STI Computer Services Inc.

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To: All ChartMaker Medical Suite Clients Office Managers and Billing Staff

Re: Novitas Medicare Claims

As of October 24, 2016 you will no longer be able to send claims via dial-up. Novitas Medicare is discontinuing this method of submitting claims.

Your office must now enroll in the Provider Complete module that we have been informing you about since 2014. You have received many notices about transitioning to Provider Complete and it has come time to complete the enrollment forms located on our website by September 1, 2016.

This change will result in a better experience for your practice in that you will only have one file to gather and send electronically. This process will save you time and money. No modem is required for sending claims directly via dial up and you will no longer require MedXpress software.

Features Included with Provider Complete:

- ✓ Any claim you are currently sending electronically will now be gathered in one batch
- ✓ Electronic Remittance for insurance companies of your choice
- ✓ Eligibility Checking using STI's Payer Inquiry Module for participating insurance carriers
- ✓ Claim status checking and online claim correction through Change Healthcare's Vision product

If you choose, the claim file can also **include primary insurance claims you normally send on paper**. These claims can be sent electronically where they will be dropped to paper and mailed for you. Secondary claims will continue to print on paper in order for your office to attach copies of the EOB.

This new way of claims submission is bundled with the STI Electronic Patient Statement (EPS) module. The majority of our practices are currently using EPS and for those offices there will be no additional charge. Practices have reported receiving patient payments faster because of the professional look of the statements. If you send less than 150 statements per month or decide that you would prefer to continue to print, stuff and mail patient statements from your office, you will be charged $180 per year per provider in lieu of electronic claims transmission. Additional information regarding EPS is on our website.

Our goal has been to create a billing process for both insurance claims and patient statements that is time saving and easy for our clients. I know that you will see a reduction in the time spent on insurance claim submission and follow up as well as the process of printing, stuffing and stamping patient statements. In addition, with no charge eligibility checking handled directly from your appointment schedule for participating insurances, you will be assured that the claims you submit will be paid.

Please visit our website, www.sticomputer.com and select **Enrollments** to complete both the STI & Change Healthcare Provider Complete Enrollment Form *and* the Electronic Patient Statement Form.

Dawn Gaskill
Director, Client Services