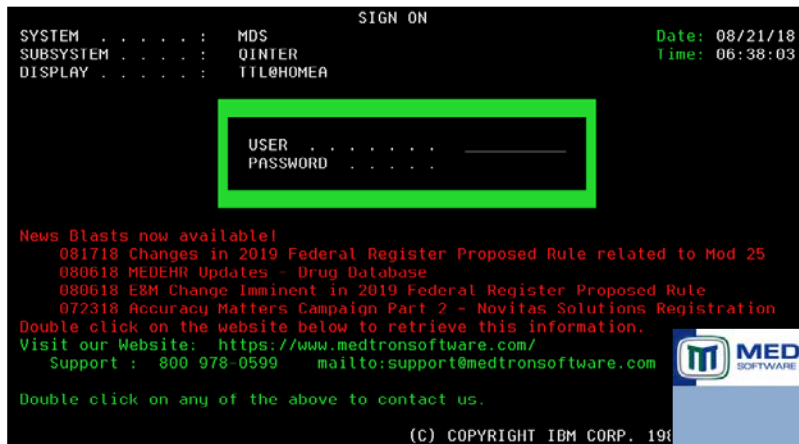




## COMMUNICATE EFFECTIVELY WITH MDS/MSI

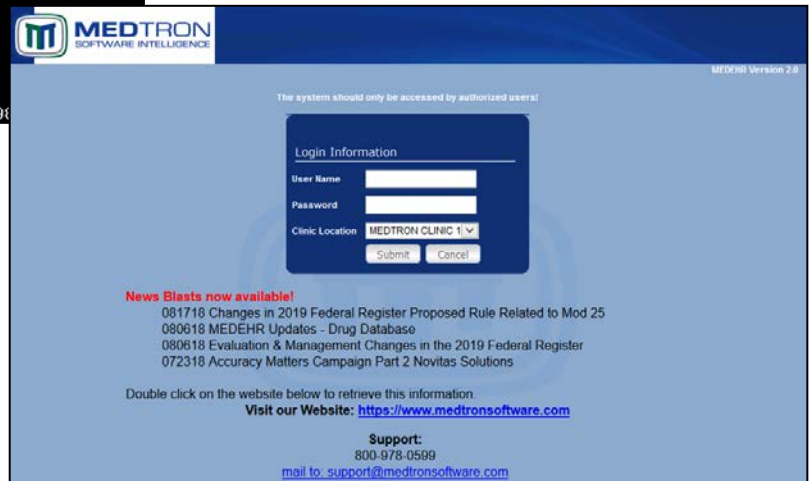
The MEDTRON **MEDPM** and/or **MEDEHR** Sign On screen provides the most effective way to communicate with MEDDATA/MEDTRON (MDS/MSI) staff. Users have the option to easily click on the email address corresponding to Support: Software or Technical to immediately create and send an email.

Sending emails to an individual staff member *risks that the individual may not be available for an extended period of time and your email may not be addressed in a timely manner; please avoid emailing directly to individual staff members.*




If on **MEDPM** (iSeries) system, **Esc** to send a Break Message (Brk Msg).

**NOTE:** Remember to watch the “red verbiage” on the **MEDPM** and **MEDEHR Sign On** screens for updates to Newsletters, News Blasts and EHR News.



See MDS/MSI Contact list for Department email addresses:



**CONTACT LIST**  
120 Innwood Drive  
Covington, LA 70433  
(800) 805-3225  
[www.medtronsoftware.com](http://www.medtronsoftware.com)

Below is a list of MEDDATA/MEDTRON departments and the areas in which each may assist with your questions and/or needs. Each department may be reached via phone at 985.882.3225 (local) or 877.893.2560 (toll free) unless specified below.

It is imperative that correspondence be sent to **one of the department mailboxes** below instead of an individual to ensure proper handling of your correspondence/request; as these mailboxes are monitored aggressively.

Additional information related to routing correspondence to MEDDATA is found in the **MDS REMINDERS** available via <https://www.medtronsoftware.com>.

When in doubt, use the green options, i.e., please direct your emails to [MDSRCV@medtronsoftware.com](mailto:MDSRCV@medtronsoftware.com) and our Receiving Dept will route your correspondence to the correct department; if on the system, break message ID: ADDUPD is an equivalent method of correspondence.

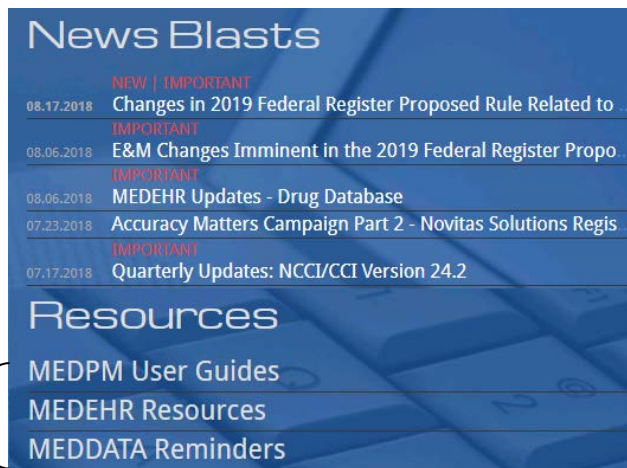
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<p><b>ACCOUNTING DEPARTMENT</b></p> <ul style="list-style-type: none"> <li>• Questions regarding MEDTRON/MEDDATA Service Invoice</li> </ul>	<p>Fax: (985) 234-0601 (V) Email: <a href="mailto:accounting@medtronsoftware.com">accounting@medtronsoftware.com</a></p>
<p><b>ADMIN SERVICES DEPARTMENT</b></p> <ul style="list-style-type: none"> <li>• Update Forms, i.e., Charge Tickets, Demographics Intake Forms, etc.</li> <li>• Managed Care (Carriers) Website Access/User ID Administration</li> </ul>	<p>Fax: (985) 234-0637 (V) Email: <a href="mailto:adminservices@medtronsoftware.com">adminservices@medtronsoftware.com</a></p>
<p><b>ALLOWABLE DEPARTMENT</b></p> <ul style="list-style-type: none"> <li>• Add CPT/Charge Code to Charge Master</li> <li>• Add referral</li> <li>• Add new insurance</li> <li>• Update Setup &amp; Support files</li> <li>• Obtain information related to Allowables/Fee Schedules</li> <li>• EOM 'Charges Complete' notification, i.e., practice is ready to close</li> </ul>	<p>Fax: (985) 234-0635 (V) Email: <a href="mailto:allow@medtronsoftware.com">allow@medtronsoftware.com</a></p>

**MEDPM (iSeries) Break Message ID: ADDUPD**

Resources including: Newsletters, News Blasts and EHR News are also available from the sign on screens via a click on <https://www.medtronsoftware.com/> to view our website.

Contact MDS/MSI Support Dept for assigned User ID and Passwords to access 'Resources'.



### Support Calls to MDS/MSI

At MDS/MSI we strive to provide our clients with the best support available.

To achieve this goal, we:

- use our **own** Practice Management software (**MEDPM**) every single day in our MDS billing service environment to obtain first-hand knowledge of the constantly changing needs and requirements of the complex health care industry.
- provide solutions for hundreds of physicians who deal with the problems, headaches and frustrations that occur in dealing with the constantly changing needs of this industry.
- rotate our training and support teams through our MDS service bureau to experience and maintain first-hand knowledge of provider billing challenges.
- publish News Blasts and Client News Letters with 'topic specific' information to keep our clients abreast of recent updates/changes to carrier policies.

We believe it is very important for our clients to maintain ongoing education to keep up with the ever-changing rules and regulations associated with the healthcare environment and the mandates placed on providers by the government and managed care companies. **Experienced professional Trainers can provide instruction at your site, at our location (our training classroom is available for your special training needs), or via a 'JoinMe Webinar/Phone' session.**

Our Support line is constantly inundated with calls for many different healthcare topics such as understanding incentive programs, Merit Incentive Payment System (MIPS), IA, Quality, Cost, ACI/PI, CCM or TCM billing info, as well as assistance with **MEDPM** or **MEDEHR** software. **We are happy to review any healthcare industry issues or topics with our clients; however, we ask that inquiries be sent via email to [support@medtronsoftware.com](mailto:support@medtronsoftware.com) to provide us time to research for best possible response.**

Our Support line should be utilized for nominal requests that can be handled in less than 15 minutes and/or urgent **software issues**. For the education or informational requests for topics such as understanding reporting programs, how the system works, healthcare industry issues, etc., these should be conducted via a training session. Our support staff will continue to make the best effort to answer your questions; however, if our support staff feels they cannot meet your needs timely (within 15 minutes) and that additional training would be a better solution, our staff will transfer you to our Scheduling Dept so that you may schedule the needed training.

Contact Software Support for assistance or any questions via:

From MEDTRON Sign On screen, double click on 'support@medtronsoftware.com' to compose an email

-OR-

Phone: (985) 234-0599 (local), (800) 978-0599 (toll free)

-OR-

Fax: (985) 234-0609