

Customer Support Alert December 29, 2009

AUTOMATED YEAR-END BILLING UPDATES

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, December 31, 2009**; no action is required on your part in order for the changes to take effect. Visionary HealthWare is dedicated to providing service that allows for system updates to be made without interrupting your software service. The items that will be updated are listed below and will be in place for use by January 1, 2010.

Medicare Fee Schedules

Alteer will load the regional and/or local 2010 Medicare Fee Schedule in your database. To see the new schedule, in Alteer Office[®], go to the **Fee Schedules** page in the **Billing Admin** work area.

Tip

For information about working with the new fee schedule(s), please read the Online Help topic, "Updating Fee Schedules." [Press F1; on the **Index** tab, search for **fee schedule**; then click **updating**. 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 & Customary Fee Schedule based on the new 2010 Medicare fee schedule.

Procedure Codes and RVU's

In addition to the Medicare Fee Schedule, Alteer also will upload the 2010 Relative Value Units (RVU's) and update the following items in your systems procedures tables:

- 2010 CPT[®] codes and modifiers
- 2010 HCPCS codes and modifiers

Tip

To see the codes, in Alteer Office, go to the **Procedures** page in the **Billing Admin** work area. For information about RVU's and Custom RVU Fee Schedules, please read the Online Help topic, "Understanding RVU's and Custom RVU Fee Schedules." [Press F1; on the **Index** tab, search for **RVUs**; then click **about**.)

Ongoing Updates

CMS issues revisions to the Medicare Fee Schedule periodically. Alteer will update your database throughout the year (as the revisions are provided to us by CMS) and then issue a communication to you regarding any fee schedule revisions. Note that Alteer will load the CMS fee schedule only and can not load custom fee schedules or Medicare Fee Schedules by state.

If you have any questions or concerns, please contact Alteer Customer Support by telephone:

949.790.0400 (Mon-Fri., 6:00AM-5:00PM, Pacific Time), or by e-mail to: AOSupport@VHWus.com.