

Customer Support Alert

March 14, 2007

Verify that your new CMS-1500 (05-08) forms are correct!

This advisory pertains to all Alteer Office® users, version 4.7 and higher. If you have already purchased a supply of the new CMS-1500 (08-05) professional claim form, you must verify that the forms you received are properly formatted. To verify, visit CMS at <http://www.cms.hhs.gov/ElectronicBillingEDITrans/Downloads/1500%20problems.pdf>.

To accommodate the new National Provider Identifier (NPI), CMS issued revised versions of their claim forms: UB-04 institutional form and CMS-1500 (08-05) professional claim. CMS recently discovered that some vendors, including the Government Printing Office, distributed an improperly formatted version of the new CMS-1500 form. Because of this error, CMS has changed the date to June 29, 2007 as the new deadline for when you must use only the CMS-1500 form. 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.

As a reminder, 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 final May 23, 2007 deadline and will notify you prior to implementation. In the meantime, you must enter your NPI on the NPI Portal as soon as possible so your practice will be ready for the deadline. For details about the Portal, please refer to the Online Help in Alteer Office (Index tab, keyword: NPI.)

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