you entered on the NPI Portal—you will not have to re-enter your NPI numbers once you have entered them on the Portal. The [NPI Portal Getting Started Guide](#) includes complete instructions about how to log on and use the NPI Portal and has been sent to Document Routing in your Alteer Office system. These instructions also are available in the Online Help in Alteer Office (on the **Index** tab, type keyword: **NPI**). Also, once you have logged onto the Portal, NPI-related Online Help is accessible from every page (press the **Help** button).

NPI data will not be transmitted on printed or electronic claims at this time. We are diligently testing these processes to ensure there is no delay in claim submission for any of our customers. Alteer will begin transmitting NPI data on claims—both printed and electronic—well before the May 23, 2007 deadline and will notify you prior to implementation. In the meantime, you must enter your NPI on the Portal as soon as possible so your practice will be ready for the deadline.

To accommodate NPI, CMS has issued revised versions of printed claim forms. You may have heard that CMS recently changed the deadline for when you must use only the new CMS-1500 (08-05) form. The deadline was changed because CMS discovered some vendors, including the Government Printing Office, distributed an improperly formatted version of the new form. You must verify that the forms your practice purchased are correct; please visit CMS' Web site for more details:

<http://www.cms.hhs.gov/ElectronicBillingEDITrans/Downloads/1500%20problems.pdf>.

CMS now is targeting June 1, 2007 as the new deadline for the CMS-1500 form, but has not confirmed that as the final date. Formal communication from CMS about the deadline will be forthcoming. Alteer will implement and deploy the revised CMS-1500 well before the new target date and will notify you prior to deploying—do not use the new form until you are notified.

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