

Customer Support Alert January 14, 2010

2010 REVISED MEDICARE FEE SCHEDULE

As a value added service to our clients, an automated database update will be performed on your system after the close of business on **Thursday, January 14, 2010**. Visionary HealthWare is dedicated to providing service that allows for system updates to be made without interrupting your software service. The item that will be updated is listed below and will be in place for use by January 15, 2010.

REVISED 2010 Medicare Fee Schedule for your local region. You must use this revised Medicare fee schedule in place of the previous version that was uploaded to your system. To see the new schedule, in Alteer Office® go to the **Fee Schedules** page in the **Billing Admin** work area and look for the schedule named "**Revised Medicare Fee Schedule 2010.**" Be sure to link it to the contracts and base any newly created Usual and Customary Fee Schedules off this revised fee schedule and re-link the contracts and provider preferences.

Tip

For information about working with the new fee schedule, please read the FAQ topic, "How do I update a fee schedule?" in the Online Help (press F1). The topic explains how to modify your Billing Admin settings to use the new schedule(s), including, updating your contracts, provider preferences, and modifying dollar amounts if necessary. It also tells you how to create a new Usual and Customary Fee Schedule based on the 2010 Medicare fee schedule.

If you have any questions or concerns, please feel free to contact Alteer Office Technical Support by phone (949.790.0400, Mon-Fri., 6:00am-5:00pm Pacific time), or by e-mail: AOSupport@VHWus.com.