



From the desk of Karen Walters, D.C.

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Windows Automatic Security Update Network Issues

Microsoft updates that auto-installed to computer systems on or after 1/16/2020 seem to have occasionally affected the ability for computers to “see” one another on the network. If this happens to you, please contact your computer tech to address it.

New York Workers Compensation & the CMS-1500 form

In 2015, we updated our ANSI 837 export to handle NY Workers Comp requirements with Carisk for *electronic* billing. In 2018, the NY WCB indicated they would *not* be accepting paper versions of the **CMS-1500** form. We recently learned that these forms are, in fact, being accepted for processing. [We have made multiple changes specific to NY WCB claims on the CMS-1500 form. Download an update now and review the instructions in your README!](#) Specific NY WCB data fields mentioned below (e.g. rating code) can be entered on the **PI / Comp / State** tab located on the patient’s **Condition** tab – the same tab used for pre-2008 NY WCB data.

- Box 1a: Social security #.
- Boxes 4 & 7: Employer name & address.
- Box 11b: Carrier case #.
- Box 19: WCB Auth # and rating code.
- Column 24J: NPI # & provider’s state license #.

The new full body Workers Comp specific Encounter template is currently being tested & further refined. And thanks to Abbe Cozell for helping us get these CMS-1500 changes to you in mere days.

North Carolina Connex

If your’re a chiropractor in NC, we have begun the certification process with NC Connex. Since we process identical data in other states, we expect the process to proceed smoothly & quickly.

Phone System Updates

Our phone system has undergone a slew of updates & fine-tuning in the past two weeks as we’ve closely monitored the new automated callback features. And this was indeed a trial by fire as our phones have been ringing off the hook for a variety of reasons — such as updating from Windows 7 to 10. Following a few hiccups on days 1 & 2 (accompanied by a variety of tweaks), the new system will either connect you directly to a technician or inform you of your current position in the queue. You’ll have an opportunity to either hold for a representative or receive an automatic callback without losing your “place in line!” Here’s what’s important to remember:

- [To receive a callback, you must leave a complete 10 digit phone # with area code.](#)
- [The message repeats periodically & provides a choice to continue holding or receive an automated callback.](#)

Sincerely,

Karen Walters, D.C.

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