

# MDoffice successfully implements NPI

MDoffice's preparation for the required new National Provider Identifier (NPI) for healthcare claims has resulted in near zero claim rejections while the national average jumped four fold after the May 23 deadline for submitting claims in NPI.

When the Federal mandate was first announced more than two years ago, MDoffice technicians went to work helping educate its clients across the nation, updating the files of its web-based clients and assisting with monitoring the flow and noncompliance of claims.

Jay P. Lodhia, CEO of the New Jersey-based company that licenses both in-office and web-based EMR, said, "We were given fair warning that NPI would come, so we put our technical people to work to insure that none of our clients were caught short, or had problems with NPI. We see ourselves as partners with our clients. If they have a glitch with reporting claims, ouch, it's our glitch too. We didn't want any part of that."

MDoffice clients were concerned that they would somehow have to manually go through their records and change the claims to reflect the new requirement. Even worse, they feared that in the confusion of making the switch, that claims would go unpaid.

Not to worry. MDoffice technicians led the way, updating the records of the company's web-based clients automatically, and guiding the clients using locally based software on how to update their files with a few clicks of the keyboard.

"I'm proud of our people and even more pleased that our clients made the transition with a minimum of confusion or loss of revenue," Lodhia said. "For our clients and us it was high fives all around. Yes!"

MDoffice, a respected and trusted pioneer in medical practice management and electronic medical records since the early 1980s, fully integrates clinical and administrative software. For more information about MDoffice, email Jay P. Lodhia [jlo@mdoffice.com](mailto:jlo@mdoffice.com) or phone 732-744-2700.